

Covid-19

Learning Disability and Autism Report

September 2020



Easy Read Summary



What is Healthwatch Worcestershire?

Healthwatch Worcestershire find out what people think about Health and Social Care Services.



Then we tell the people that run the services what is going well and what they can improve.



Our Survey

We wanted to know about the experiences of people with a **learning disability** and **Autism** during the Covid-19 outbreak.



84 people took part in our survey.

They did this by either –



- Filling in an Easy Read Survey and posting it to us



- Talking to Our Way on a Zoom call



- Talking to SpeakEasy N.O.W. on the phone



- Answering the survey online



We also talked to the SpeakEasy N.O.W. Health Checkers on Zoom.



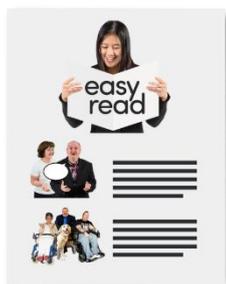
Information



Lots of people got information about Covid-19 from their family and support.



Some people thought that some of the information was confusing. For example, information on the news and rules about what you can and can't do.



Health and care services need to –

Make sure people have easy to understand information about what they can and can't do and how to keep safe.



Communication

People told us about keeping in touch with people online during lockdown.



But not everyone has access to the internet or knows how to use it.



Some people would find it difficult to talk online or would need support to do it.

A lot of people did not think talking online was as good as seeing people.



Health and care services need to –

Help people to be able to keep in touch online



Health Services

People told us about kind and supportive staff who had helped them feel safe when they had been to the Doctors or hospital.



Some people were worried about going to the Doctors or hospital because it was different.



Some people thought that having appointments over the phone or video call would be difficult for them.



Health and care services need to –

Think about difficulties people may have with telephone and video appointments



Make sure there is information and support to help people understand changes to health services



Make sure people ask for help if they are worried about their health



Make sure check ups including Annual Health Checks are happening



Support

People told us how important their support had been over lockdown.



Some people had not got as much support as usual. Others told us about changes to their support.



Some people had moved back in with their parents.



Health and care services need to –

Make sure everyone is getting the support they need at home



Think about how to help families who have been giving extra support at home



How people have been feeling

Many people told us they have found lockdown difficult.



They have missed their friends, regular activities and having a routine.



Some people are feeling worried about going out now that things feel different.



Health and care services need to –

Think about how and when people can access regular activities and see people face to face



Make sure there is support for people who are feeling worried or sad



What happens next?

We will be telling the organisations who run health and care services what people have told us.



We will tell them what needs to happen next.



They will have to tell us what they are going to do about what we have said in our report.