

## How is covid-19 impacting on people's access to and experience of health and social care services in Sheffield?

*These emerging issues are based on feedback that we have received from individuals, as well as issues that have been brought to us via voluntary and community sector partners. This briefing is intended to be a snapshot of what we are hearing about; we hope that it is of use to services, and commissioners of services, in indicating potential areas of focus.*

Background: [See previous briefings here](#)

### **Key issues from 15<sup>th</sup> June – 10<sup>th</sup> July 2020:**

- **Impact of isolation** - we heard from some people about the impact that isolation is having on them and their emotional wellbeing:
  - A person receiving treatment for cancer told us that their treatment had stopped, and they hadn't received any contact from their care providers to see how they were. They told us they feel they are "pretty much on this cancer journey alone".
  - We've heard from an advocate about a person living in a care home who cannot have visitors due to the pandemic, and has to spend long periods of time alone in their room as their care involves cough assistance. They are feeling extremely isolated.
- **Support for people who are shielding** – we have heard from people who have been shielding since March, on the advice of their GP, who haven't received support for a significant length of time:
  - One person told us they only received a call asking if they need help with food, medication, or other daily living needs in mid-June, despite having been shielding for nearly 3 months.
  - Another person who has been shielding since March was yet to receive a call when they spoke to us in late June.
- **The impact of covid-19 on people from BAME backgrounds** – following on from the recent [Public Health England \(PHE\) report](#) into disparities in the risk and outcomes of covid-19 for people of different ethnicities, we worked with Voluntary Action Sheffield to interview 4 local people. They told us about their personal experiences of the disease, their thoughts on the PHE report, and the changes they would like to see in Sheffield to address inequalities. We have published these interviews [here](#) and are asking more people to [share their experiences](#) with us. We want to share more stories in order to support people to have their say in the local plans to address these inequalities.
- **Dentists** - We continue to hear from members of the public who are unclear about accessing urgent dental care during the pandemic.
- **PPE disposal** - A member of the public got in touch with us about improper PPE disposal in their local area. They are concerned about infection control as health care staff and members of the public aren't disposing of gloves safely.