



Impact of Covid -19 #2

RiDC Consumer Panel

Findings

6th May 2020

www.ridc.org.uk/news/coronavirus-useful-links

@RIDC_UK

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RiDC

Background to research

Second survey to explore impact of Covid-19 was sent to 1,655 individuals on RiDC consumer panel.

- 816 completed responses (49%)
- 52 panel members do have access to internet. From the overall total, 36 surveys were completed over the phone.

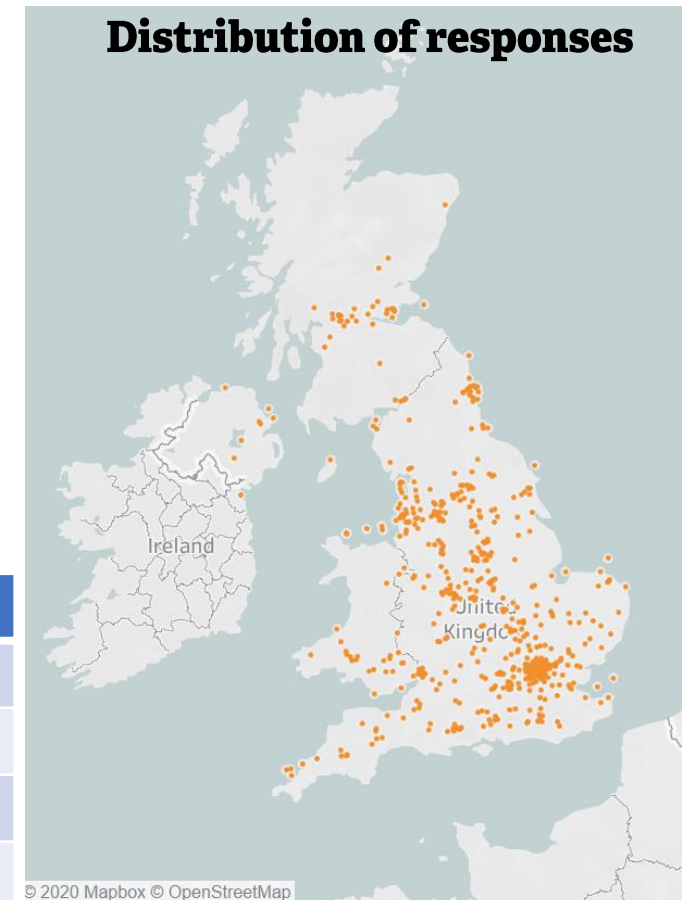
Survey was sent on Monday 27th April at 5.30pm and closed on Friday 1st May at 12 noon.

Previous survey was sent to same panel – 842 completed responses (6th April) – 51% response rate

Gender	Count (n)	%
Female	465	57.1%
Male	342	42.0%
Prefer not to say	7	0.9%

Age	Count (n)	%
18-24	2	0.3
25-49	121	14.4
50-64	290	34.6
65 plus	425	50.7

Region	Count (n)	%
London	111	13.8%
Southern England	218	27.2%
Midlands/Wales/East of England	241	30.2%
Northern England	172	21.5%
Northern Ireland	11	1.4%
Scotland	46	5.8%



Current situation

Social isolating = not leaving your home at all
Social distancing = largely being at home and only going out when necessary and following the current government advice

		Total	Socially distancing	Socially isolating
How long have you been social distancing/socially isolating	Total Count	815	346	469
			42.6%	57.4%
	Four to six weeks	59.2%	64.6%	53.5%
	Over 6 weeks	32.6%	27.4%	37.3%
	Two to four weeks	7.1%	6.3%	8.3%
	Under 2 weeks	1.1%	1.4%	0.9%
		100%	100%	100%

		Total	Socially distancing	Socially isolating
How many people do you live with by social distancing /socially isolating	Total Count	815	346	469
			42.6%	57.4%
	I live on my own	31.4%	32.9%	30.3%
	One other person	50.5%	49.6%	51.6%
	Three other people	4.1%	4.0%	4.1%
	Two other people	11.1%	11.0%	10.7%
	Four other people	1.5%	2.0%	1.1%
	Five plus	1.5%	0.3%	2.3%
		100%	100%	100%

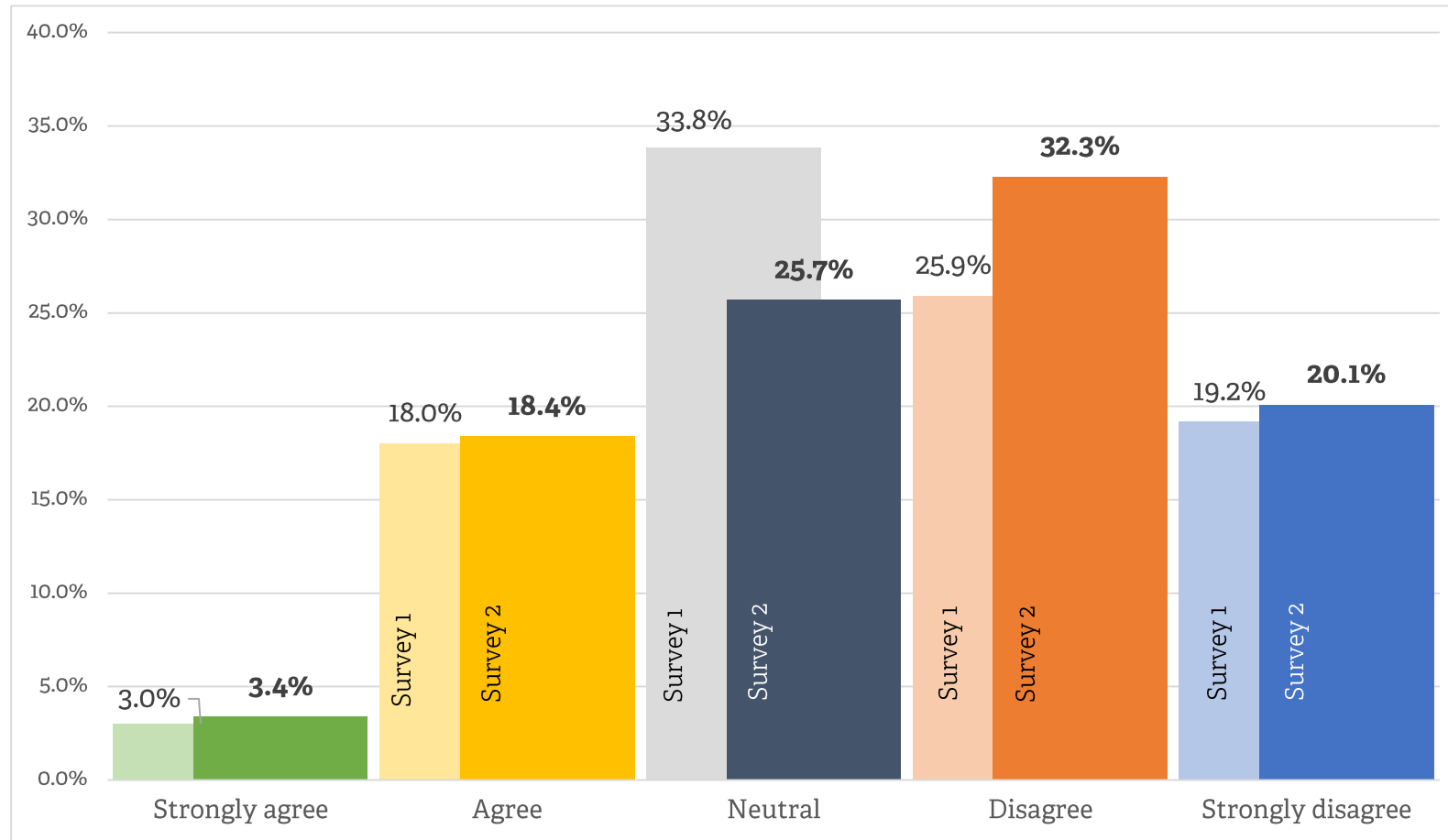
		Total	Socially distancing	Socially isolating
	Received Shielded Patient Letter [YES]	25.7%	13.1%	86.9%
	Registered on Govt Vulnerable List [YES]	28.7%	18.4%	81.6%
	Think should be on Govt Vulnerable List [YES]	51.6%	42.4%	57.6%

Selected comments

‘Not being “unwell” enough to be on the official vulnerable persons’ database. I have COPD and Asthma but as I control it well I am just under the criteria to be within the ‘vulnerable group’... the issue I have is that I am still disabled, receiving PIP and have direct payments to pay for a carer... I have severe mobility issues but as I am not on the ‘vulnerable’ group list I cannot order shopping to be delivered. I cannot stand in a queue so going to the supermarket is not an option. I have a choice...my carer giving me personal care, or my carer going to get my food.’

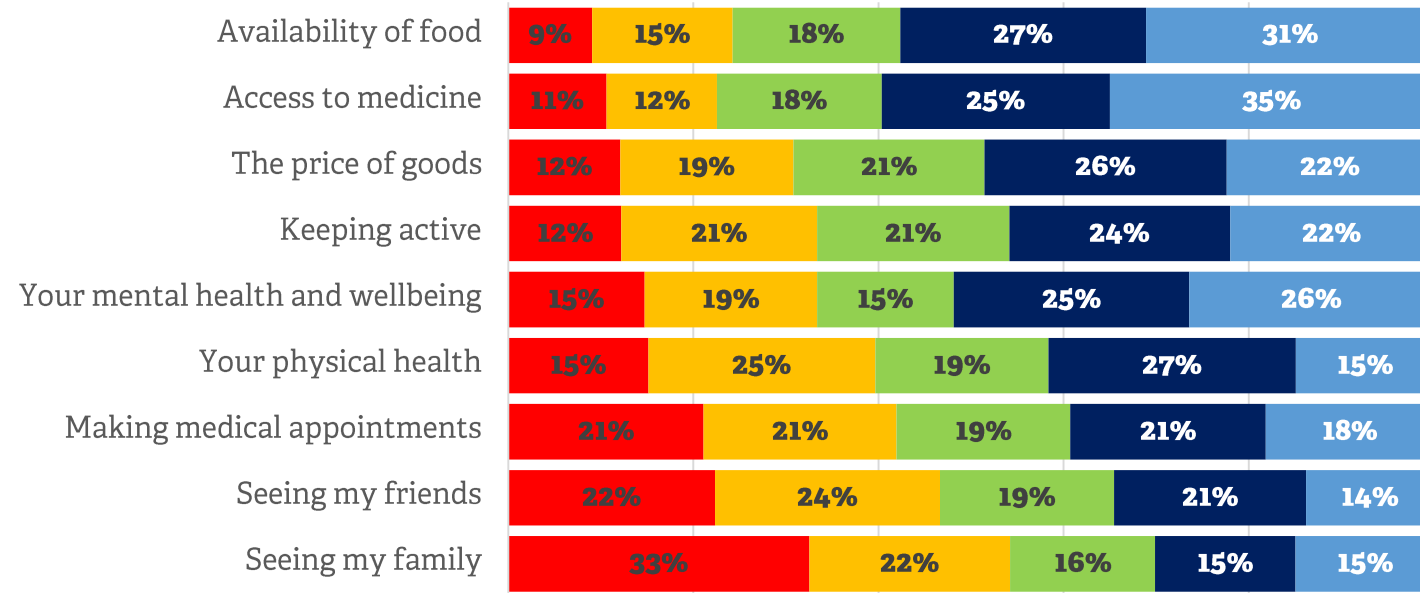
“I tried to register and it said I wasn't eligible... I cannot social distance as I am totally blind so do not want to shop or go where I might be in touch with others.”

Do you think the government is doing enough to help disabled and older people during this Coronavirus outbreak?



52% of respondents disagree or strongly disagree that the government is doing enough to support disabled and older people (4 weeks ago this figure was 44%)

How people are feeling about...



Across a number of scales people appear to be less concerned than four weeks ago.

For instance, 24% of respondents are extremely or moderately concerned about the availability of food. Four weeks ago, this number was 48%.

■ Extremely concerned ■ Moderately concerned ■ Somewhat concerned ■ Slightly concerned ■ Not at all concerned

Concerns four weeks ago	Extremely concerned	Moderately concerned	Somewhat concerned	Slightly concerned	Not at all concerned	Total (n)
Seeing my family	34.2%	21.0%	14.0%	13.0%	17.7%	813
Making medical appointments	30.6%	21.2%	19.9%	15.7%	12.6%	816
Seeing my friends	25.1%	24.0%	19.0%	15.5%	16.4%	817
Mental health and well being	22.7%	22.2%	16.1%	18.9%	20.2%	821
Availability of food	22.6%	25.3%	18.8%	22.1%	11.1%	818
Access to medicine	22.5%	23.6%	15.5%	21.6%	16.9%	815
Income to support myself / ourselves	11.2%	13.2%	11.5%	22.0%	42.1%	812
Supply of utilities such as gas electricity or water	8.2%	12.2%	12.7%	22.8%	44.2%	813

Care and support

Up to the date of the Covid-19 lockdown (23/03/2020), were you receiving care visits from the following?

Yes	%	Count (n)
Health or personal care professional	14.7%	140
Personal assistant	11.1%	106
Volunteer	3.4%	32
Relative or friend not living with you	21.2%	202
None of the above	49.7%	474

Do you still receive visits from the following?

	Yes	n	No	n	Total
Health or personal care professional	49.2%	66	50.8%	70	136
Personal assistant	56.5%	56	43.5%	44	100
Volunteer	45.5%	14	54.5%	16	30
Relative or friend not living with you	23.7%	48	76.3%	149	197

Have you experienced a reduction in visits over last 4 weeks?

	Yes	N	No	N	Total
Health or personal care professional	28.4%	18	71.6%	48	66
Personal assistant	37.1%	20	62.9%	34	54
Volunteer	28.5%	4	71.5%	10	14
Relative or friend not living with you	57.7%	29	42.3%	20	49

Have your visitors providing care worn appropriate personal protective equipment (PPE)

	Yes	n	No	n	Total
Health or personal care professional	69.2%	48	30.8%	18	66
Personal assistant	51.7%	28	48.3%	28	56
Volunteer	33.3%	5	6.7%	9	14
Relative or friend not living with you	24.9%	10	75.1%	38	48

38.8% of respondents are concerned about the level of care they are currently receiving or about how it is provided?

Selected comments

“The company that provide the PA have been told by the Government they can no longer do it until the lockdown is taken away.”

“I have, temporarily, changed my routine such that I can manage (with my wife’s assistance) on my own. I don’t want random carers from an agency coming into my home. I don’t want risk of Covid being brought into my home.”

“I have only just received some PPE from my local council. I've had to spend a lot trying to source items myself. I can't afford to buy more. There is no guidance for Direct Payment Disabled People about PPE, shopping, care, medical issues, nothing! I wrote to my MP 5 weeks ago but still no news from her.”

Medical consultations, treatments or services

	Yes	n	No	n	Total
Over the last 4 weeks, have you needed to see or get in touch with a doctor or other healthcare professional for a medical consultation, treatment or service? (This includes appointments that were pre-arranged)	59.6%	481	40.4%	333	814
Have you experienced any difficulty obtaining these medical consultations, treatments or services	38.5%	183	61.5%	299	482

Access to prescriptions

	Yes	n	No	n	Total
Over the past 4 weeks, have you needed to obtain any prescriptions or medication?	87.3%	702	12.7%	106	808
Have you experienced any difficulty obtaining these prescriptions or medication?	24.9%	173	75.1%	522	695
Are you having to do without the prescriptions or medication you usually take?	10.5%	72	89.5%	636	708

Selected comments

“Struggling as recently diagnosed with cancer, operation cancelled, so very worried about own health & whether will get treated, worry that my age & disability are against me currently getting cancer treatment”

“At the moment I have terrible bowel problems and am very uncomfortable but can't see a doctor to examine me but I don't feel safe going to the practice or even receiving a home visit as I am at risk.”

“Difficulty getting prescriptions. Was told would be delivered in a couple of days but had to wait over a week. Could have got it if gone out caught a bus, waited at pharmacy and then bus back. Not ideal.”

“I had to force myself to go out to collect a prescription I needed right away. GP prescribed antibiotics and inhaler. I was told to start right away and not wait for a delivery to be arranged by the pharmacy”

Supermarkets and shopping

Do you use supermarket delivery service? Yes = 46.8%

Performance	Survey	
	#2 %	#1 %
Extremely well	26.3%	15.1%
Moderately well	32.1%	23.2%
Neutral	14.7%	15.9%
Poorly	14.4%	20.5%
Very poorly	12.3%	25.1%

Over the last 4 weeks, have you physically visited a supermarket for your food? Yes = 65.4%

Question	Not at all a problem	Minor problem	Moderate problem	Serious problem
Being able to find the right product(s)	21.1%	47.8%	25.0%	6.1%
The amount of time taken to queue	32.0%	39.0%	19.7%	9.2%
Social distancing in the store	31.6%	37.3%	23.7%	7.5%
Staff wearing personal protective equipment (PPE)	45.2%	25.0%	16.7%	13.2%
Cleanliness of trollies/baskets	56.7%	28.1%	8.9%	6.3%

- 23.2% of people who physically visited a supermarket did so during special opening hours
- Of this number, 33.9% experienced difficulties during this special opening hours
- 27.6% of people (n=242) have received weekly government food/care packages.

Selected comments

“I have been a customer for delivery shopping for 4 years. They know I am disabled and housebound but did nothing to ensure I had a delivery spot for the first 4 weeks until I was on the government’s vulnerable list. They replied to emails I sent them with the same answers and the stress was immense and sent me into an episode of depression.” (Morrisons)

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‘Queues to get in. I am unable to stand for any length of time.’

“I have a Hearing Assistance Dog I need to exercise him before I shop, for him to work effectively. The vulnerable hour is early, also I’m sure ordinary people were shopping at the same time”

Concerns about affordability of...

Affordability	Extremely concerned	Moderately concerned	Somewhat concerned	Slightly concerned	Not at all concerned
Utilities (i.e. gas, electricity, water)	7.0%	6.4%	9.4%	19.3%	57.9%
Food	6.1%	9.4%	13.4%	22.1%	49.1%
Debt repayment	5.5%	4.0%	4.6%	10.5%	75.7%
Mortgage/rent	5.0%	3.1%	4.9%	8.4%	78.6%
Medicines	2.7%	4.6%	5.7%	9.0%	78.0%
Insurance payments	2.8%	4.1%	5.8%	12.8%	74.5%