

RiDC

UK Government

This is a vital update from the  
Government about Coronaviru

# Impact of Covid -19 #3 RiDC Consumer Panel

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## Findings

5<sup>th</sup> June 2020

[www.ridc.org.uk/news/coronavirus-useful-links](http://www.ridc.org.uk/news/coronavirus-useful-links)

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RiDC

# Background to research

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

- 759 completed responses (45%)
- No surveys over the telephone were completed

Survey was sent on Monday 1<sup>st</sup> June at 5.30pm and closed on Friday 5<sup>th</sup> June at 12.30pm.

- Survey 1 (6<sup>th</sup> April) 842 response (51%)
- Survey 2 (5<sup>th</sup> May) 816 responses (49%)
- Survey 3 (5<sup>th</sup> June) 759 responses (46%)

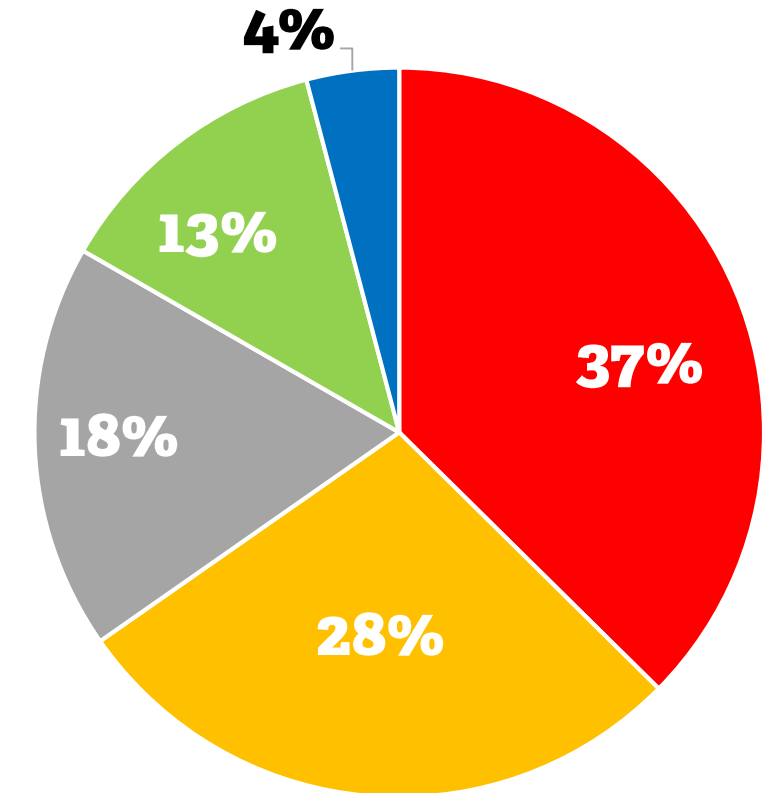
Age	Survey 1 %	Survey 2 %	Survey 3 %
18-24	0.3%	0.3%	0.3%
25-49	15.3%	14.4%	11.7%
50-64	34.0%	34.6%	33.2%
65 plus	50.4%	50.7%	54.8%

Gender	Survey 1 %	Survey 2 %	Survey 3 %
Female	59.0%	57.1%	57.7%
Male	41.0%	42.0%	41.3%
Prefer not to say	-	0.9%	1.0%

Region	Survey 1 %	Survey 2 %	Survey 3 %
London	13.5%	13.8%	13.1%
Southern England	25.6%	27.2%	28..3%
Midlands/Wales/East of England	30.2%	30.2%	30.7%
Northern England	22.5%	21.5%	20.5%
Northern Ireland	1.3%	1.4%	1.2%
Scotland	6.5%	5.8%	6.2%

**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

## Feel comfortable about leaving your home [Shielders n=222]



- Extremely uncomfortable
- Uncomfortable
- Not sure
- Somewhat comfortable
- Comfortable

		Total	Socially isolating	Socially distancing
<b>How long have you been social distancing/socially isolating</b>	Total Count	<b>759</b>	349	410
			<b>46%</b>	<b>54%</b>
	Over 6 weeks	<b>91.4%</b>	96.3%	87.3%
	Four to six weeks	<b>2.6%</b>	2.0%	3.2%
	Two to four weeks	<b>1.8%</b>	0.6%	2.9%
	Under 2 weeks	<b>4.1%</b>	1.1%	6.6%
		<b>100%</b>	100%	100%

		Total	Socially distancing	Socially isolating	
Received Shielded Patient Letter [YES]		<b>29.4%</b>	23.8%	76.2%	100%
Registered on Govt Vulnerable List [YES]		<b>34.4%</b>	27.3%	72.7%	100%
Think should be on Govt Vulnerable List [YES]		<b>48.9%</b>	36.9%	65.0%	100%

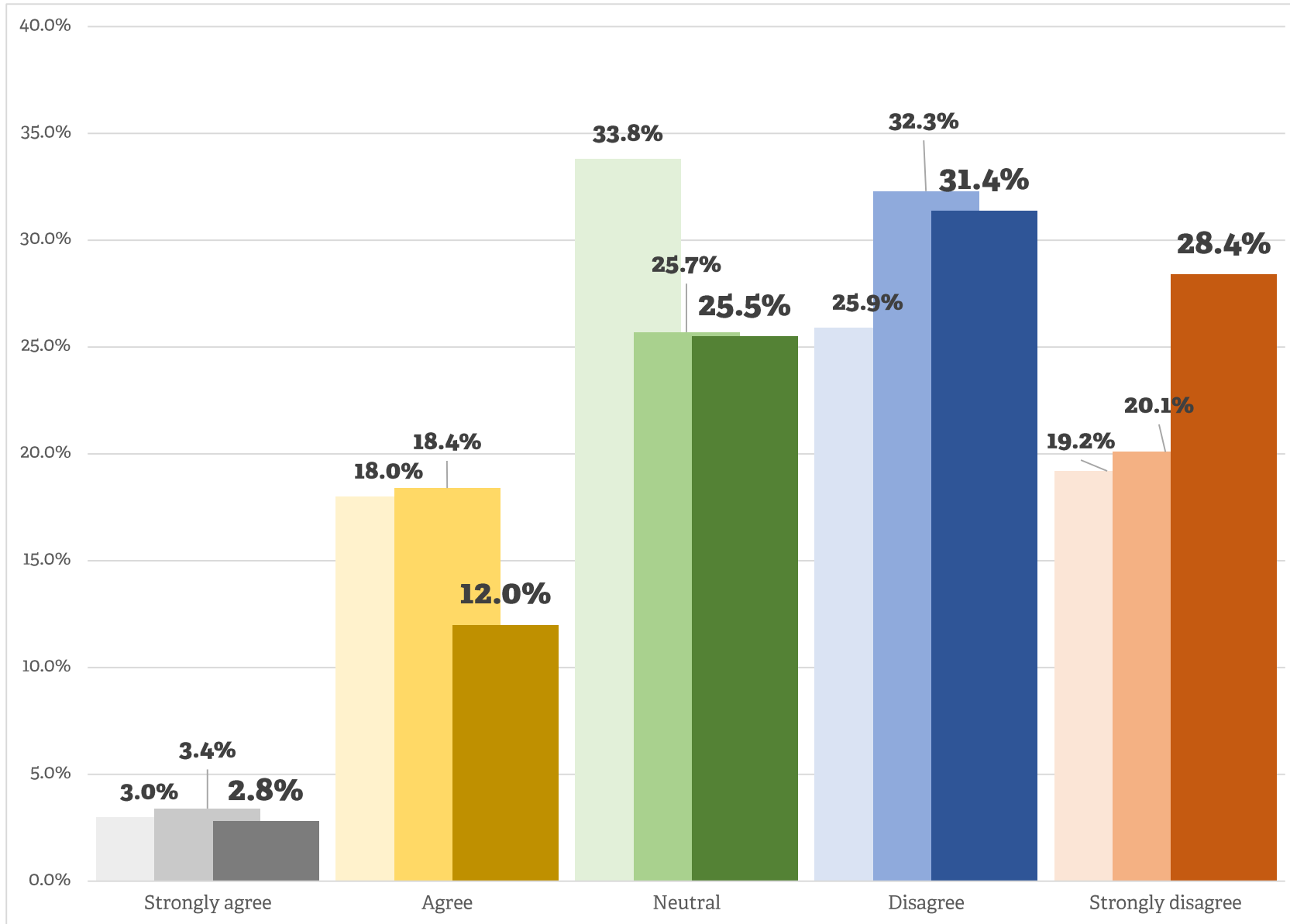
	Base = 222 [on NHS Shielded Patient List]	Yes	No	Total
Did you receive any communications from the NHS or GP about the easing of restrictions for people on the shielded list (other than what was reported in the media)		11.3%	88.7%	100%

**“Disgusted at the lack of scientific evidence for changes in shielding and the ad hoc manner in which it was announced.”**

**“The government advice has been giving mixed messages so I do not trust them when they say I can leave my house”**

**“I will not feel safe until I am vaccinated. I will not be going out until then.”**

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



**Survey 1: 45% disagreed or strongly disagreed** that the government was doing enough to support disabled and older

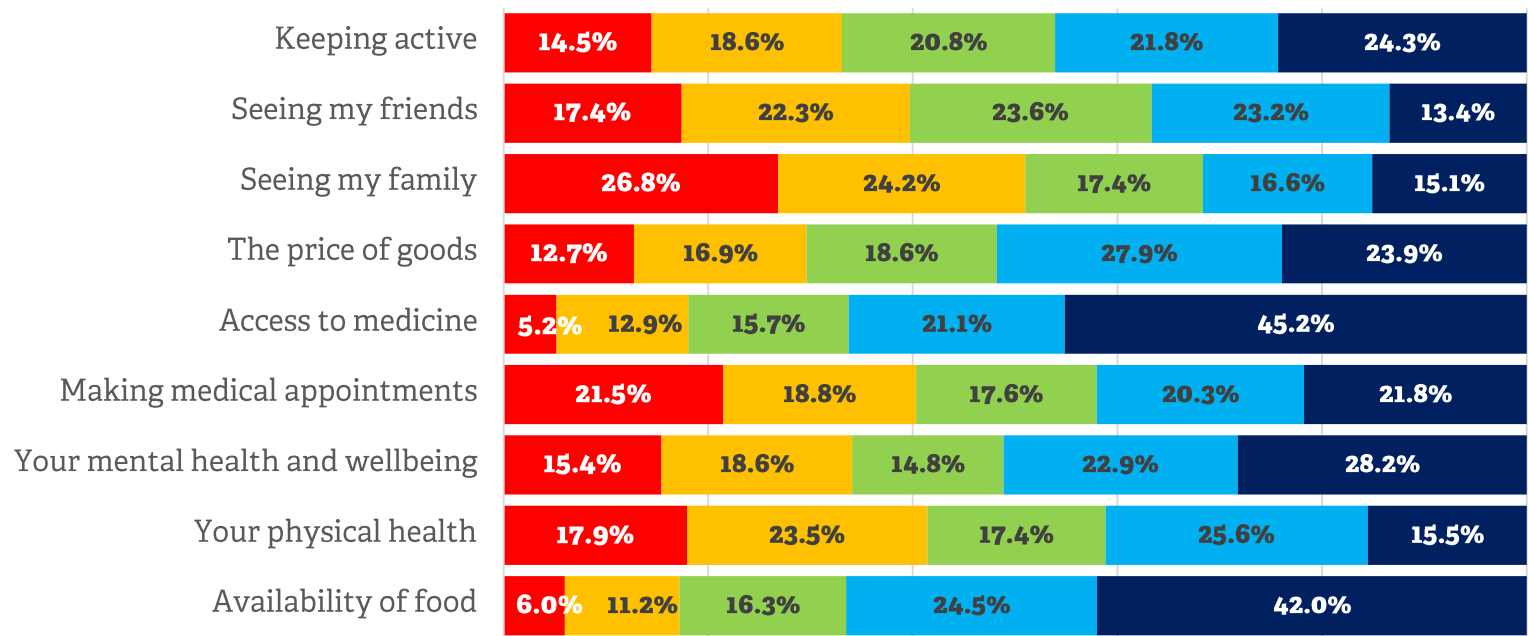
**Survey 2: 52% disagreed or strongly disagreed** that the government was doing enough to support disabled and older people

**Survey 3: 60% disagreed or strongly disagreed** that the government was doing enough to support disabled and older people

# How people are feeling about...

Concerns over last three surveys (rank)	Survey 1: Extremely concerned	Survey 2: Extremely concerned	Survey 3: Extremely concerned
Seeing my family	34% (1)	33% (1)	27% (1)
Making medical appointments	31% (2)	21% (3)	22% (2)
Seeing my friends	25% (3)	22% (2)	17% (4)
Mental health and well being	23% (4)	15% (4)	15% (5)
Availability of food	23% (4)	9% (9)	6% (8)
Access to medicine	23% (4)	11% (8)	5% (9)
Physical health	-	15% (4)	18% (3)
Keeping active	-	12% (6)	15% (5)
Price of goods	-	12% (6)	13% (7)

There has been a fairly consistent concern over all three surveys related to not **seeing family**. However, as restrictions have eased and people adapt, **seeing friends, accessing food and medicine** are not as prominent issues now, compared to the start of lockdown.



**Physical health** and **keeping active** are areas of extreme concern that are becoming more prevalent.

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

# Care and support

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

Yes	%	Total (n)
Health or personal care professional	15.7%	119
Personal assistant	11.9%	90
Volunteer	3.3%	25
Relative or friend not living with you	24.9%	189
None of the above	59.0%	448

## Do you still receive visits from the following?

	Yes	n	No	n	Total (n)
Health or personal care professional	44.5%	53	55.5%	66	119
Personal assistant	64.4%	58	35.6%	32	90
Volunteer	25.0%	6	75.0%	18	24
Relative or friend not living with you	39.4%	74	60.6%	114	188

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

	Yes	n	No	n	Total (n)
Health or personal care professional	45.3%	24	54.7%	29	53
Personal assistant	29.8%	17	70.2%	40	57
Volunteer	50.0%	3	50.0%	3	6
Relative or friend not living with you	45.2%	33	54.8%	40	73

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

	Yes	n	No	n	Total (n)
Health or personal care professional	88.7%	47	11.3%	6	53
Personal assistant	60.3%	35	39.7%	23	59
Volunteer	50.0%	3	50.0%	3	6
Relative or friend not living with you	33.8%	25	66.2%	49	74

### Selected comments

“I have carers twice a day but the agency like many others is experiencing staff not wanting to work because they will be in contact with patients discharged from the hospital who still have the virus. This worries me also as the PPE they have been provided with is laughable. I have tried to get my own PPE for extra help but the costs are prohibitive.”

“I have had no information or guidance from East Sussex County council who pay my Direct Payments for PA. Nor from People Plus. I have had to order PPE myself. Hopefully it will arrive soon so I can have the other PAs back to work. I only have one PA working at moment because other two have other high risk jobs. I have got more help from a Direct Payments Peer Support group on Facebook.”

### We asked if respondents any concerns about the level of care you are currently receiving or about how it is provided.

- Almost one third (31.1%) of respondents are concerned about the level of care they are currently receiving (four weeks ago this was 38%)

## 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)	64.2%	487	35.8%	271	758
Have you experienced any difficulty obtaining these medical consultations, treatments or services	39.4%	191	60.6%	294	485

## Access to prescriptions

	Yes	n	No	n	Total
Over the past 4 weeks, have you needed to obtain any prescriptions or medication?	90.2%	688	9.8%	74	762
Have you experienced any difficulty obtaining these prescriptions or medication?	22.6%	151	77.4%	518	669
Are you having to do without the prescriptions or medication you usually take?	9.4%	64	90.6%	619	683

**“Unable to get face to face treatment or speak to anyone. I am profoundly deaf.”**

**“Was due an xray following lung cancer operation but has been left for two months.”**

**“A 3-day diagnostic session for amyloidosis (life threatening) was cancelled. A heart transplant assessment was cancelled and the rescheduled with no certainty it will go ahead. A cardiology appointment next week has been cancelled. It gets a little wearing.”**

**“Some medication not available and no one from the pharmacy able to deliver.”**

**“Large queues, long delays, several visits to get medication.”**

### **Four weeks ago, respondents stated:**

- 60% needed to getting in touch with a doctor, etc
- 38% experienced difficulties obtaining a medical consultation, treatment or services, etc
  
- 87% needed to obtain a prescription or medication
- 25% had a difficulty obtaining these prescriptions, etc
- 11% were having to do without prescriptions or medication.

# Supermarkets and shopping

Do you use supermarket delivery service? Yes = 52.1%

Performance	Survey #3 %	Survey #2 %	Survey #1 %
Extremely well	35.5%	26.3%	15.1%
Moderately well	37.5%	32.1%	23.2%
Neutral	12.0%	14.7%	15.9%
Poorly	9.9%	14.4%	20.5%
Very poorly	5.1%	12.3%	25.1%

Over the last 4 weeks, have you physically visited a supermarket for your food? Yes = 57.5% (of those socially distancing n= 410)

Question	Survey 3 Serious problem	Survey 2 Serious problem
Being able to find the right product(s)	3.4%	6.1%
The amount of time taken to queue	7.8%	9.2%
Social distancing in the store	8.9%	7.5%
Staff wearing (PPE)	11.0%	13.2%
Cleanliness of trollies/baskets	3.8%	6.3%

- 25% of people who physically visited a supermarket did so during **special opening hours**
- Of this number, 20.3% experienced **difficulties during this special opening hours**

## Selected comments

“I was a regular weekly customer for food delivery for 13 years due to disability and illness. However I don’t meet the limited government guidelines and so delivery slots are found only by lucky timing.” (Sainsbury’s)

“Because I was not on the vulnerable list they could not do anything for me. I emailed and spoke to them on the telephone, and they said unless I got that letter from the government they can't help. Now I get emails from Tesco telling of what a wonderful job they are doing and how great they are.” (Tesco)

“It took 8 weeks or more to accept that I was shielding.” (Ocado)

“The hours set aside by Sainsbury Leatherhead are inconvenient (requiring the elderly or vulnerably to rise early in order to avail themselves of this service). The queue to enter the store was over 30 minutes, a difficulty for me (standing is uncomfortable due to neuropathy) and the store was poorly stocked at that hour (Staff were only just beginning to stack the shelves). Shopping during the middle of the day has actually been much less troublesome.” (Sainsbury’s)