# Summary of recently published research on public voice and views

## Wirral Intelligence Service

**December 2020**

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Wirral Intelligence Service
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## Wirral Intelligence Service – Voice and Views - December 2020

**Research, evidence, and reports collated for you:**
- These resources are gathered together to highlight a range of engagement with public, across UK and across groups relating to the topic or subject in question
- They could help understand local Wirral circumstances or be used to consider and compare similar impacts at that local level
- Where local work is undertaken to consider impact and outcome – then this insight should be used on the WIS website to share with others, to influence practice and provision

## December 2020 – General and National local voice and views

### The courage to be kind: reflecting on the role of kindness in the healthcare response to Covid-19
- This Carnegie UK Trust report draws on a series of reflective conversations, conducted between April and September 2020 with five medics working in different parts of NHS Scotland.
- The conversations reflected on what can be achieved when united by a common purpose, and when work is underpinned by relationships and collaboration.
- But alongside the opportunities presented by changes in practice and a renewed focus on wellbeing, there was concern that this may be lost amid a focus on remobilising and 'getting back to normal'.

### Unseen and undervalued - The value of unpaid care provided to date during the COVID - 19 pandemic
- Carers across the country were already providing an incredible amount of care unpaid for family or friends before the pandemic and our previous research has shown how this can have a profound impact on people's lives.
- Latest Carers UK research into carers' experiences during the pandemic found that four in five unpaid carers (81%) are currently providing more care than before the March lockdown.
- In addition, more than three quarters (78%) of carers reported that the needs of the person they care for have increased recently and most carers (64%) have not been able to take any breaks at all in the last six months

### How a Community Organisation Adapted During the COVID - 19 Crisis - Parents and Carers Support Organisation (PACSO)
- By working with our colleagues in the Voluntary and Community sector, PACSO have a series of reports that capture the experiences and issues from the point of view of services and groups that support local people in the community.
- This is an independent case study showing an example of one community organisation's story of adapting and what the future holds

## How are you doing? - Gathering feedback from the public and professionals on how they are coping during the COVID 19 pandemic, Targeted Engagement: Young People

- The purpose of the Healthwatch study project was to understand how the pandemic has affected the residents within Luton, their access to health and social care and their experiences since the pandemic began.
- There will also be an understanding of how this has affected the professionals within Luton, in both statutory and voluntary sectors

## Inpatient experience during the coronavirus (COVID-19) pandemic

- This report shares the results of the CQC/Ipsos Mori survey looking at the experiences of people staying in NHS hospitals during the first wave of the coronavirus (COVID-19) pandemic.

## Care home use of social media, keeping in touch and staying connected

- As care homes across the country closed their doors to visitors to reduce the risk of COVID - 19 spreading to residents and staff, residents and their friends and families were suddenly disconnected and unable to see each other.
- Three Healthwatch Sunderland volunteers have looked at how our care homes in Sunderland have utilised social media platforms as one way to interact and stay connected with friends, families, and the wider community during this time.
- This short document outlines what our volunteers found and shares some of the good practice they noted.

## Community insights on Test and Trace in Tower Hamlets

- Healthwatch Tower Hamlets asked local residents to take part in a survey to understand what people in Tower Hamlets know about the Covid test and trace process and how it might need to be adapted to meet our local needs.
- The survey was online and over the phone with a total of 117 survey respondents

## PANDEMIC PRESSURES, the struggles and resilience of families caring for a seriously ill child

- Caring for a child with a life - threatening or terminal illness at any time brings many challenges to a family, both emotional and practical.
- The COVID - 19 pandemic has piled further pressure onto parents and children at the very time when many services and sources of support have been unable to assist them.
- As the UK adapts to the reality of life alongside COVID - 19, this report presents the experiences of families caring for a seriously ill child during the pandemic.
- It explains how Rainbow Trust Children's Charity has shown innovation in the delivery of its support, and will continue to adapt in the months ahead, to ensure that as many families as possible can receive the tailored support that they need.

## Coronavirus and the social impacts on disabled people in Great Britain, September 2020

- This report contains data and indicators from a module being undertaken through the Office for National Statistics (ONS) Opinions and Lifestyle Survey (OPN) to understand the impact of the coronavirus (Covid - 19) pandemic on British society. This update allows for a comparison of how the social impacts on disabled people have changed since earlier in the pandemic

## Covid - 19 Residents Survey and Focus Group Report 2020

- [Healthwatch Rochdale carried out a survey](#) in partnership with Rochdale Borough Council to understand how our residents where coping with the situation and to gather information about what would make the situation easier to live with in terms of support from public sector services, and also the wider community.
- By gathering information about lived experiences we can identify what has worked well and what things might help to build back better and improve lives.
- This report is an analysis of the consultation. The survey ran from 22 May to 30 June 2020.

## The impact of COVID - 19 to date on older people's mental and physical health

- This [briefing](#) presents our findings on the impact of the pandemic on older people's physical and mental health. Our research also explored how the pandemic is impacting on older people's access to social care and to the NHS. We will be publishing these findings shortly in a separate briefing

## Stories of shielding, life in the pandemic for those with health and care needs

- When lockdown began, Local Voices created a digital platform – Our COVID Voices - for people with health and care needs to share their experiences of the impact of the pandemic.
- This provided the unfiltered views and stories from people at great risk of all the effects of the pandemic, including anxiety, uncertainty, and changes to their care. Contributors also discuss their relationships, their jobs and dealing with the everyday life in the pandemic.
- [This report is a compilation of the contributions](#), to help inform any decisions taken in the future regarding the way the needs of this group of people are addressed.

## CCopeY, a mixed - methods co - produced study on the mental health status and coping strategies of young people during COVID - 19 lockdown in the UK

- Young people's mental health in the pandemic has been identified as a priority.
- However, studies to date are largely simple surveys and lacking any meaningful involvement from patients and the public in their design, planning and delivery.
- [The study](#) aim was to examine the mental health status and coping strategies of young people (aged 16 - 24) during and after COVID - 19 lockdown using co - production methodology.

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## Lockdown priorities from the publics' perspective

- A [YouGov survey](#) outlined the main priorities for Britain.
- The survey indicated that 57 per cent of respondents say keeping schools and nurseries open should be the Government's number one priority.

## Digital Exclusion: Carnegie Trust report

- Digital exclusion caused by the pandemic has characterised the UK. Whilst notable work across the country has contributed to narrow such inequalities, progress must continue.
- [The Carnegie Trust has published a report Learning from Lockdown: 12 Steps to Eliminate Digital Exclusion setting out a series of recommendations.](#)

## Community mental health survey: Find the results for your local

- CQC asked over 17,000 people who received NHS community mental health services about their experiences of care during the previous 12 months. See the survey results for your local trust. CQC found that people consistently reported poor experiences, with few positive results.
- We also found disparity in the experiences of different groups of people, especially among respondents with different diagnoses.
- But there were some areas where the majority of people reported good experiences. Responses to questions around organising care were positive, as were questions around respect and dignity.

## Covid-19 in North Yorkshire: July-November 2020

- This North Yorkshire Healthwatch briefing is designed to provide an update on how the pandemic is affecting people in North Yorkshire, to help those responsible for commissioning and providing services to ensure people are receiving the best possible care.

## Destitution in the UK 2020

- This Joseph Rowntree Foundation study finds that around 2.4 million people experienced destitution in 2019, a 54 per cent increase since 2017.
- Inadequate benefit levels and debt deductions, particularly the repayable advance many people are forced to borrow to cover the minimum five-week wait for Universal Credit, are identified in the report as key drivers of destitution.
- The interviews with 70 people conducted in spring 2020 give an insight into the impact of Covid-19 on people experiencing destitution.
- Many people found that the added pressures brought about by the pandemic pushed them closer to the brink.

## What people are telling us: a summary, July - September 2020

- Between July and September 2020, more than 38,082 people shared their experiences of using health and social care with Healthwatch.
- This briefing is a summary of the key issues that the public are telling us about, including access to NHS dental care; the support provided in care homes; and accessing Covid-19 tests.

## Life in lockdown: A telephone survey to investigate the impact of COVID-19 lockdown measures on the lives of older people (≥ 75 years)

- In response to the COVID-19 coronavirus pandemic, the UK government introduced social distancing measures and identified specific populations at high risk from the virus. This survey looks at people ≥70 who were deemed "Clinically Vulnerable."
- Distancing measures were introduced to reduce the risk of contracting COVID-19.
- However, these may have a negative impact on older people who are vulnerable to social isolation and may have challenges accessing services and provisions.
- Most participants reported good health with low levels of health anxiety, anxiety, and depression.
- Many were able to identify positive aspects to lockdown and may be better equipped to deal with lockdown than anticipated.
- Strategies may be required to ameliorate the negative impact of loneliness for a minority of older people and help some resume previous activity levels and pursuits.

## Local listening: fears and concerns about Covid-19 vaccination

- How will the Covid-19 vaccination programme achieve the uptake it hopes for? [Dan Wellings from The Kings Fund, in this analysis of people's vaccine perspectives](#), says understanding and involving local communities, their needs and concerns has to be part of the answer.

## Up to 26ᵗʰ November 2020 – General and National local voice and views

## Stories of shielding: life in the pandemic for those with health and care needs

- When lockdown began, Local Voices created a digital platform – Our Covid Voices – for people with health and care needs to share their experiences of the impact of the pandemic.

- This provided the unfiltered views and stories from people at great risk of all the effects of the pandemic, including anxiety, uncertainty, and changes to their care. Contributors also discuss their relationships, their jobs and dealing with the everyday aspects of life in the pandemic.

- This [National Voices report](#) is a compilation of the contributions, to help inform any decisions taken in the future regarding the way the needs of this group of people are addressed.

## Financial support for voluntary, community and social enterprise (VCSE) organisations to respond to coronavirus (COVID-19)

- The [government has pledged £750 million](#) to ensure VCSE can continue their vital work supporting the country during the coronavirus (COVID-19) outbreak, including £200 million for the Coronavirus Community Support Fund, along with an additional £150 million from dormant bank and building society accounts.

## Public perceptions of health and social care in light of COVID-19

- [Results](#) from an Ipsos MORI survey commissioned by the Health Foundation (May 2020)

- [Latest results - July 2020](#)

## Wellcome Monitor 2020: Covid-19 study

- [This report](#) presents the results of the fifth Wellcome Monitor.

- It looks at findings around the British public's experience of the Covid-19 pandemic and their views on health information during lockdown.

## Communities at risk: the early impact of COVID-19 on 'left behind' neighbourhoods (July 2020)

- A 'data dive' for the All-Party Parliamentary Group for 'left behind' neighbourhoods.

- 225 neighbourhoods across England already identified as 'left behind' prior to the pandemic are likely to suffer more because of the impact of COVID-19 but have received less emergency funding and support than other areas.

- The [research](#) finds that, although it is early days and results are provisional, COVID-19 is likely to have a long-term negative impact on the most 'left behind' neighbourhoods, particularly in relation to employment and health.

- [Read the full publication](#)

**ONS | Unity and division in Great Britain since the onset of the coronavirus (August 2020)**

This release from the ONS uses the weekly Opinions and Lifestyles Survey to collect people's perceptions of unity and division in Great Britain. Some of the key points from this released include:

- From 24 April to 28 June 2020, more adults on average thought that Britain will be united after we have recovered from the coronavirus (COVID-19) pandemic (46%) than thought that we were united before the pandemic (24%).

- There was only a small difference in the proportion of the population who thought that Britain would be equal after the pandemic (22%) compared with those who thought it was equal before (19%).

- Perceptions of how kind people in Britain will be after we recover from the coronavirus pandemic declined from 67% at the start of the period to 56% at the end of the period.

**Covid-19: what people are telling Healthwatch England about their pandemic experience? (September 2020)**

- This briefing looks at the key issues the public have faced during the Covid-19 pandemic

- It ranges from the affect lockdown has had on carers, to the problems getting emergency dental treatment.

**The impact of COVID-19 on the health and care voluntary sector**

- The health and care voluntary sector continue to provide invaluable information and support to millions of people with long-term conditions as statutory health and care services refocus their efforts on COVID-19.

- National Voices, together with the Arthritis and Musculoskeletal Alliance (ARMA) and the Neurological Alliance, asked its members about the impact of the coronavirus emergency on their services and their income.

- Forty charities responded between 17 April and 13 May 2020.

**590 people's stories of hospital during Covid-19**

- In partnership with British Red Cross, this report reviews the experiences of 590 people after being discharged from hospital.
- The research shows significant numbers of people are not receiving follow-up support under the new policy to switch to a 'discharge to assess' model introduced in March 2020 to cope with demand at the peak of the Covid-19 pandemic), leading to unmet needs.
- It calls on the NHS to address these issues coming into the busy winter period amid growing pressures of a second Covid-19 wave.

**Beyond Us and Them: Perception of COVID-19 and Social Cohesion (July 2020)**

- This report presents first findings from our research project, "Beyond Us and Them" by the University of Kent with Belong – the Cohesion and Integration Network. The research is funded by the Nuffield Foundation.

- It explores how social cohesion within and between different groups and parts of the UK is being affected by the COVID-19 crisis.

## The cost of learning in lockdown: family experiences of school closures (Child Poverty Action Group) (June 2020)

- The Cost of the School Day project helps schools identify and reduce the financial barriers that prevent children in poverty from fully participating in school life.
- [To understand how the COVID-19 pandemic has impacted children's experience of learning, research was conducted through surveys and interviews.](#)
- The project gathered the experiences of 3,600 parents and carers, along with 1,300 children and young people, with an emphasis on the experiences of low-income households.
- The research has found that the cost burdens of school closures have fallen most heavily on families already living on a low income.

## GP premises survey: post Covid-19

- With the emergency response to the Covid-19 pandemic disrupting many patients' access to GP services, this [Patients Association survey](#) investigated what patients felt about their GP's premises, and whether they would be confident to return to them.
- It found ongoing high levels of confidence about visiting GP premises, and a strong expectation among patients that they would feel welcome, confident, and safe on future visits.
- The survey responses also shed further light on patients' access to GP services during the pandemic, with many being offered phone consultations, and relatively few getting online video calls. For a substantial minority of patients, online contact was not sufficient to resolve their issue, and they needed to make an in-person visit.

## A telling experience: understanding the impact of Covid-19 on people who access care and support – a rapid evidence review with recommendations

- This [Think Local Act Personal report](#) aims to identify what worked well, and to highlight areas that people found difficult, both generally and in relation to social care during the first phase of the coronavirus pandemic, seen through the lens of personalisation.

## Stories of shielding: life in the pandemic for those with health and care needs

- When lockdown began, Local Voices created a digital platform – Our Covid Voices –for people with health and care needs to share their experiences of the impact of the pandemic.
- This provided the unfiltered views and stories from people at great risk of all the effects of the pandemic, including anxiety, uncertainty, and changes to their care. Contributors also discuss their relationships, their jobs and dealing with the everyday aspects of life in the pandemic.
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## The experience of older people instructed to shield or self-isolate during the Covid-19 pandemic

- A vital weapon in the fight against Covid-19 has been the shielding of clinically extremely vulnerable individuals at high risk, and instructions to clinically vulnerable people at moderate risk to stay at home and avoid face-to-face contact as far as possible.
- The consequences of this advice for mental health and wellbeing are not well understood. The [English Longitudinal Study of Ageing (ELSA) Covid-19 Substudy](#) provided an opportunity to evaluate the impact on mental health, quality of life, social connectedness, worries, and health-related behaviour in more than 5,800 older men and women (mean age 70 years).

## The experience of older people with multimorbidity during the Covid-19 pandemic

- The risk of severe Covid-19 disease is known to be higher in older individuals with multiple long-term health conditions (multimorbidity).
- These ELSA briefing reports on the latest findings from the English Longitudinal Study of Ageing Covid-19 Substudy (ELSO) on the experiences of older people with multimorbidity during the pandemic.

## 12 million people in Britain will struggle to pay bills, watchdog says

- Some 12 million people in Britain are likely to struggle with bills and loan repayments as the COVID-19 pandemic continues to wreak economic havoc, a Financial Conduct Authority survey tracking consumer financial resilience showed.
- The survey, conducted in July, found 12 million people in Britain had low financial resilience and also found that one-sixth of those people had become financially vulnerable since February, after lockdowns to control the virus slashed incomes and led to thousands of job cuts.
- The survey, in which 7,000 people took part, showed that almost a third of adults have suffered a drop in income, while income for households has fallen by a quarter on average. Black and Minority Ethnic respondents fared even worse, with 37% reporting a hit to their incomes.

## Families and healthy weight approaches: qualitative review

- A scoping review of the qualitative evidence, exploring the barriers and facilitators to supporting families with children most at risk of developing excess weight.

## Beyond the data: understanding the impact of Covid-19 on BAME groups

- This report is a descriptive summary of stakeholder insights into the factors that may be influencing the impact of Covid-19 on BAME communities and strategies for addressing inequalities.
- The report summarises requests for action, which have been used to inform a number of recommendations. It also includes a rapid literature review.
- These insights will form the basis of the next steps being taken forward by the Equalities Minister.

## Coronavirus and loneliness, Great Britain: 3 April to 3 May 2020

- The Office for National Statistics has published an analysis of loneliness in Great Britain during the coronavirus (Covid-19) pandemic from the Opinions and Lifestyle Survey.

## The impacts of volunteering on the subjective wellbeing of volunteers: a rapid evidence assessment

- There is a growing body of research on the links between volunteering and wellbeing.
- This What Works Centre for Wellbeing review (co-published with Spirit of 2012, and in partnership with the Institute of Volunteer Research) brings together the most relevant studies.
- It focuses on the experience of adult formal volunteers and looks at the key factors involved in improving wellbeing through volunteering.

## Contact details

If you have any local information, research or reports you think useful to share then get in touch wirralintelligenceservice@wirral.gov.uk or if the bulletin has been passed onto you and you would like to subscribe please complete this form

Thanks, John
For further details please contact