

# How has Coronavirus impacted deaf people?

## Access to healthcare

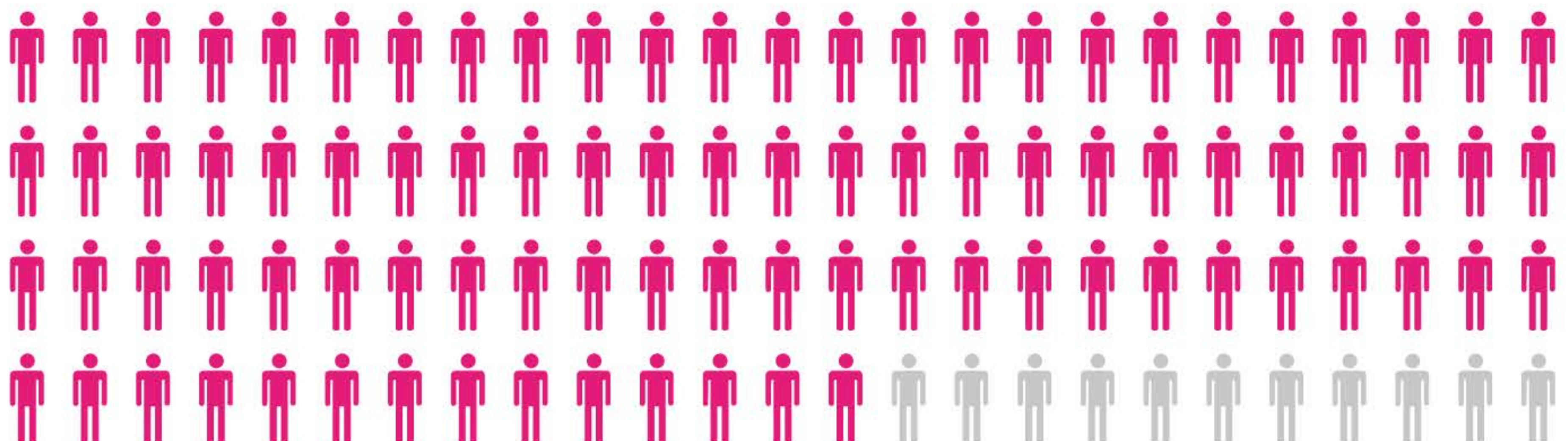


**74%** of deaf survey respondents found it more difficult during the pandemic to access healthcare

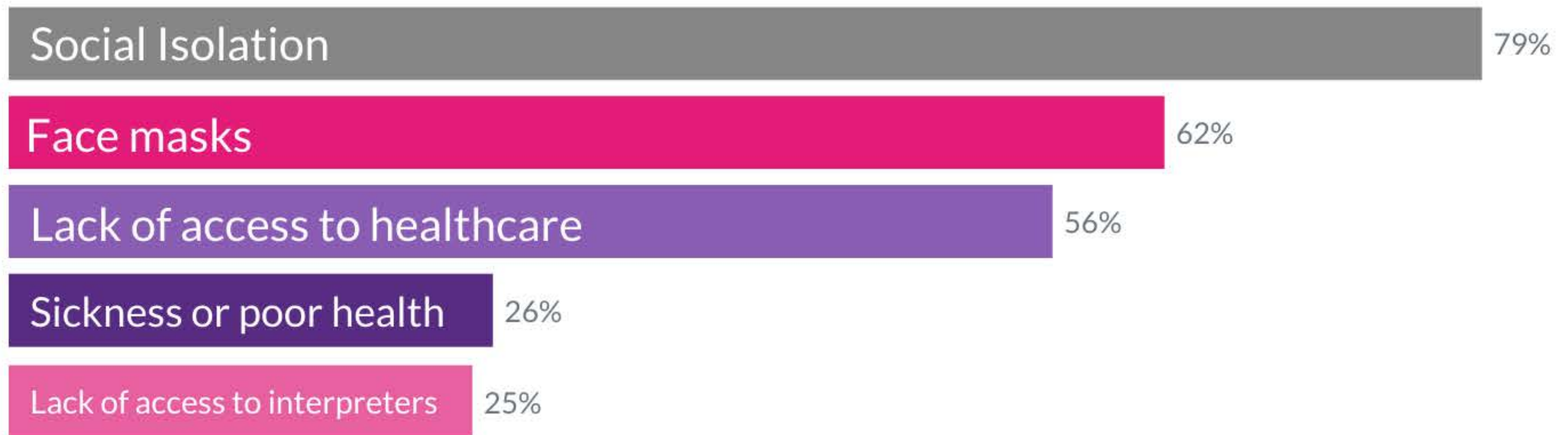
**36%** of deaf survey respondents have had more trouble getting medication during the pandemic



**89%** are worried about being able to communicate with staff if hospitalised with COVID-19



## Biggest issues caused by the pandemic



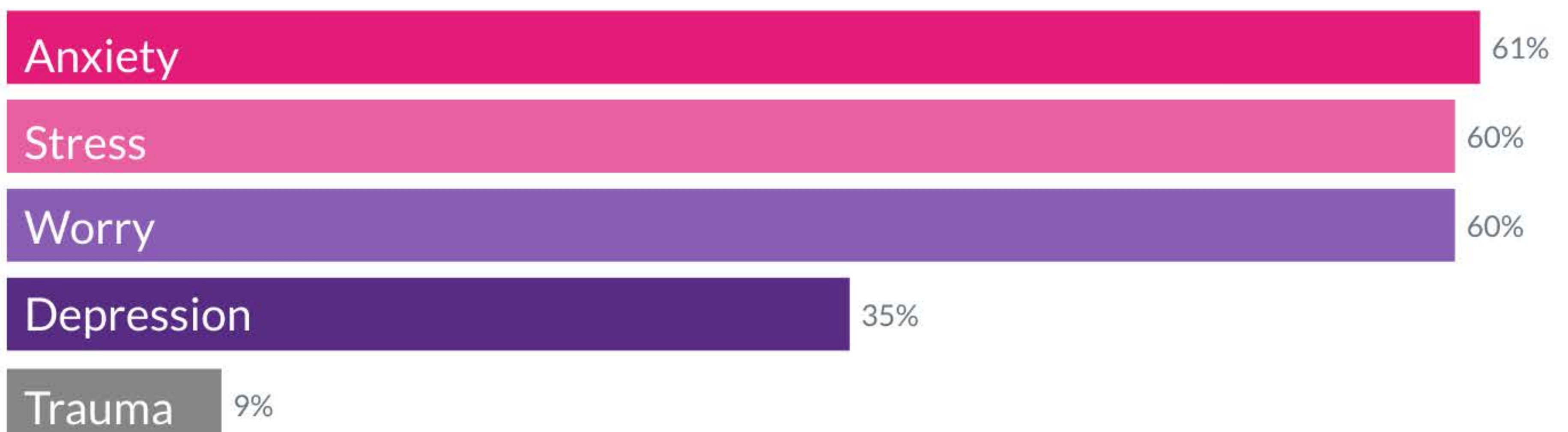
Other issues reported by respondents included lack of access to Deaf services/ organisations (**20%**), poor internet/technology (**14%**), or losing work (**10%**)

## Mental Health Challenges



**More than 1 in 3 deaf people** report the pandemic has had a major negative impact on their mental health

Which mental health challenges are impacting deaf people the most during the pandemic?



## Comments from survey respondents about other Coronavirus impacts:

Consider impact on Deafblind people and their access to information / social contact and mental health support - eg - counselling - especially if they need hands on communication.

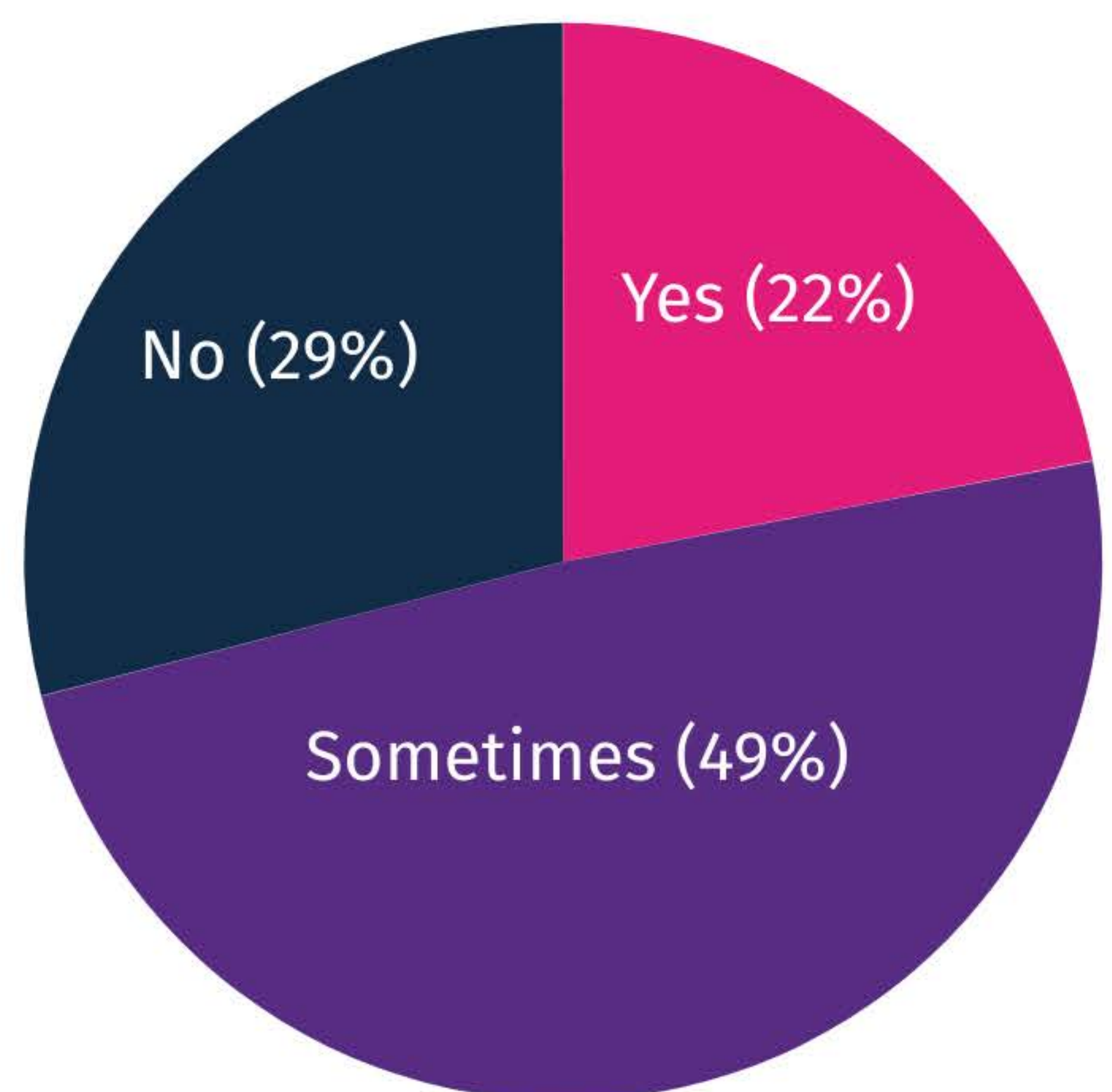
I work in a hospital and have been unable to work due to the unavailability of clear masks....it felt the Government hadn't even thought about us Deaf people and lacked understanding in our need to lip-read and see faces



There's no support network for Deaf employees which impact their mental well being greatly. Also there's no support for deaf people recovering from CV19.

## Accessibility of Information

**78%** of deaf people found Coronavirus information shared by the Government to be either partly or completely inaccessible



# SignHealth's Response to New Barriers to Healthcare

SignHealth set up BSL Health Access, a free interpreting service, in partnership with InterpreterNow, using our charity reserves to enable Deaf people to contact and communicate remotely with GPs or other medical professionals during the pandemic.



**38%** of deaf survey respondents have already used BSL Health Access

Thank you for providing BSL health access, it's been a lifeline.

Brilliant to have a phone call with GP in preferred language.

Petition for BSL Health Access to become mandatory and available in all platforms. We need this long term not just for this pandemic.

Quotes from survey respondents

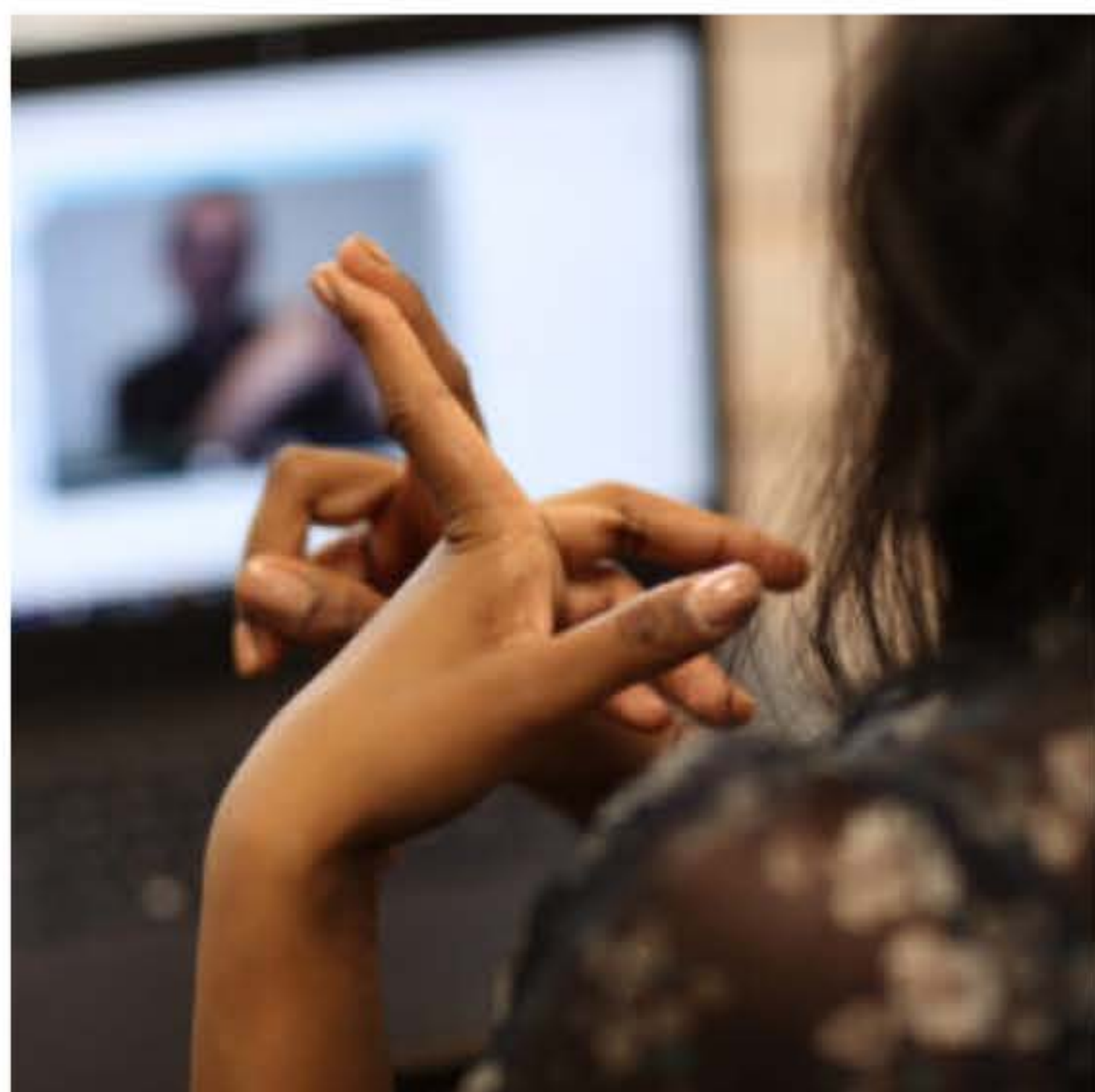
## #WhereIsTheInterpreter?

Due to the absence of interpreters at the UK government COVID-19 briefings, we have supported Lynn Stewart-Taylor's #WhereIsTheInterpreter campaign and produced over 100 summaries in BSL to make sure COVID-19 news, announcements and public health advice is accessible.

**96%** of survey respondents found SignHealth translations of Government information helpful



**81%** of deaf respondents report they have followed the government's health advice and other restrictions



### SignHealth's Coronavirus response also included:

- Our key workers found innovative ways to support our home and outreach clients throughout lockdown while also keeping our services 100% free of COVID-19
- Expanded our Domestic Abuse service to accept referrals throughout England
- Provided virtual therapy sessions
- Published an 'About Me' plan for deaf people to use to support preparedness and wellbeing during lockdown.

Visit our website to learn more about our specialist services, becoming a supporter and our Coronavirus response [signhealth.org.uk](https://signhealth.org.uk)



I feel that Signhealth has a massive role to play both in offering information, social & community support and counselling to Deaf people and raising awareness of the impact to Government and general public. Please keep up your good work

Quote from a survey respondent

The pandemic required urgent action. We are doing everything we can despite the challenges and we will be able to do even more with your support. Please consider becoming a [SignHealth supporter](#) today to support Deaf people's health and wellbeing.



@signhealth

[signhealth.org.uk/coronavirus](https://signhealth.org.uk/coronavirus)