



Community insights on disabled residents and the Covid vaccine in North East London

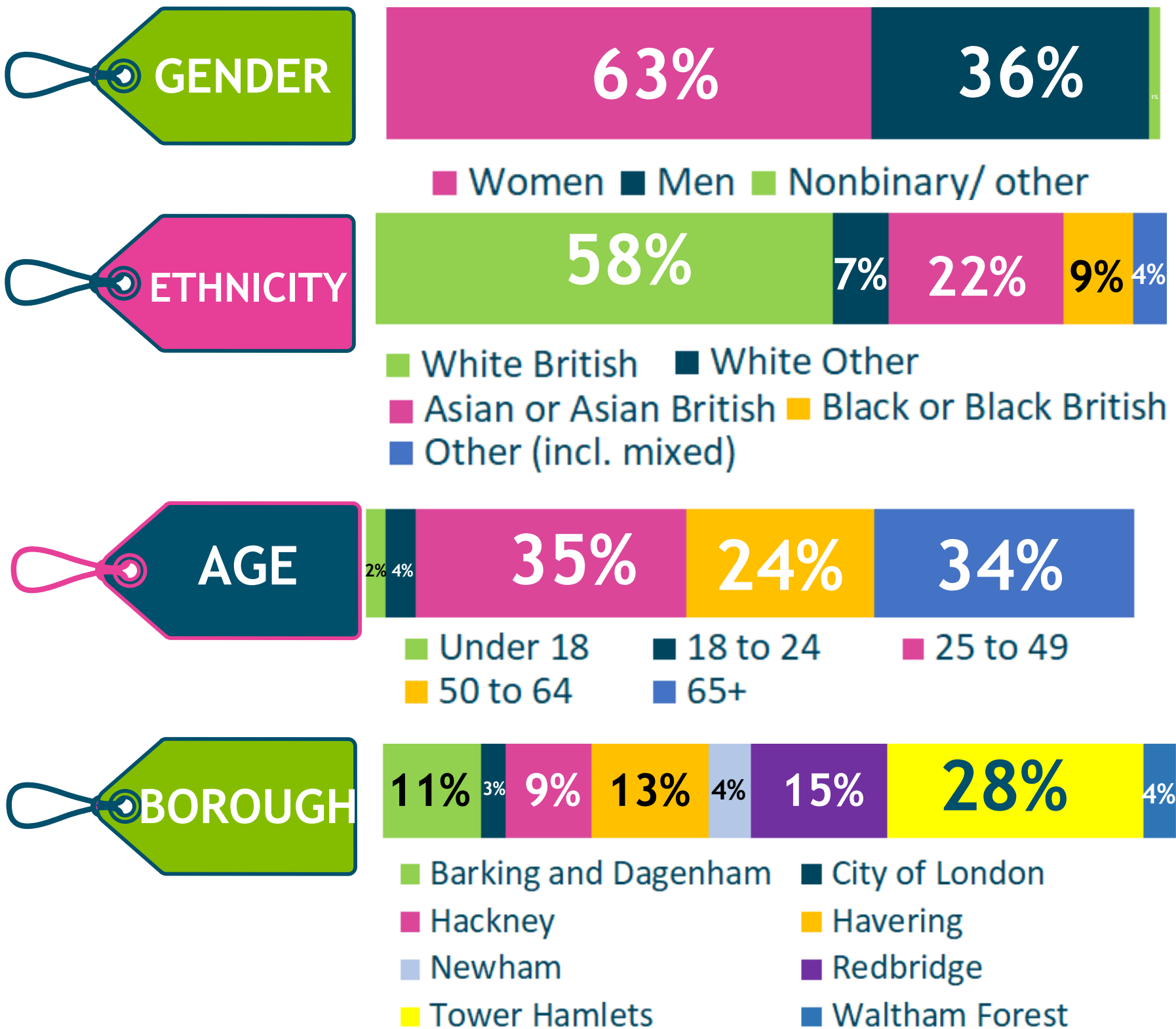
May 2021



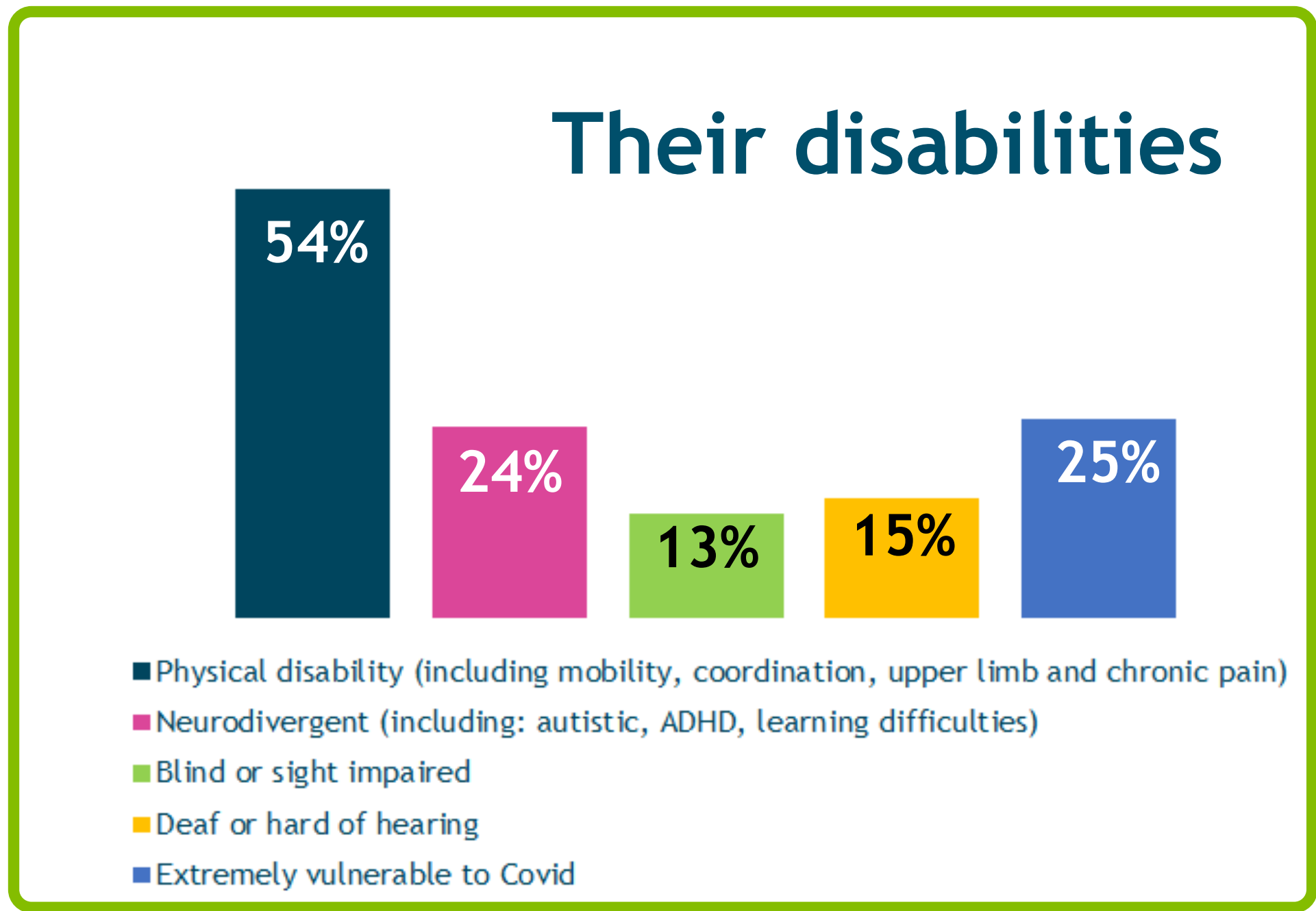
healthwatch

Our engagement

We carried out a survey with **580 residents** who are disabled or living with serious long-term conditions



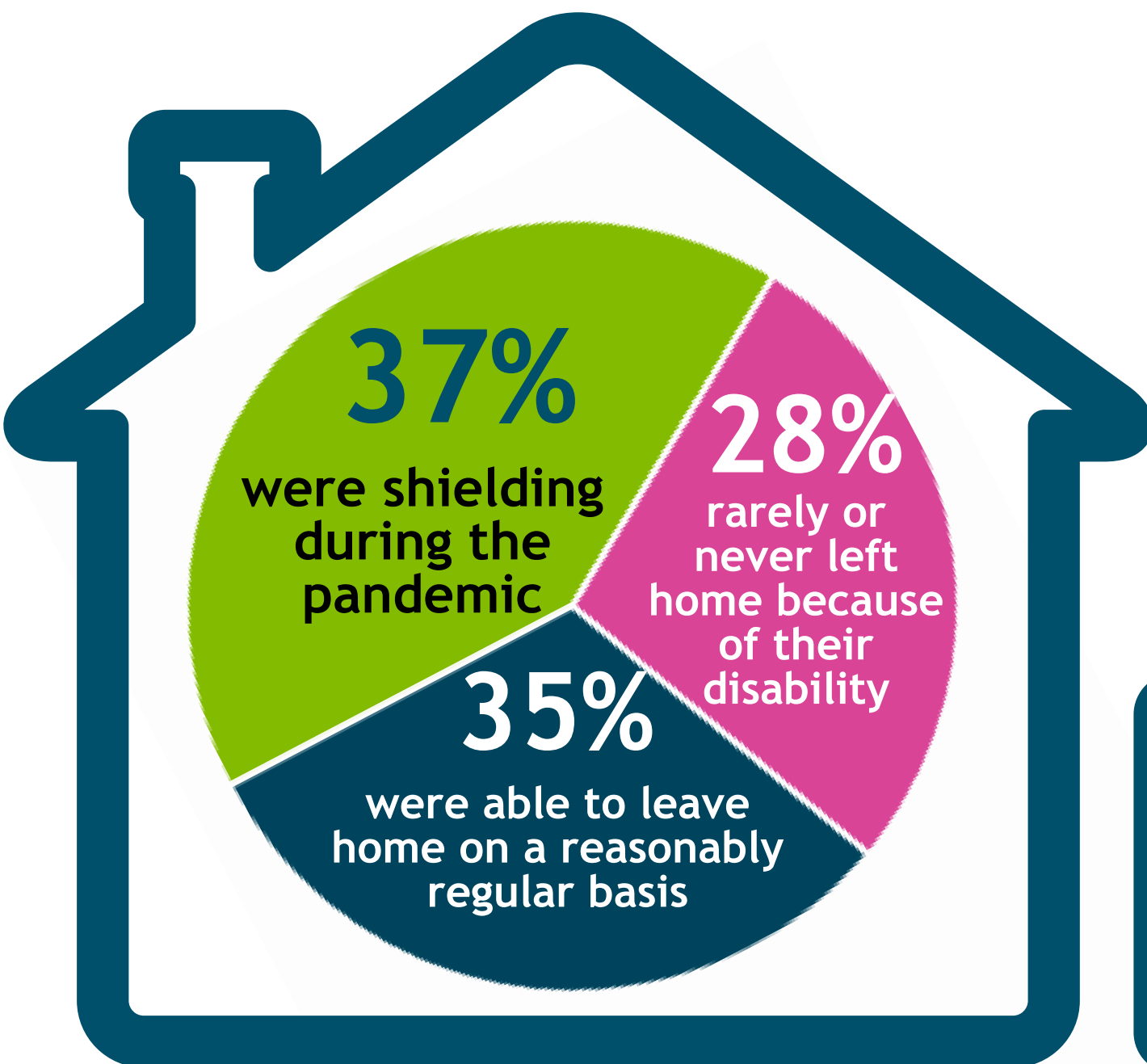
Their disabilities



Our respondents

Living circumstances and wider context

- Respondents were diverse in terms of care needs and living circumstances, ability to work, leave the house and use online services.



42%
received
personal care:



73% from family members
34% from paid carers

17%
were working
full-time or
part-time

9%
were studying,
jobseeking or
volunteering

20% were unable to work
because of their disability
30% were retired.

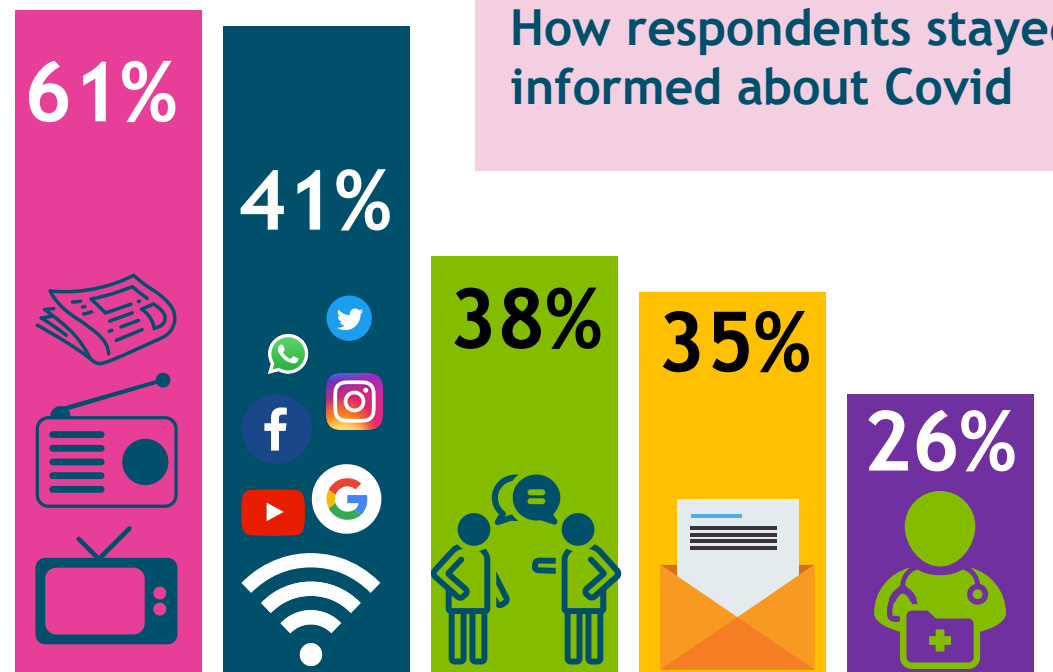


32%
were digitally
excluded

Staying informed

- Mass-media was the most popular sources of info about Covid-19
- TV news, the NHS website and Gov.uk were trusted sources of information.
- People with learning disabilities or sight impairments may struggle with online and mass media messages.
- BAME respondents rely more on word of mouth and less on online sources for staying informed.

How respondents stayed informed about Covid



Traditional media (TV, radio, newspapers) Internet and social media Friends and family Letter or text from Govt or NHS Health or social care professionals

4% depended exclusively on friends and family for information. They were more likely to belong to these groups:



Neurodivergent/LDs



Sight impaired



Women



BAME, especially black ethnicities



Digitally excluded

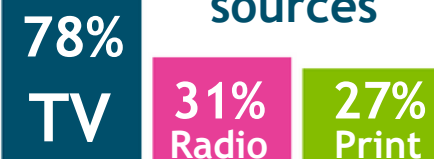
Most likely to use online sources

- Mental health-related disability
- White non-British ethnicities
- Aged under 65
- Economically active (worker or jobseeker)

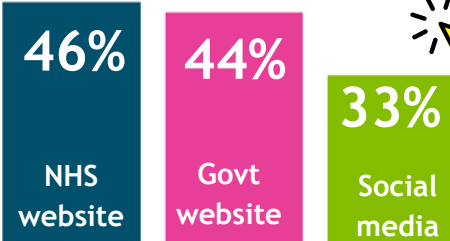
Least likely to use online sources

- Neurodivergent/ learning disability
- Blind or sight impaired
- Severely disabled (requires personal care, rarely leaves home)
- Black ethnicities
- Aged over 65

Most used traditional media sources



Most used online sources

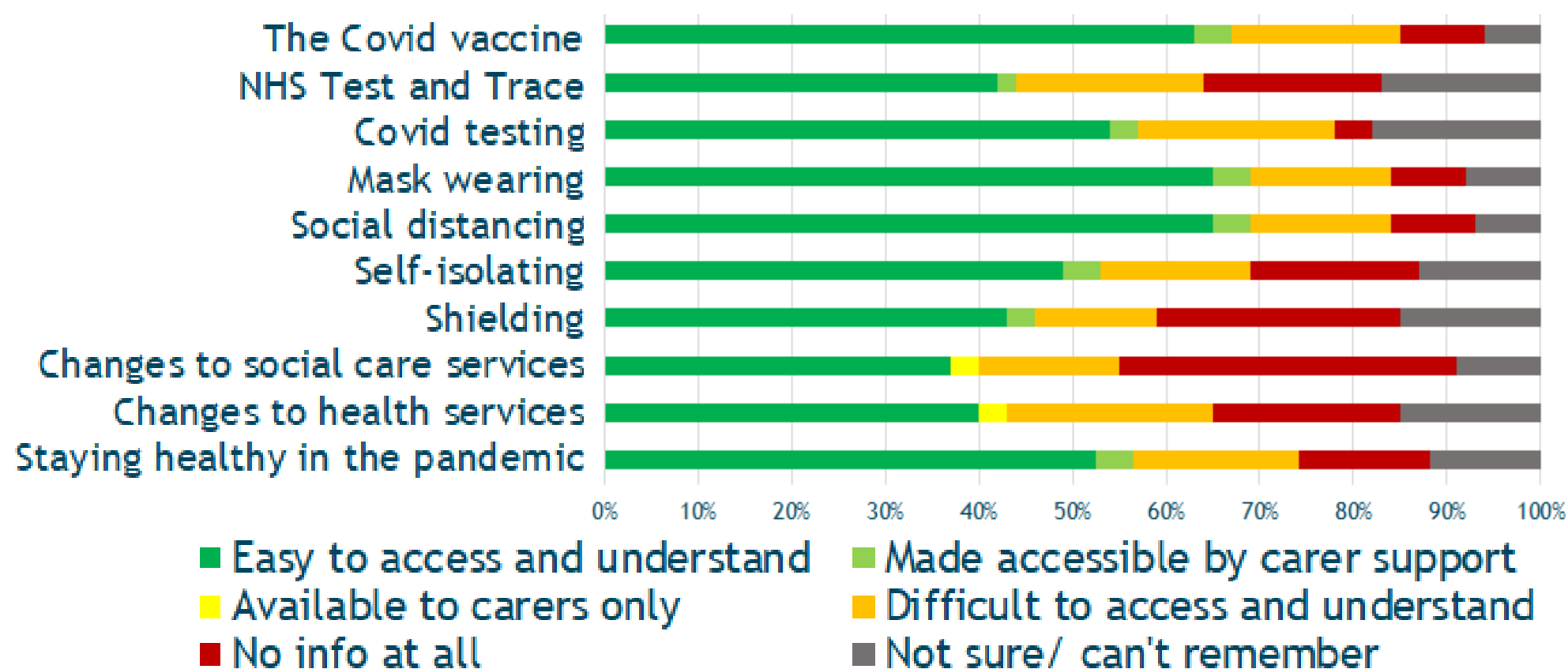


* as % of those who said they use the respective source

Staying informed

- Respondents felt quite well-informed about the COVID vaccine, social distancing and mask-wearing, but poorly informed about changes to their social care and about NHS Test and Trace.
- Respondents who were autistic, living with learning disabilities or with sensory impairments were less likely to find accessible information.

Information about Covid-related topics



11% found the font in printed materials too small
8% found the language too complicated
14% felt there was too much information
14% felt there was not enough information



Most likely to find accessible information:

- Those in work or education.
- Those aged 25 to 64.
- Those living with a partner or children.



Least likely to find accessible information:

- Autistic respondents.
- Respondents with learning disabilities.
- Respondents with sensory impairments.
- Digitally excluded respondents.
- Those who only had info from friends and family.

The Covid-19 vaccine

- Most respondents are willing to be vaccinated, and prefer to receive information from their GP.
- Many prefer to be contacted via email, text or letter. However, written info is not accessible to all; some groups such as those who are sight impaired, Deaf or neurodivergent could benefit from alternative methods of communication.

85%

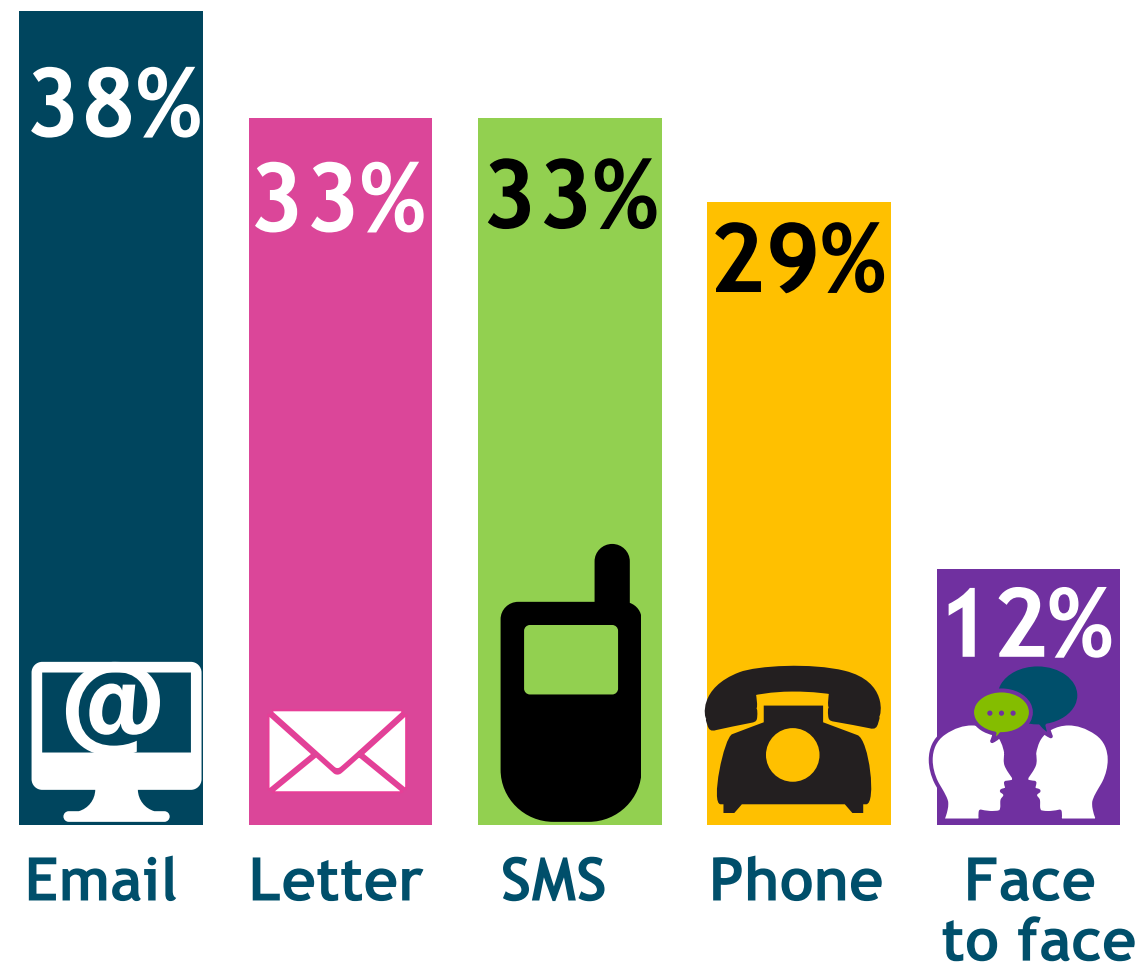
intend to have the Covid vaccine or have had it already

66%

of those who intend to have the vaccine would prefer to be informed by their GP



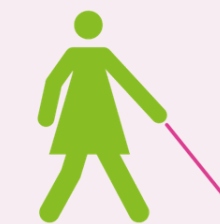
How respondents prefer to be contacted about the vaccine



No suitable "One size fits all" approach



Neurodivergent respondents were less likely to prefer being contacted by email; some of them found short messages by text more accessible.



Blind and sight impaired respondents may not find written text accessible; more than half of them preferred to be contacted by phone.



Hearing impaired people were generally happy to receive written information via email; however, Deaf respondents who are native speakers of British Sign Language may struggle with written English, and prefer communication face-to-face or by video call, which can be delivered in British Sign Language.

Respondents most likely to be vaccine hesitant:

- Only received info about Covid from friends and family.
- Felt poorly informed about Covid-related topics.
- Were neurodivergent.
- Were of Black ethnicities.

