



**How is COVID-19
affecting Croydon
residents?**

Stakeholder Report 2 – 22 May 2020

Reporting period:

24 April to 7 May 2020

About this report

About Healthwatch Croydon

Healthwatch Croydon works to get the best out of local health and social care services responding to the voice of local people. From improving services today to helping shape better ones for tomorrow, we listen to people's views and experiences and then influence decision-making. We have several legal functions, under the 2012 Health and Social Care Act.

Introduction to the insight

At present, our opportunity to directly engage with Croydon residents is limited to surveys, our website feedback, social media and responding to calls and emails via our Helpdesk Hub Team. On 3 April, we launched our survey *How has COVID-19 affected you*, which you can view at <https://www.healthwatchcroydon.co.uk/covid-19-what-are-your-views-we-want-to-hear-your-experience/>. Our first report gave the experiences of 63 people in April, which can be seen here: www.healthwatchcroydon.co.uk/wp-content/uploads/2020/05/How-is-COVID19-affecting-you-Stakeholder-Report-No-1-30-April-2020-final.pdf

Context and aim of the report

This report gives an overview of what we have heard from the 206 respondents of our survey between 24 April and 7 May 2020. You can see more about the sample at the back of this report. The report presents the experiences that Croydon residents have shared and what we suggest could be done to improve their experience. The experiences have been analysed into themed sections reflecting the key issues raised, along with a selection of the wide range of responses we have received. We have then suggested some recommendations that could be undertaken in response to these comments. We are also showing examples of good practice which could be fed back to services and used to model others.

As a key stakeholder in the delivery of health and social care services, we want you to consider these comments and suggested actions, and to take action to improve the service responses where possible. We are producing this report regularly to provide local insight to you, Croydon's health and social care stakeholders.

Feedback

This report is here to support the work you are undertaking. We welcome your feedback so we can ensure future editions provide the insight you need. You can email your comments directly to Gordon Kay, Healthwatch Croydon Manager gordon.kay@healthwatchcroydon.co.uk.

Executive Summary

This is based what we have heard from 206 Croydon residents between 24 April & 7 May:

- **Information:** Most residents still use national sources, and Croydon Council's website has seen an increase in usefulness compared with our first report. There is still demand for additional information about symptoms, what to do when infected and immunity and issues particularly for those with conditions, as well as prevention, testing, survival rates. Some also want information on when will the lockdown might end and how this impact safety both in flats and at work. There were some issues with 111. (see page 6)
- **Some people have multiple concerns:** While some residents had specific concerns, some have been affected by multiple issues which relate to each other and crossover physical health, mental health and the impact of isolation and restrictions. (see page 9)
- **Mental health is the most significant concern:** This has become a much more intense impact that we previously saw. Being stuck at home and associated challenges, fear of contracting COVID and the impact of this, and hearing about the deaths of those close have been the major contributing factors affecting mental health. (pages 10-11)
- **Social isolation is a key factor:** Similarly, with the first report, the impact of social isolation affects mental and physical health. Anxiety and sleeplessness, and lack of contact with many people, has created the feeling of being trapped. (page 12)
- **Impact of death:** Many people have had to deal with the sudden loss of family and friends and not been able to grieve or support others in the usual way. This causes anxiety and helplessness and is affecting people's mental health as a result. (page 13)
- **Food supplies:** We still have heard from residents about difficulties in getting food, not able to get online delivery slots, or being able to go out and get food. (page 14)
- **Accessing health and social care:** Some residents about not getting the care they need. Appointments and procedures have been cancelled without any information of when they will begin again. Other are concerned about care homes and access non-acute services such as antenatal and dentistry. (page 15)
- **Financial issues:** Residents are telling us that financial issues are a main concern and causing much anxiety. It is affecting people's lives in Croydon and how they approach work, or lack of it, family life and overall mental health. (page 16)
- **Social distancing and prevention:** Croydon residents raised concerns that others have not keeping to the rules and how they can protect themselves further. (page 17)

- **Some positives:** Residents said that this time has allowed them to enjoy nature, be thankful for what they have, take life more slowly and eat more healthily. (page 18)
- **Feedback on services used:** Residents have mentioned a number of organisations that have helped them from Croydon Council, Age UK and Croydon Voluntary Action to local community organisations such as New Addington Residents Association, Family Centre and Salvation Army, but some expectations still need to be managed. (page 20-21)

Here are our recommendations:

- **More information is needed on testing and prevention:** There is a need for information on the availability of tests, and preventative measures people can take particularly in shared accommodation and the workplace. This needs to be backed by the latest research on how Covid-19 is being contained locally. The NHS 111 telephone service also needs to address people's concerns and be easier to access.
- **More information on keeping socially isolated in touch and supported on services they need:** More focused promotion of telephone befriending services such as the ones provided by Croydon Voluntary Action and Age UK may also help people to be less isolated. Information on how to register for food and how to access deliveries may need to be more clearly communicated so that those people who need support know how to access it. Those with financial issues may benefit from having an interview with someone trained to assist people to manage their finances and help alleviate concerns.
- **Mental health planning:** There is major legacy of unmet psychological and emotional needs resulting from this situation which need to be identified, assessed and met going forward. Commissioning of primary and secondary care services, and the voluntary sector needs to meet the additional demand. People already known to mental health services and not currently receiving services also need to be contacted and supported.
- **Proactive contact and information by NHS over service recovery:** As NHS services resume it would be helpful for those with procedures or appointments cancelled or delayed to be contacted and be given information about how and when their treatment will be continued. Commissioners could also work with care home providers to find ways that they can enable effective contact between residents and those who are important to them, outside the care setting.
- **Local social distancing promotion:** Some have been anxious by the actions of others who appear to be less concerned about strict adherence to the guidance. Perhaps the council, local health leaders and the police could do more to promote the government guidance locally, possibly involving community leaders, in order to reinforce the importance of social distancing in particular.

Accessing information

We asked Croydon residents about their information usages and needs.

New responses (206)

5. Where have you got your information on coronavirus from and how useful has it been?						
	Very useful	Useful	Not useful	Not useful at all	Did not use this source at all.	Response Total
GOV.UK website	28.6% (59)	45.1% (93)	3.9% (8)	1.0% (2)	21.4% (44)	206
NHS.UK website	34.0% (70)	38.8% (80)	1.9% (4)	1.0% (2)	24.3% (50)	206
Croydon Council website	8.7% (18)	20.9% (43)	4.4% (9)	2.4% (5)	63.6% (131)	206
Your GP website	7.3% (15)	13.6% (28)	3.9% (8)	2.4% (5)	72.8% (150)	206
Croydon Health Services/ Croydon University Hospital website	6.8% (14)	8.3% (17)	2.9% (6)	1.0% (2)	81.1% (167)	206
Healthwatch Croydon website	4.9% (10)	5.8% (12)	2.9% (6)	0.5% (1)	85.9% (177)	206
					answered	206
					skipped	0

Previous responses (63)

5. Where have you got your information on coronavirus from and how useful has it been?						
	Very useful	Useful	Not useful	Not useful at all	Did not use this source at all.	Response Total
GOV.UK website	33.3% (21)	33.3% (21)	9.5% (6)	1.6% (1)	22.2% (14)	63
NHS.UK website	36.5% (23)	41.3% (26)	3.2% (2)	1.6% (1)	17.5% (11)	63
Croydon Council website	1.6% (1)	9.5% (6)	7.9% (5)	7.9% (5)	73.0% (46)	63
Your GP website	7.9% (5)	12.7% (8)	3.2% (2)	7.9% (5)	68.3% (43)	63
Croydon Health Services/ Croydon University Hospital website	7.9% (5)	11.1% (7)	3.2% (2)	4.8% (3)	73.0% (46)	63
Healthwatch Croydon website	1.6% (1)	11.1% (7)	6.3% (4)	3.2% (2)	77.8% (49)	63
					answered	63
					skipped	0

Both the nhs.uk and gov.uk websites have increased levels of usefulness. Between 68% and 77% are not using local websites, but when used Croydon Council website has seen it usefulness increase significantly in the two weeks, while GPs and Croydon Health Services have said much the same.

In terms of what information residents have wanted this has not changed significantly from before. There is still demand for additional information about the virus, symptoms, what to do when infected and immunity especially for those with conditions. There are concerns that BAME communities were being affected more and what was being done for them. More information was wanted about prevention, testing, survival rates, when the lockdown might end, and how this impact safety both in flats and at work. There are also some issues with 111. Less demand on local provision here may suggest perhaps that local information is getting out there, however this is focused on the effects of COVID-19 than the impacts where support is needed. Some even said there was too much information.

“Can you catch it more than once .”

“Whether those people that have survived are immune and will not pass it on.”

“Are all symptoms the same for every person or different. Can some people already have immunity.”

“The effect it has on pregnant women.”

“I would like to know if further possible symptoms have been noted.”

“Whether repeat infections are likely and are they worse or milder.”

“More about the symptoms... government website only lists the main two yet many others have been reported. Also more about the long term effects like fatigue lasting several weeks or longer.”

“The impact on me as a type 1 diabetic. Would I be forced to return to work (currently working from home) when lock down eased because I don't have a shielding letter from the government despite the high risk of complications if I contract it.”

“1) More information on how & why Coronavirus is affecting Ethnic Minorities. 2) Reassurance should be considered & provided to Ethnic Minorities. 3) More information & discussion is required on how the Public will manage physical distancing on Public Transport whilst expected to go out to work as Key Workers.”

“For people living in HMO or Flats is there any one that has the virus so extra care can be taken.”

“Whether wearing PPE in public will protect against catching this when we reach the stage of easing the lockdown.”

“What you can and shouldn't take medicine wise.”

“What happens when we are allowed back to work.”

“How it affects aspects of the council- planning, road sweeping etc.”

“What are symptoms (sic) if get second time. Why can't (sic) they get employers in retail to get tests posted to place of work to see if your immune so don't (sic) have to be in fear and not have to keep wearing disposable (sic) gloves . Do hope retail keyworkers get tested soon in their (sic) own town be better. We all don't (sic) have cars.. or like when you have to get tested by that way police station go to testing station.”

“I would like to know more about testing kits. I know someone who has tested positive, recovered but hasn't been tested again but has been allowed to go back to work? Madness.”

“More information on testing, availability of testing, accurate and honest reporting. Maintaining consistency in providing advice.”

“I have got severe gum infection and there is no support for the same .Tried calling 111 also and no good response after from sitting helpless. Complete failure of Medical Support.”

“If someone is suspected to be affected where can we go for a test . Calling 111 is useless as according to them till the time you are not dying stay at home and the things are always in doubt situation. Not sure where we can go to get COVID TEST”.

“There is too much information out there so that it gets confusing for people.”

“We have enough information.” “To hear people's stories as to how they were affected.”

“Symptoms so that it can be identified. How to minimise the likelihood of getting it. How to minimise the likelihood of passing it on. How to treat oneself at home. When to call medical professionals. What long term recovery is like. Whether there is immunity after recovery.”

Recommendations: There is a clear demand for more information on the availability of tests, preventative measures people can take particularly in shared accommodation and work places, backed by the latest research on how Covid-19 is being contained locally. The NHS 111 telephone service also needs to address people's concerns and be easier to access. Healthwatch Croydon continues to support the information campaign by planning to revise its FAQs now available here www.healthwatchcroydon.co.uk/news/keeping-calm-and-carrying-on/. Please send us any relevant updates on services you are providing so we can ensure we produce the most up to date list of activities and support.

Impact of COVID-19

We asked Croydon residents to tell us how the impact of the coronavirus outbreak have affected you so far. We have coded responses in terms of themes across three questions:

Q7.) Tell us how the impact of the coronavirus outbreak have affected you so far?

Q8.) What have been the effects on you of self isolation and/or government restrictions on leaving your home?

Q10.) What is your most pressing need?

Impact of COVID19	No of times theme coded	Effects of self isolation/ restrictions	No of times theme coded	Pressing need	No of times theme coded
Mental Health	42	Mental Health	44	Seeing people	38
Work	36	Restrictions	35	Food issues	18
Social isolation	34	Social isolation	23	Getting out	17
Money issues	26	Missing friends and family	16	Medical care	12
Food access issues	17	Food access issues	12	Work	10
Medical care access	11	Boredom	10	Health	8
Impact of death	11	Work	9	Money issues	8
Social distancing concerns	8	Fear	7	Shopping	8
Fear	7	Followed guidelines	7	Want to be back to normal	8
Routine affected	7	Medical care access	4	Keeping family happy	5

This report will look at the key themes to reflect across the three questions, however in some cases there are examples of people having multiple experiences and concerns which we show below.

One experience - many concerns

We have heard from some experiences from some residents which cover a number of themes. We present these to show that some people have been affected by multiple issues which relate to each other and crossover physical health, mental health and the impact of isolation and restrictions.

“I have lost relatives and friends to this virus. Could not attend funeral. Getting shopping as an online shopper no slots available. Guidance on masks and types of affective makes not clear enough. Isolation from family causing depression and low mood. Had to deal with. ”

“Anxiety, sleepless nights. Kept me apart from my family and work friends. Makes shopping very hard . worried about family getting ill from it . Now back at work but still worried regarding if I contract the virus and bring it home and pass on to my family who are self isolating .”

“I've been very unwell with Covid-19 for 15 days and I am a single mum to two children, all the shops are prioritising people at risk for home deliveries yet people unable to leave home due to being infected are forgotten about, I eventually managed to get a shop delivered but had to wait 14 days.”

“On suggestion of hospital I have been in solo isolation since 6th March as we had an operation due 1st April (lumpectomy & node removal) as my risks were higher as I also had asthma. My cancer operation was cancelled due to Covid crisis. I have not been able to get a food delivery as my GP did not put me on the list and am totally dependent on my neighbours for food and getting my medication.”

"Can't go out and put on vaunarble (sic) list because of becoming very unwell. Then basically left to my own devices. Also a carer for a vaunarble (sic) young adult with Autism and mental health issues. Who should have also been put on the vaunarble (sic) list. Not actually being able to see a GP because I was becoming ill.”

“Then ending up in hospital twice in two days and very ill for three weeks, which had left me with difficulty breathing, weakness. This has effected me mentally and emotionally. It has made me very untrusting of the very people who are surpose to be there to help and advise all of us.”

Mental health

Building on what we heard on the first report, this has become the most significant issue that we have heard both as an impact of COVID19 and self isolation. The experiences we have received show a more intense impact that we previously saw, maybe as lockdown has been two weeks longer than the previous sample. Being stuck at home and the challenges of this, fear of contracting COVID and how it may impact, as well as hearing about the deaths of those close have contributed to these experiences. These show the real impact this has had for people and how their quality of life has been affected. It is a key priority to be considered.

“I’ve had to go off sick from work even though I am able to work from home. I feel incredibly anxious and coronavirus has caused an increase in anxiety and dissociation. I’m not able to function at all. My partner is having to do a lot more for me so I’m able to cope but I’ve been self harming more and feeling so alone and volatile. I’m really scared and don’t see an end.”

“I don’t know how to get help anymore. I had a phone call with my GP when symptoms of mental health were overwhelming but not being able to see my GP for reassurance and for help has been difficult. I’ve also struggled to get food due to not being on the shielding list but my mental health has caused such extreme anxiety I couldn’t leave the house or let my partner leave.”

“Emotionally as bit disorganised in the beginning. A family friend lots a friend but was treated with disregard, no help put in placevas (sic) death was at home. Anxiety as been quite high and it’s exasperated my COD /vigilliance (sic) /worry of death what if.”

“I know people who have died so there is an impact on my emotional wellbeing. I am also unable to see my partner and child.”

“Mentally as I already suffer with depression and severe anxiety, my anxiety has got a lot worse and have barely been out.”

“I am home schooling my son and am finding it very stressful and worrying.”

“My preschool has closed not sure if it will survive due to wages and bills. Will be low in sept. Never had depression now on a low not seen 2 daughters in laws or my 4 grandchildren this is now the 6th week.”

“Being to scared to go out. Only go out when we really need to which is about once a week. My daughter is having panic attacks about get ill or me getting ill and Dieing (sic).”

“Been working from home and have self isolated since 12/3 due to being type 1 diabetic. Experiencing difficulty getting home delivery as not on government list of vulnerable people.”

“Anxiety high as unable to see vulnerable elderly parents.”

“Worrying about if I get it how/ who would take care of my son and sleepless nights knowing if my son caught it he would not survive with his health conditions.... mind blowing scary life to be living.”

“Anxiety and panick (sic) gone thro roof.”

“My mental health has suffered I find myself crying a lot and feel totally useless.”

“I have worried about my health as i am still working i worry about my sons health who also has asthma and his education as we do not have internet or computers i am worried about my daughters mental health as she has anxiety agrophobia (sic) and depression and can not attened (sic) any services face to face at moment, im (sic) also worring (sic) financially (sic) as having everyone at home all day means more food needs to be brought and we are using more gas and electric.”

“We are fortune that we are well and not vulnerable and are able to access food etc. We have a 12 week old baby and the restrictions mean we cannot visit health visitor/ clinics to get her weighed etc, can not attend baby classes and see family. Concerns on our daughter not having interactions to help her develop, not being able to have any outside support with a newborn baby and concerns over our mental wellbeing of the family from spending so much time alone. We are however taking advantage of the daily exercise which makes a big difference.”

Recommendations: Building on what we heard on the first report, this has become the most significant issue. There is a real need for effective mental health support, not just for those who previously had conditions, but those who have been affected by the lockdown. This feedback supports a number of national and international papers that suggest there is likely now to be a major legacy of unmet psychological and emotional needs resulting from people’s isolation, anxieties and the uncertainties around COVID-19 and the future. These unmet needs should be identified, assessed and met going forward. Services need to be commissioned in primary and secondary care and the voluntary sector to meet the additional demand. In addition, those people already known to mental health services who are not currently receiving services need to be contacted and provided with the support that they need.

Social isolation

Similarly, with the first report, the impact of this is significant and of course impacts mental and physical health. Anxiety and sleeplessness, lack of contact with many people, feeling alone even within families, with some feeling trapped.

“I haven't left my house since the 5th March.”

“Anxiety, sleepless nights. Kept me apart from my family and work friends. Makes shopping very hard worried about family getting ill from it . Now back at work but still worried regarding if I contract the virus and bring it home and pass on to my family who are self isolating.”

“Both my husband and I cannot leave our home for at least 3 months and have to rely on others for certain things and have to make sure we get an online shop. I do receive a government (sic) box each week but it is very limited and not enough for two people. We also don't see our family and (sic) friends.”

“I restrict shopping to once a week wearing mask and gloves. I am having to do everything at home the rest of my family see this as the mothers role this is incredibly unfair. Feel lonely.”

“I did get low last week but thank god for crocheting and our garden. It is very lonely.”

“Quality of life is zero. No air. No company. Worried everyday my two children who normally live with me but council have not accommodated us together for 6 years now I feel I can't manage, no light at end and 2ant (sic) to die but not (sic)”

“Obviously a sense of loneliness, trapped and unable even to maintain my feeling of wellbeing and physical.”

Recommendations: While social isolation remains a challenge for many, perhaps more information on how people can keep in touch (by phone or social media) would be helpful. More focused promotion of telephone befriending services such as the ones provided by Croydon Voluntary Action and Age UK may also help people to be less isolated. Could library staff be redirected into setting up and supporting online book clubs for example?

Impact of death

Understandably, many people have had to deal with the sudden loss of family and friends and not been able to go through the usual grieving processes or support others who need it to. This only adds to a sense of anxiety and in some cases fear, as well as helplessness that they cannot do more. Again, this is affecting people's mental health as a result.

"I have lost relatives and friends to this virus. Could not attend funeral. Getting shopping as an online shopper no slots available. Guidance on masks and types of affective makes not clear enough. Isolation from family causing depression and low mood. Had to deal with."

"I have lost a lot of friends and neighbours. My neighbours are stressed and anxious about: delayed hospital appointments/operations and relatives in Care homes."

"Missing family and friends, lack of ability to be able to go out for walks. Not being able to visit or comfort a dear friend who lost her daughter to the virus."

"Not being able to grieve with the rest of my family has been very difficult. At times I have felt very anxious."

"As a front line ambulance staff I worry about getting covid-19. As I have seen the deaths by this a d (sic) the sick people. Just feel it's the waiting game am i going to get it."

"We have lost a family member to it. I'm exhausted cant sleep properly. Feeling very low in myself. Children don't understand especially my 2 year old who is being a right handful during this time."

"Cousin died , father in law in hospital intensive care with covid 19 and pneumonia."

"My elderly father had to go to hospital with a non-Covid health issue; he contracted and died from corona. The worst part of it all is that my mother has had to deal with her grief more-or-less alone due to lockdown."

Recommendations: Information and advice on how to deal with the practical process of dealing with the death of a close friend or relative, and what kind of emotional responses to expect during the period of bereavement, as well as information about any telephone counselling services, need to be more effectively promoted. By taking an early intervention, we can support and help people before their grief affects their long-term physical and mental health. Healthwatch England have created some information here: www.healthwatch.co.uk/advice-and-information/2020-03-25/someone-i-love-has-died-where-can-i-find-support which may be useful.

Food supplies

We still have heard from residents about difficulties in getting food; not able to get online delivery slots; or being able to get out and get food.

“I’ve been very unwell with Covid-19 for 15 days and I am a single mum to two children, all the shops are prioritising people at risk for home deliveries yet people unable to leave home due to being infected are forgotten about, I eventually managed to get a shop delivered but had to wait 14 days.”

“It’s caused a great deal of worry. Obtaining food and other items has been challenging.”

“I could not get home deliveries any where I do understand old and I’ll should come first but in the first 3 weeks went for food once a week Sainsbury’s absolutely awful experience anxiety is a understatement. Now Iceland are delivering.”

“Only difficulty is getting home deliveries which have been required duue to decision to self isolate and not leave home.”

“Hard to get hold of food.”

“High anxiety, lack of food.”

“Self isolation had not been a problem. The problems have been with getting shopping. Which now thankfully and with the help of customer services at Tesco had been sorted. If it was not for them I don’t know how we would have coped. The government help love me/ website Where you go on line to register. What is that for? You complete the on line form and hear nothing back.”

Recommendation: Information on how to register for food and how to access deliveries may need to be more clearly communicated so that those people who need support know how to access it. There appears to be a particular issue for people who have been able to go out to shop but then need to self-isolate and do not know how to get food delivered (supermarkets tend to prioritise the extremely vulnerable group). It would be useful for information to be provided to people who have been advised to self-isolate about how to access food deliveries, medication etc while they are unable to go out and who to contact if they are worried about their condition.

Accessing health and social care

Some residents are about not getting the care they need. Appointments and procedures have been cancelled without any information of when they will begin again. Others are concerned about care homes and access to non-acute services such as antenatal and dentistry.

“Unfortunately due to COVID, patients with other diseases who need support are ignored and not attended to. The situation is getting critical and people are suffering. I hope everyone understands that it's not just COVID but other diseases also need treatments and making the people reach a death situation.”

“My husband also suffers with severe depression and this has been difficult to manage. There has been no contact from his care co-ordinator or anyone covering that role.”

“Not being able to celebrate birthdays, send my child to school or attend my antenatal appointments as I am currently pregnant.”

“It has affected my job as I am a key worker. My surgery was cancelled that I have waited 13 years for. It has affected my family's work too.”

“Boredom, or being able to see my grandchildren, being stuck in and unable to access life-saving chemo.”

“My cancer operation was cancelled due to the Covid crisis.”

“My urgent eye operation has been cancelled.”

“I have lost a lot of friends and neighbours. My neighbours are stressed and anxious about: delayed hospital appointments/operations and relatives in care homes.”

“I am now working from home. This is harder and more intense than usual. I have broken a tooth and can't go to a dentist. Advised to temporarily fill it myself.”

“Unable to attend Foot Clinic appointments. Impact on normal family life but respecting need to be safe and therefore respecting stay at home.”

Recommendations: As NHS services are resumed, it would be helpful for patients who have had procedures or appointments cancelled or delayed to be contacted and given information about how and when their treatment will be continued and who they should contact in the meantime if they need any health advice or support. Many care home residents have not seen their relatives or friends for a long time and it would be beneficial for them if commissioners can work with local care home providers to identify ways that they can facilitate contact (via social media or other means) between residents and those who are important to them.

Financial issues

Residents are telling us that financial issues are a main concern and causing much anxiety. While much of the support is based on nationally run schemes, it is affecting people's lives in Croydon and how they approach work, or lack of it, family life and overall mental health.

“Lack of earnings, anxiety, stress.”

“Can't go work so on furlough and us that work don't get any help unlike the ones that r (sic) on benefits and struggling to cope with money.”

“I am a self employed registered childminder with no key worker parents so have had to close my setting with a major loss of income (I do not have any children on 2,3 or 4 year funding). Financially it is worrying. “

“Not been able to work as I'm a hairdresser so no income coming in so really struggling...was due to move as sold house now it's on hold.”

“Personally I have lost my income as a self employed Baker. I have no idea if I will be able to begin again. Emotionally I am deeply saddened by the losses people are suffering - death and income. I am also saddened by the vitriol and pettiness that has come out and concerned for how we are all going to move forward.”

“Not being able to work even though I am a key worker as have vulnerable people at home. Worry about income.”

“I've lost all my work and as a sole trader but working through a limited company, I have no government assistance. #forgotten.”

“Furloughed. Salary cut to stay afloat. Lock down (warranted) but with a toddler - demanding on time to supposedly dedicate to work prior to being furloughed. Uncertainty in terms of finances and job and wider implications like the economy our mortgage foreclosures etc. Emotional and mental impact of the unsure times to come.”

Recommendations: Many people who responded appear to have complex financial problems, are self-employed, not able to work and / or have a low income, and may benefit from having an interview with someone trained to assist people to manage their finances who could also advise about what financial support may be available. It would be helpful if any such local services could be publicised to help people to navigate their way through this difficult period.

Social distancing and prevention

Croydon residents raised concerns around others not keeping to the rules and how they can prevent themselves from getting the virus.

“I am a keyworker and have to still work, the handling of the council at Croydon is disgusting they have done nothing to stop their residents from traveling in to Croydon! Croydon is still buzzing full of people and there is no one around stopping them! I haven't seen any police and they certainly haven't issued any fines! I as a Croydon resident feel extremely let down and it's no wonder that Croydon is 2nd worst in London for cases.”

“I leave my home once a week to get shopping but I find doing so very stressful as people do not respect social distancing. I have had to ask people to move away in shops and had to walk in the road to avoid getting close to people who don't move out of the way.”

“Made me anxious when food shopping, as many shoppers are disregarding social distancing even when store has mapped out 2m. Missing not seeing my daughter.”

“I'm very anxious about attending school as a teacher even though there are only 12 children present (primary school). For example, I counted six doors that I had to open with handles before I entered the classroom. Pupils in years Reception to 4 have to be constantly reminded about social distancing. There is no provision of even basic masks for staff in schools.”

“I have been quite stressed by the high number of people out and about in West Croydon. My partner is still working in Central Croydon and he finds it difficult to get to and from work because of the sheer number of people loitering around, even at 9am. In addition the traffic on my road is back to pre-Covid-19 levels.”

“Self Isolation and Lock Down is ok. But it has to be implemented strictly...people are roaming around on the roads without mask freely. So is the restriction just for educated people ???”

Recommendations: It appears that those people who are worried about catching the virus are following the Government guidance but are made more anxious by the actions of others who appear to be less concerned about strict adherence to the guidance. Perhaps the council, local health leaders and the police could do more to promote the government guidance locally, possibly involving community leaders, in order to reinforce the importance of social distancing in particular.

Some positives

There have been some positive outcomes from this situation:

“Not much apart from cooking, eating sorting out junk. Gardening, good, notice our house got magpies nesting in gutter. Below small sparrow nest. Back bluetits in birdbox do every year this year living in there longer guess must be lots chicks hoping magpies font (sic) nick the eggs.”

“Saved lots of money.”

“I am going out less which has resulted in me baking more and eating healthily.”

“I was scared to leave my home once I started to feel better. Am now managing to walk the dogs for an hour up the woods.”

“We have been fortunate as we have a garden which has helped.”

“I feel very positive about self-isolation and am making the most of this extra time to read, watch films, listen to podcasts and Zoom with family members and friends. I am very fortunate not to be experiencing financial stress as a result of the crisis, but I am worried about others who are not lucky. I am concerned about the effects on my children.”

“My husband is 80, I m 79. We do not want to catch Covid 19 and die before our time, we have lots of living left in us. We keep ourselves busy at home and I am definitely sleeping better than usual.”

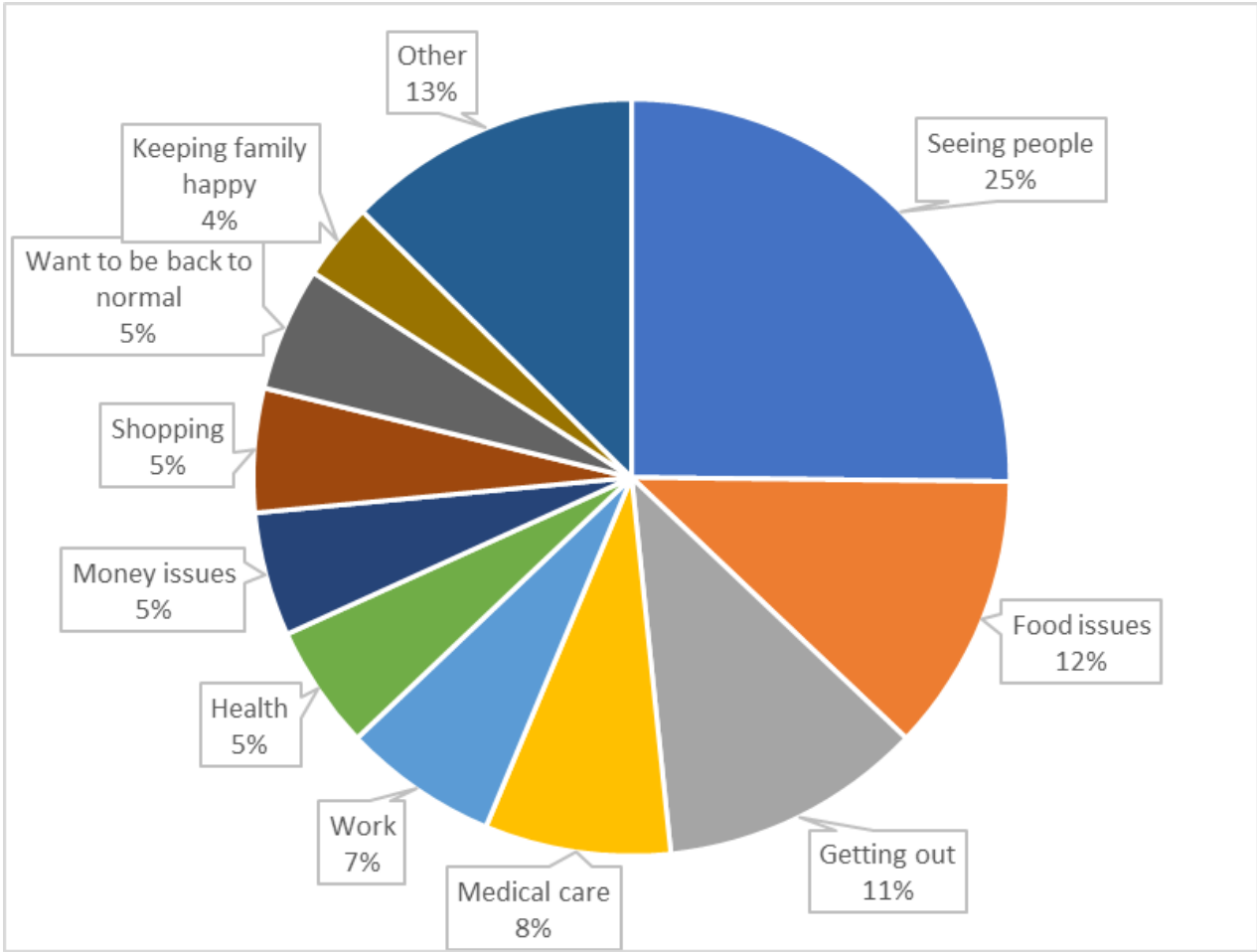
“I don’t mind the isolation re leaving my home I enjoyed stopping my mad crazy life however there is no escape when I need a break.”

“Feeling isolated from my support group of other mums and family. Sometimes it can feel overwhelming and difficult to cope, especially with a toddler to entertain. I have found time for hobbies that I enjoy and have been trying to exercise indoors for fitness, and walk outside for mental health.”

“Greatful not to be shielded so I can await others and explore meeting neighbours we may never have crossed paths with before.”

Croydon residents' most pressing need

We asked Croydon residents what overall their most pressing need is. You can see some of the number of high responses in numbers on page 8 but these are shown here as percentages:



Total= 151 responses

Not surprisingly, social interaction was the still the highest need as before, with food and deliveries of food second as before, Other significant numbers were concerned about getting out of the house irrespective of seeing people, perhaps reflecting the length of lockdown, and then issues such as medical care, work, money, health and shopping.

Again, this reiterates that services that enable social interaction, or manage the impact of social isolation are important. Ensuring residents can access food easily and support people with money, medical and health issues will also meet the needs of the community.

What services have you used?

We asked Croydon residents if they used support services and from whom. Nearly all who used them found the services helpful. However, there are some instances of people not getting what was expected. It is important that expectations are managed well through effective communication and feedback with residents.

“Age UK helped me with a small parcel of food while I was in isolation due to having just arrived from abroad. I make a transatlantic journey within 10 days and I was fully conscious of my responsibility to isolate myself.”

“My daughter, contacted Age Uk as she lives far away from me and she was unwell. She and her family were on isolation due to her having symptoms of Coronavirus.”

“A nurse from my GP surgery had called to find out how am doing. Receive regular updates electronically telling where to contact for what. Have also referred people I know to these services and have received very positive feedback.”

“Salvation army. Family centre.”

“I get support from work.”

“Food from the council.”

“A lady telephoned from the Local Authority to make sure I was ok.”

“We are having regular calls and video calls from our social worker, the childrens’ schools and my partners mental health team.”

“There (sic) good but I really don’t need the food they leave me but there’s no way of stopping it.”

“Got prioritised shopping slot at Tesco have Councillor (sic) check up on me by Skype once a week and social services sons teacher and Mencap have been very good.”

“Very well organised! Credit should go to CVA (Croydon Voluntary Action) and NARA plus the Fieldway Family Centre, Salvation Army, other Churches and Schools (plus what input my organisation New Addington Pathfinders is able to offer at present) We are very lucky to have a strong community which works together well.”

“Someone from CVA has phoned twice - I didn’t need anything. Had a prescription picked up from local pharmacy.”

“Increased hours from Carers agency for grandparent.”

“New Addington residents association, NARA, has been supporting the local community through delivering medication and food, having a support line and reaching out to the

“I know there is a voluntary group in New Addington that I could contact if I hadn't managed to get a delivery booked.”

“I have been receiving a food parcel from my church and managed to get a delivery slot for a supermarket.”

“My doctor has rang me about my inhaler usage too.”

“I had a hospital referral for surgery on my hand. The consultant provided an online physio programme to prevent condition worsening whilst waiting for a rescheduled appointment.”

“We were in isolation 2 weeks before lock down so I had food delivered from food bank.”

“I have had one food box left so far...waiting to see if any more arrive.”

“No support and have had no contact from any services other than a food package at the beginning of lockdown.”

“I have had food deliveries from The Family Centre who have been a life saver. My partner can't get out and I am limited to how much I can do so the use of the Food Stop has been amazing, I don't know what we would have done without it.”

“I have had food parcels, which I have tried on two occasions to cancel without success.”

“I have been receiving a food box weekly as it is still impossible to order online.”

“The contents are primarily nutritious for which I am grateful. However my dietary restrictions and the cultural influences are not accounted for.”

“We heard about a service that would buy food and collect prescriptions for the home bound. We arranged for one delivery but the buyer spent money on something we didn't ask for. It was a bit of a cheek and the woman and two children did not observe the six feet isolation.”

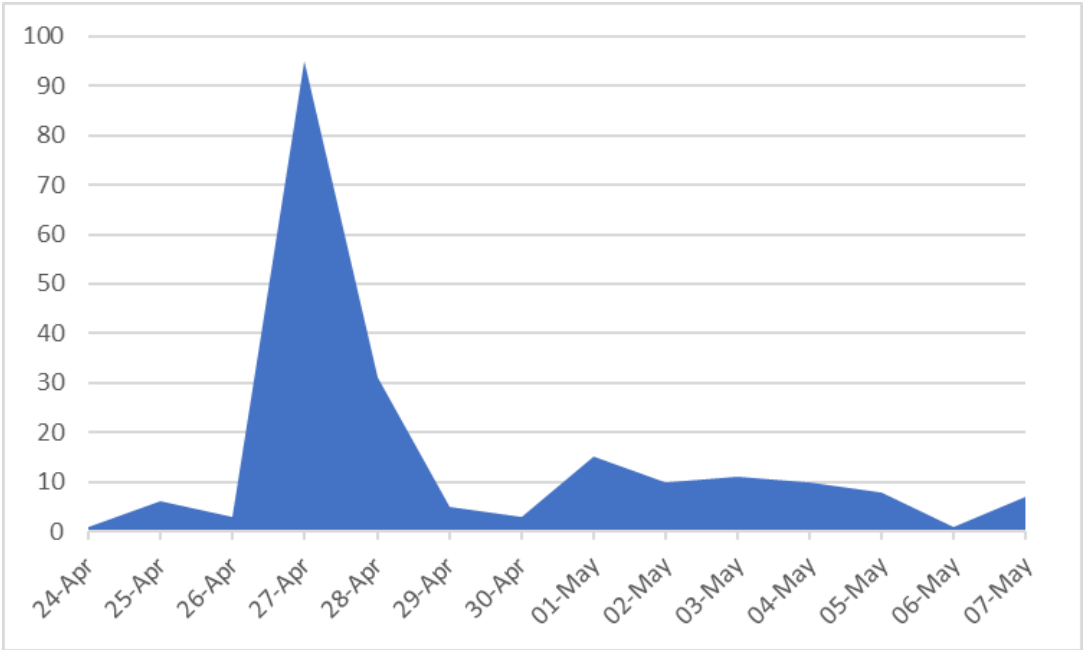
“Lots of support from charity in Croydon, befriending and help with shopping.”

The voluntary services in my locality have been amazing (New Addington north and south)

I'm part of a mutual aid group which has mobilised very well and it's amazing how Community (sic) is coming together.”

About the insight

Number of responses received by day

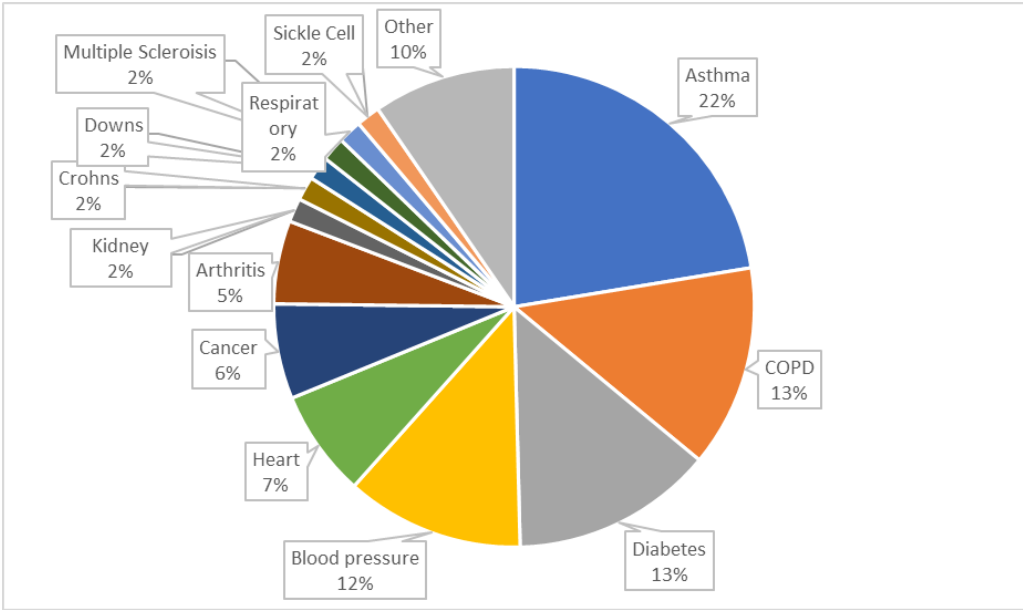


Age of respondents or those they care for

1. What is your age? (or the age the person you are caring for)				
			Response Percent	Response Total
1	0-9		0.97%	2
2	10-19		2.43%	5
3	20-29		8.25%	17
4	30-39		12.14%	25
5	40-49		19.42%	40
6	50-59		26.70%	55
7	60-69		18.93%	39
8	70-79		9.22%	19
9	80-89		0.97%	2
10	90-99		0.97%	2
11	100+		0.00%	0

Pre-existing health conditions of respondents, or those they care for

2. Do you, or the person you are caring for, have a pre-existing health condition that may affect your/ their response to coronavirus?			
			Response Percent Response Total
1	Yes		53.88% 111
2	No		46.12% 95



Total =125

Carers as respondents

3. Are you responding to this survey as a carer of someone who is vulnerable as a result of coronavirus?			
			Response Percent Response Total
1	Yes		18.93% 39
2	No		81.07% 167

Understanding of coronavirus

4. Do you understand what coronavirus (COVID-19) is?			
			Response Percent Response Total
1	Yes		97.57% 201
2	No		2.43% 5



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