

Table 1. Subthemes and illustrative quotes of theme 1: Impact on clients.

Subthemes	Illustrative quotes
Increased challenges with COVID-19	“when the numbers were climbing, the anxiety of having COVID themselves... the clients might feel... the anxiety of catching the illness” – Provider O; female, mental health programme coordinator, social service “I felt that I should wear two [masks], because I felt safer that way and I was afraid... Back then I was still worried, and I still kept washing my hands... I felt that phase 1 and 2 were relatively challenging for me.” – Client 1; female “the situation looks like very scary also, you know, especially what—cannot sit here cannot sit there—literally you cannot go out. You know, there’s a lot of restriction, I think it has an impact on some people’s mental health.” – Provider K; female, counsellor, social service
Social-related impact	“quite a number of elderly live on their own... there’s no one there to look out for them. At least like last time there’s a lot of social service agencies and day care centres that elderly can go to” – Provider B; female, caseworker, charity organisation “these centres function as a respite for caregivers, and to also stimulate the seniors so that it will delay the cognitive decline” - Provider E; female, social work associate, social service
Domestic issues	“a lot of them came in with more... domestic-related interpersonal issues”- Provider J; female, psychologist, primary care “Mental health of my current patients and the patients that I see are a bit worse by having to stay at home. Some relationships at home like the domestic violence and conflict, it’s much worse” – Provider A; female, social worker, public hospital “So there were a few cases with family violence, physical as well as verbal aggression shown by either one of the spouses” – Provider M; female, clinical psychologist, private practice
Caregiver impact	“couples and parents who had to manage not just like their own needs but they also had to take care of those that were depending on them as well, so I think it might have cause a lot of conflict as well.” – Provider B; female, caseworker, charity organisation “day care centre was actually quite overwhelmed during the circuit breaker because a lot of caregivers are trying to send their loved ones to day care... So they felt very frustrated that they have to manage caring for their loved ones and also work.” – Provider D; female, social work associate, social service “this time (I) was really (feeling) very down and the next thing is—my husband went to the day care centre so it is—shutting down so we have to stay home... So during the pandemic I also lost my job. So like, (I feel) more tensed up.” – Client 2; female, caregiver of patient with dementia
Demonstration of social support and resilience	“So for some, they have very strong familial support. That was actually a very strong protective factor for them... I think some of them also have that mental resilience, they know that this thing will eventually—they have hope that it will eventually get better.” – Provider D; female, social work associate, social service “For the elderly, they pretty much gone through the whole hard-knock life... So we get elderly coming in telling us “I’m very worried but what to do, life is like that”... so growing up with this kind of mentality, could have given them that sense of resilience – Provider J; female, psychologist, primary care “I think parents of kids with extra or additional needs, even if they are not so severe, already have a resilience that we don’t appreciate enough, for them sometimes just getting their child to eat, put on socks, the things that they battle through every day is a lot, so I think they already have resilience in reserve.” – Provider N; female, occupational therapist, private practice