

# Healthwatch Ealing Disabilities Survey Findings

**152** participants took part in our survey - 90 were individuals living with disabilities, 52 were informal carers.

**2** discussion forums were conducted with 18 people in total.



## Social Care Support:



received the same amount of social care or more during the pandemic.



of individuals indicated that the social care they received was delivered to the highest standard.

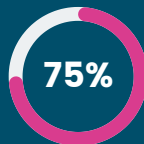


of individuals who received their social care support from Ealing Council (n.53) rated their communication as Very Good or Good.

## Access to Health Care:



experienced difficulties in booking GP appointments during the pandemic.



were able to get their prescribed medicine from Pharmacies when needed.



have since attended or rebooked their postponed hospital appointment.

## Mental Health & Wellbeing:



indicated that their mental wellbeing had been impacted by the pandemic.



had not been able to access mental health support during the pandemic.

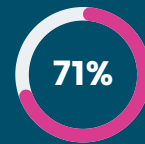
## COVID-19 and the Vaccinations:



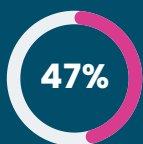
av. indicated that they felt informed around the use of face masks, the COVID-19 test procedures and social distancing guidelines.



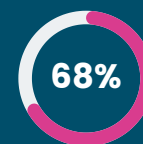
felt informed about the COVID-19 vaccination rollout.



were satisfied with the information that they received from Ealing Council on how to access the vaccine.



were dissatisfied with their access to trusted sources of information about the vaccine.



still did not feel entirely safe with being out in public spaces.





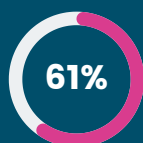
## Discussion Forum Themes:

Lack of Communication – Around changes that were made to individual's care, COVID-19 related rules and guidelines, a clear lack of communication with those who are hard of hearing.

Social Care Support – Most attendees indicated that their social care support significantly decreased during this time – including a lack of support equipment for some.

Access to Health Care – Individuals felt disempowered with their access to care, brought on by the reliance on virtual appointments. This included a lack of mental wellbeing support.

## Digital Technology:



of individuals believed their access to health care was impacted by the reliance on digital technology.



believed the reliance on digital technology had affected their ability to access social care information or their social care support.

The new reliance on the virtual approach to care was of particular concern for those who are hard of hearing and those who do not have access to digital devices.

## Unpaid Carers:

Carers feel physically, mentally and emotionally fatigued due to the impact that the COVID-19 pandemic has had on their roles and their lifestyles.

Feedback on the care that was provided to their loved ones by social care services was mixed with many suggesting that including carers in clear and transparent communication around support delivery would alleviate many issues.

Respite and appreciation for family carers could have several positive outcomes for carers and those that they support.

## Recommendations:

- Communications with clear instructions on how to access information and care, including a designated point of access.
- Address health and social care access issues for those who are hard of hearing.
- Address mental wellbeing issues and social isolation through a comprehensive wellbeing check-up call programme.
- Deliver consistent standard of social care.
- Support family carers through respite breaks and inclusion in communications.
- Exercise a person-centred approach to care that accounts for the best methods of health and social care access for the individuals.
- Implementation of a borough-wide GP telephone system.
- Access to digital devices and skills training.

