



What Cornwall and the Isles of Scilly say about health and social care during the Coronavirus outbreak



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Introduction



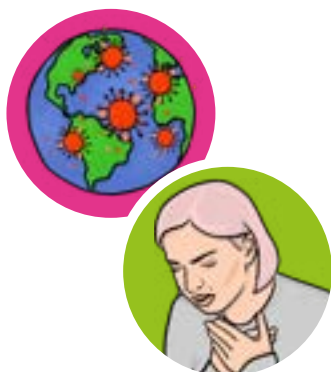
Healthwatch Cornwall helps people to speak up about health and care services.



We tell managers at health and care services what people think and help them to make their services better.



We have been asking people what they think about health and care services during the **Coronavirus** outbreak.



Coronavirus is a new illness that is spreading around the world. It affects your lungs and breathing.

We wanted to know:



- if your mental health and **wellbeing** has been affected?

Wellbeing is about feeling happy and healthy in your body and mind



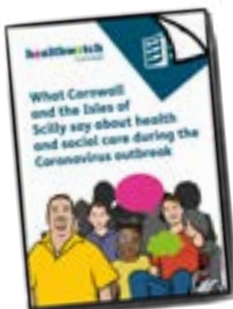
- what you thought about the information and advice you got about Coronavirus?



- how the changes to health and care services affected you?



- if there were any changes to your job?



This report explains what you told us.

The survey



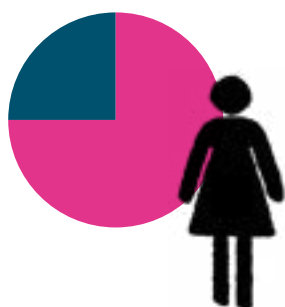
We asked people in Cornwall and the Isles of Scilly to complete a survey.



Over 1,700 people filled in the survey.



Most were between the ages of 35 and 75.



3 quarters were female.



Nearly all were white.



About 4 out of every 10 people said they were likely to be very ill if they caught Coronavirus.



3 out of every 10 people said they had a long term health condition.



About 1 in every 8 people were disabled.



About 1 in every 5 people were a carer.

Mental health and wellbeing



More people are feeling depressed or anxious than they were before the Coronavirus outbreak.



People are more likely to be feeling depressed or anxious if they:

- have a disability or long term health condition



- lost their job



- are likely to be very ill if they catch Coronavirus



- are a carer.

Access to mental health services



About 1 in every 8 people are getting help for their mental health or wellbeing.



Only a quarter of people who are feeling depressed or anxious are getting any help.



People said it should be easier to get help for mental health problems.



We think:

- the Coronavirus outbreak has affected people's mental health and wellbeing



- some people have been affected more than others



- the council should find ways to stop people being too lonely if there is another **lockdown**.



Lockdown means that we should all stay at home and keep away from other people.

Businesses have to close or their staff should work from home



- health organisations should set up services to help people who are having a difficult time during the Coronavirus outbreak



- it should be easier for people to get help with their mental health and wellbeing



- there should be more easy information about what mental health services are available.

Carers



Carers have had real difficulties during the Coronavirus outbreak.



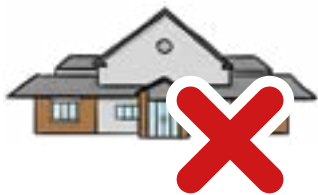
This is because many services have been reduced or stopped altogether.



Some carers are feeling lonely and can't cope.

Reduced support

People said that:



- day services and short breaks support have closed



- paid carers and personal assistants have reduced their hours or changed how they work



- healthcare for people and their carers has been harder to access.

Many healthcare professionals have stopped visiting people



- family and friends have stepped in to help some carers. Other carers have paid for extra support



- some day services and taxis are still charging even though the services are closed



- there are some carers who are getting help from care agencies and local volunteers.

Difficulties for carers



The main difficulties for carers are:

- being lonely. Having no-one to give them a bit of help



- not being able to have a short break



- worrying about what would happen if they caught Coronavirus.



Support for carers

Carers said they would like:

- help with caring



- access to a good mental health service



- help to find support



- more time to themselves



- to go back to the old activities



- some help with money



- to meet family and friends



- regular telephone calls to check they are OK.



We think it has been:

- really hard for carers, because services have not been working as they should



- difficult for family and friends to offer support because of the Coronavirus outbreak



- hard for carers to get the information and advice they need.



The council and health services should:

- look into what carers need



- provide more accessible information to carers



- give carers more advice about ways to use direct payments



- set up a new support and care service for carers.

Getting information



People said they trusted local information about how to keep safe during the Coronavirus outbreak more than the information from the government.



Most people got their information from:

- Cornwall Council's website



- local doctors (GPs)



- health services



- Volunteer Cornwall - this is an organisation that supports volunteers to help people.

It's hard to get advice about:



- shielding - this is when you have a health condition which means you would be very ill if you caught Coronavirus. You have to stay indoors and not meet other people



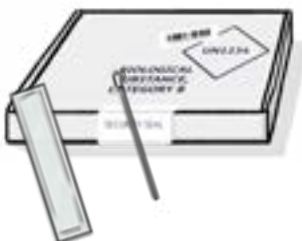
- what health services are doing to keep people safe



- using face coverings



- how many people have caught Coronavirus locally



- how to get a test for Coronavirus.



Changes to health services

Some people have had good information about the changes to health services. But other people have had no information.



People understand that some health services have had to close or put off giving treatment during the outbreak.



This has made it very hard to access the services they need.



4 out of 10 people said that they have put off asking for help from health services.



They put off asking for help because they:

- didn't want to give more work to health services



- weren't sure if it is safe to go to a health service.



Some people said it is easy to access your local doctor (GP).



Other people said it is hard to understand instructions left on your answerphone.

Talking to your doctor by video online



Many people like talking to their doctor by video online. It saves time and money.



Some people find it difficult to explain their problems over the phone.

What should happen



The council and health services should give better information:

- to people who need to shield themselves
- about how to stay safe when you go to a healthcare service
- about which health services are open, and how to access them.





If your treatment has been put off, you should be told when it is likely to take place.

You should be given a choice between seeing your health professional:



- face to face
- on the telephone
- on video online.



Health professionals should tell you when they are going to phone or speak to you by video online.



Many people need time to get ready or arrange some support.

Changes to jobs



4 out of 10 people said there had been no change to their job during the Coronavirus outbreak.



3 out of 10 people are now working from home.



About 1 in every 12 people said that their work had closed, but hope to start again when it's all over.



1 out of every 10 people have had a change to their hours of work.



1 in every 20 people had been on the Government scheme where you get paid but have to stay at home.



Only a very few people have completely lost their jobs.

Other issues



Healthwatch Cornwall gets a lot of complaints from people who are:

- not getting the dental treatment they need



- having difficulties in getting their medication.



1 in every 5 people have been volunteering to help people during the Coronavirus outbreak.

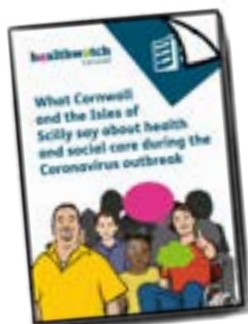


1 in 8 people have had some help from a volunteer.



Volunteers have helped families that are shielding during the outbreak.

What's next?



We will:

- share this report with Cornwall Council and health services



- work with the Adult Mental Health Strategy Board to develop new services



- look for ways to find out what men, children, young people and **vulnerable people** think about health and care services.



Vulnerable means that you find it hard to keep yourself safe.

Vulnerable people need some support to live independently.



Next year, we are planning to:

- look at new ways to help carers



- work with the Learning Disabilities, Autism and Carers' Partnership Boards.

For more information

If you need more information please contact us by:



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