

One year with Covid-19: Experiences of **social care services** in Kingston before and during the coronavirus pandemic (January 2020 to March 2021)

One year with Covid-19: What you told us about your experiences of social care services in Kingston

PLEASE NOTE: The complete 15-month report brings collates experiences of health and social care services shared with Healthwatch Kingston through two surveys we ran between 1 January 2020 and 30 November 2020, along with additional experiences, views and concerns shared via our website, received in voice messages, emails and during virtual engagement events between 1 April 2020 and 31 March 2021. You can read the full report [here](#) but we have also published a series of subject specific mini reports.

Healthwatch Kingston is pleased to be able to share this mini report about your **experiences of social care services** with you.

SOCIAL CARE (e.g. care homes, and home care)

In summary: There were only a small number, but contradictory experiences shared by respondents to the ‘Share your experiences during COVID-19’ survey (1 April to 30 November 2020) about access to social care services. Some people reported being able to easily contact Your Healthcare and Adult Social Care to get an assessment, and there were two positive accounts of accessing direct payments. Others shared experiences of poor access and poor quality of social care. One respondent mentioned that Adult Social Care did not return calls and that information about care for older people was not easily available on the Kingston Council website. Some respondents shared that Adult Social Care personal assistants provided an excellent level of care and had taken into account protective and safeguarding measures during the pandemic. Another was concerned about a lack of available carers and there was one negative experience reported about end-of-life care.

Only five people responded to this service area as part of the ‘Share your experiences during Covid-19’ survey. Healthwatch Kingston ran a separate engagement survey to gather experiences of residents, and family members and friends of residents of Care Homes, Supported Living Homes and Extra Care Housing during the pandemic. Find out more about our Residents, family and friends' experiences of residential care during the coronavirus pandemic report [here](#).

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Access to social care services

It was easy to access the help and support I needed from this service

Answered: 5 Skipped: 9

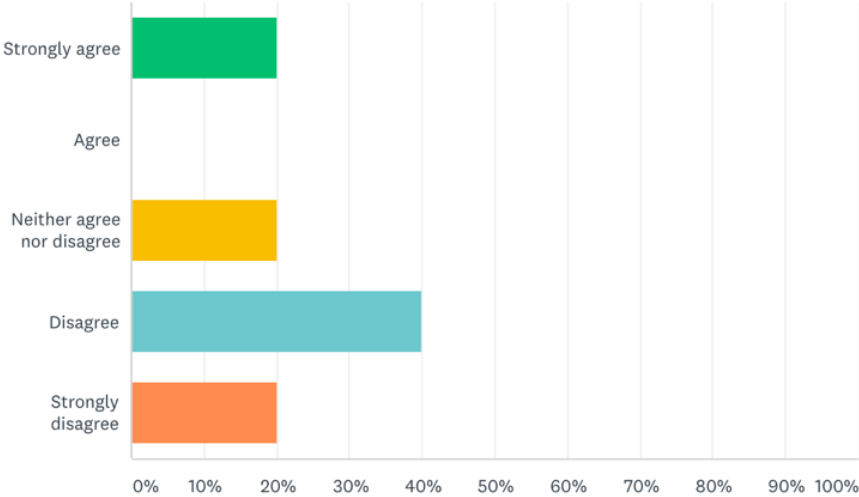


Figure 13: Experiences of access to social care services in Kingston.

Figure 13 shows 2 out the 5 respondents disagreed that they were able to access social care services during the pandemic, 1 strongly disagreed, 1 neither agreed nor disagreed, and 1 strongly agreed that they were able to access services.

Some experiences of good access to social care services

About Your Healthcare:

“It was easy to make contact through a telephone call provided through a 'one-stop' person approach. This is so useful in terms of getting a professional service quickly, and especially in an emergency.”

About Kingston Council Adult Social Care:

“I recently accessed a Direct Payment from Kingston Council just prior to the start of COVID-19. The assessment was well-documented, and the financial assessment was quickly executed. As well as the agreed budget, each month Kingston Council has

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provided an additional 33% funding to allow for additional expenditure. For example: Personal Assistants (PAs) being unable to fly back to the UK; PAs having to quarantine on arrival in the UK; PAs off sick, PAs having to leave for various reasons; service user needs increased over the period, all costing additional funding.”

About Kingston Council Social Workers:

 *Social workers were exceptionally efficient.”*

 *The social worker was very helpful and contacted us once my husband was home to see if we needed anything.”*

Some experiences of poor access to social care services

About Kingston Council and care for older people:

 *I tried to find services on RBK website, but there was nothing available.”*

About Kingston Council Adult social care:

 *They don't return calls; you have to chase them.”*

About Learning Disability Services:

 *Felt that no effort was made to ensure good outcomes for people with learning disabilities in care/supported living.”*

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Quality of social care services

How satisfied were you with the care you received?

Answered: 5 Skipped: 9

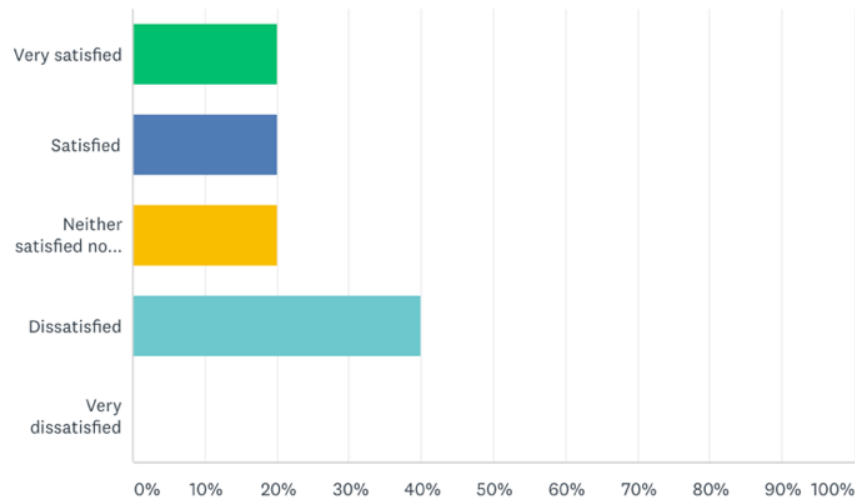


Figure 14: Experiences of quality of social care services in Kingston.

Figure 14 shows 2 respondents were dissatisfied with the quality of their social care, 1 neither satisfied nor dissatisfied, 1 satisfied and 1 very satisfied.

An experience of good quality social care services

About Kingston Council Adult social care:

- “Personal Assistants have provided the very best support especially when extra hours have been required. Additional hygiene levels have been agreed and carried out in terms of use of anti-bacterial and alco-gel and other protective and safeguarding measures.”

Some experiences of poor quality social care services

About Kingston Council Adult social care:

- “Haven't received any help.”
- “Lack of available carers is a serious concern. We have been trying to recruit a part-time carer since October - nightmare.”

End of life care:

- “I find it difficult to imagine that anyone having to deal with end-of-life care for a loved one would feel very comforted about the standard of service on offer.”

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Social care aftercare

Were you satisfied with any further treatment/care/support that you were offered?

Answered: 5 Skipped: 9

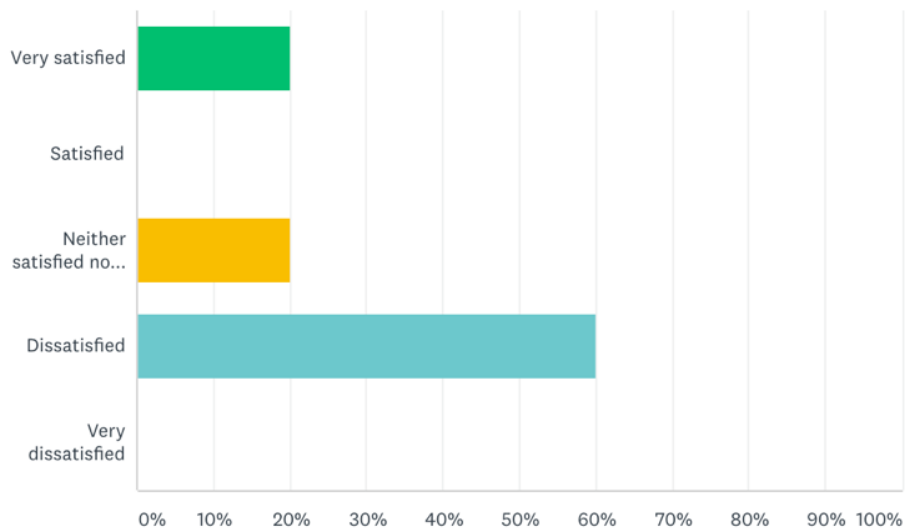


Figure 15: Experiences of social care aftercare in Kingston.

Figure 15 shows 3 respondents were dissatisfied with aftercare provided, 1 was neither satisfied not dissatisfied, and 1 person was very satisfied.

An experience of good aftercare from social care services

About Kingston Council Adult social care:

- “A quick response, and so reassuring.”

Some experiences of poor aftercare from social care services

End of life care:

- “Everything that needed to happen was always hit and miss and always took so long get put into place.”

About Kingston Council Adult social care:

- “No information available.”



No support given - they don't return phone calls.”

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Thank you, and next steps!

Healthwatch Kingston would like to thank everyone that has shared their experiences with us. Everything we say and do is informed by what local people tell us.

So sensitive issues that have been shared can also contribute to identified areas requiring improvement, Healthwatch Kingston will meet with Kingston GP leads from the South West London Clinical Commissioning Group, hospital, social care and other leads to discuss specific issues about services raised by local people.

During this period, whilst maintaining our independence, Healthwatch Kingston has also worked collaboratively with a range of organisations including Kingston Council, NHS south west London, schools and Kingston voluntary and community sector organisations on other Covid-19 related engagement work with residents. These included:

- [Young People's Wellbeing During the Covid-19 Crisis](#)
- [Tell us what you thought about Test and Trace and the NHS Covid-19 App](#)
- [Tell us what you think about the Covid-19 vaccination](#)
- [Residents, family, and friends' experiences of Care Homes during Covid-19.](#)

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“Tell us what you think about NHS and social care.”

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