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**MINUTES OF A MEETING OF THE
INDIVIDUALS OVERVIEW & SCRUTINY SUB-COMMITTEE
Virtual meeting
13 April 2021 (7.00 - 7.55 pm)**

Present:

Councillors Nic Dodin, Christine Smith (Chairman), Ciaran White, Michael White (Vice-Chair), David Durant, Jan Sargent, Carole Beth (In place of Denis O'Flynn) and John Tyler (In place of Linda Van den Hende)

Apologies for absence were received from Councillor Denis O'Flynn and Councillor Linda Van den Hende

15 EXPERIENCES OF DISABLED RESIDENTS DURING THE COVID-19 PANDEMIC

Healthwatch Havering presented the results of the first stage of their 'Experiences of disabled NEL residents in the COVID-19 pandemic' survey for Care Providers to the Committee.

The Committee noted that some questions had not been answered by all residents across the North East London Trust. Members noted that there had been 125 responses across Havering with a second stage of the survey which involves open-ended questions and focus groups. Members were asked to send their suggestions for questions to the clerk to feedback to Healthwatch Havering. Healthwatch Havering then explained to members that only 42 of the residents who responded would be willing to go to the next stage.

Members noted that the majority of residents experienced difficulties getting an appointment with their GP with the majority having telephone consultation. It was noted that the level of care had not decreased. Members also noted that residents had difficulty booking hospital appointments with many saying their mental wellbeing was affected when hospital appointments were cancelled without being offered an alternative appointment.

Members noted that 78% of residents had not been seen by a community health care professional with a majority finding it harder to get help from those professionals and residents stated that professionals' PPE was adequate. Residents also stated that only 10% had been seen by Home Care staff and their PPE was also adequate.

Healthwatch Havering explained that 2 day centres had closed which had affected residents' wellbeing. The Committee noted that the residents of

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those day centres had not yet been advised of any alternative or additional support.

Lastly, the Committee noted that the majority of the residents who responded were white females and over the age of 65. It was also noted that 70% of residents responded via the internet or through their smartphone.

Chairman