



#BuildBackBetterSLT: what people in Yorkshire and the Humber told us

Summary

- There were 26 responses to the survey from people in Yorkshire and the Humber.
- This represents 5% of the total survey responses.

Survey responses

Survey responses are grouped into five sections*:

- Section 1 gives the demographic data about the survey respondents.
- Section 2 describes the respondents' background history of receiving speech and language therapy (SLT).
- Section 3 describes the respondents' experiences of SLT during lockdown (March to June 2021).
- Section 4 describes the delivery of SLT during lockdown (March to June 2020) and the respondents' experiences of this.
- Section 5 details the respondents' experiences of SLT during and after the end of lockdown.

* Percentages may not always add up to 100% as we have removed some responses with very small percentages.

More information

- Visit the dedicated #BuildBackBetterSLT webpage: bit.ly/BuildBackBetterSLT
- Contact: peter.just@rcslt.org and padraigin.oflynn@rcslt.org

Section 1: Demographic data of the respondents

The demographic data is presented first. This data was obtained from the following questions:

Question 3: Please tell us who you are.

Question 30: How old are you?

Question 31: How would you describe your gender?

Question 32: What is your ethnicity?

Who were the respondents

26 people completed the survey.

- Most were family members or unpaid carers (n=21) (81%).
- The remaining respondents, 5 (19%) were people having speech and language therapy.

Gender

With respect to gender, all 26 respondents identified their gender.

- Over half of the respondents (n=16) (62%) identified as male.
- 10 respondents (38%) identified as female.

Age

25 of 26 respondents reported their age.

- 8 (32%) were aged 0-4 years.
- 8 (32%) were aged 5-11
- 3 (12%) were aged 12-18 years.
- 2 (8%) were aged 25-44 years.
- 2 (8%) were aged 55-64 years.
- 2 (8%) were aged 65+ years.

Ethnicity

All 26 respondents identified their ethnicity. 24 (92%) identified as White British/Irish, and 2 (8%) identified as Asian/Asian British.

Section 2: Background history of receiving SLT

In this section, the reasons why people were having SLT and when SLT started are presented. This covers the following survey questions:

Question 7: Why are you having speech and language therapy?

Question 6: What does speech and language therapy help you with?

Question 5: When did you start having speech and language therapy?

Question 24: How does your speech and language therapy help you?

Question 11: How did you have your SLT before the virus lockdown (March to June 2020)?

Condition

The survey asked respondents to identify the condition for which they were receiving SLT.

26 responses were received with many respondents selecting more than one condition indicating complex comorbidities. Conditions selected included:

- Developmental delay (n=10) (38%).
- Learning disability (n=7) (27%).
- Developmental language disorder or language disorder (n=6) (23%).
- Autism (n=4) (15%).
- Hearing loss / deafness (n=4) (15%).
- Speech sound disorder (n=3) (12%).
- Brain injury (n=3) (12%).
- Parkinson's disease (n=3) (12%).
- Stroke (n=2) (8%).
- Selective mutism (n=2) (8%).
- Stammer (n=2) (8%).

Two respondents (8%) were waiting for a diagnosis.

Reason for having speech and language therapy

All 26 respondents confirmed the reasons for having SLT.

- All the respondents (n=26) (100%) received SLT for their speech, language and communication.
- 7 (27%) respondents reported receipt of SLT for their eating and drinking.

When speech and language therapy started

Of the 26 respondents, most of the respondents (n=19) (73%) were in receipt of SLT before March 2020 and 7 (27%) after March 2020.

How speech and language therapy helps

All 26 respondents described how SLT helps them.

- For the majority (n=20) (77%), SLT makes their life better.
- 11 respondents (42%) said it makes their carer's life better.
- 3 respondents (12%) reported it makes no difference to their lives or the lives of their carers.
- 2 respondents (8%) did not know.

How speech and language was delivered before lockdown

25 of the 26 respondents reported how their SLT was delivered before lockdown in March 2020.

- 44% (n=11) received it in person but not at home.
- 32% (n=8) in school or college.
- 12% (n=3) received SLT in person at home.
- 8% (n=2) respondents reported receiving SLT either online or by phone.

Three respondents (12%) were not receiving SLT before lockdown.

Section 3: Experiences of SLT during lockdown (March to June 2020)

In this section, the experiences of receiving SLT during lockdown are presented. This covers the survey questions of:

Question 8: Did your SLT change during lockdown (March to June 2020)?

Question 9: What happened to your SLT appointments?

Question 10: Why were your SLT appointments cancelled?

Changes to speech and language therapy

All 26 respondents reported changes in their receipt of SLT.

- Most respondents (n=20) (77%) received less SLT.
- 2 respondents (8%) reported they received the same amount of SLT before and during lockdown.
- 2 (8%) received more therapy during lockdown.

Two respondents (8%) did not know.

What happened to speech and language therapy appointments

22 of the 26 respondents were able to report what happened to the SLT appointments.

- For 12 respondents (55%), the speech and language therapist cancelled the appointment.
- 5 respondents (23%) received their SLT appointment by phone.
- For 3 respondents (14%), the speech and language therapist cancelled the home visit appointment.
- 2 respondents (9%) received their SLT appointment online.

Section 4: Delivery of SLT and experiences of SLT delivery during lockdown (March to June 2020)

In this section, how SLT was delivered during lockdown is presented. This covers the survey questions of:

Question 12: Did you get SLT in person during the virus lockdown (March to June 2020)?

Question 13: Did you get your SLT over the phone during the first virus lockdown (March to June 2020)?

Question 14: How was your SLT over the phone?

Question 15: Did you get your SLT by video during the virus lockdown (March to June 2020)?

Question 16: How was your SLT help on video (online)?

Question 17: How easy was it to use the computer/laptop/tablet/smartphone?

Question 18: Did you get your SLT through other support, for example social media or printed materials during the virus lockdown (March to June 2020)?

Question 19: Did you get help updating things on your communication support tools (for example communication pictures, communication books, electronic aids)?

Question 21: What has it been like if you have to wear a mask during your SLT?

Question 22: What has it been like if your SLT has to wear a mask during your SLT?

The delivery of speech and language therapy

All 26 respondents reported on the delivery of SLT.

- Over half of the respondents (n=14) (54%) did not receive any SLT during lockdown.
- 11 respondents (42%) did not receive SLT in person.

Speech and language therapy over the phone

12 of the 26 respondents reported on the delivery of SLT over the phone.

- 6 respondents (50%) received SLT via the phone.
- 6 respondents (50%) did not or tried but it did not work.

Experiences of SLT over the phone

7 respondents reported on their experiences of receipt of SLT over the phone.

- 5 respondents (71%) found the phone delivery 'OK' or good.
- 2 (29%) did not like the phone delivery.

Speech and language therapy by video

12 of the 26 respondents reported on the delivery of SLT by video (online).

- 3 (25%) respondents reported receipt of SLT delivery by video (online).
- 9 (75%) did not receive SLT in this mode of delivery.

Communication tools

All 26 respondents responded to the question asking if they had received help in updating their communication support tools. 8 (35%) reported not having any communication support tools.

Of those who did have communication support tools:

- 15 (58%) did not receive any help.
- 3 (12%) did receive help.

Section 5: Experiences of SLT during and after the end of lockdown

In this section, data on people's experiences of SLT during and after lockdown is presented. This covers the survey questions of:

Question 23: Has your communication or swallowing become worse during COVID-19?

Question 15: If you had less SLT help during lockdown (March to June 2020), tick the things it made worse.

Question 26: If you are a family member or carer of someone who had less SLT during lockdown (March to June 2020) tick the things it made worse for you.

Question 20: Have you received SLT face to face since the end lockdown (June 2020)?

Question 27: Are you worried about getting your SLT help in the future?

Question 28: What are you worried about (if you don't have SLT help?)

Impact on communication and swallowing

All 26 respondents reported if their communication or swallowing became worse during lockdown.

- 4 respondents (15%) felt their communication or swallowing was better or they did not know.
- 13 (50%) reported it stayed the same.
- 9 (35%) reported it was worse.

Impact on people's lives of having less SLT

20 of the 26 respondents confirmed they had less SLT during lockdown. 17 of these 20 respondents identified things that were now worse for them because of having less SLT. Respondents selected more than one option.

People identified areas of their lives that had got worse because of having less SLT:

- Social life and friendships 82% (n=14).
- Education 71% (n=12).
- Home and domestic life 71% (n=12).
- Mental health 71% (n=12).
- Hobbies and leisure 18% (n=3).
- Physical health 18% (n=3).

Impact on families and carers of having less SLT

Family members and carers were also asked to describe the impact of less SLT on their own lives. 17 of the 26 respondents described this impact on their own lives with respect to the things that were now worse for them because of having less SLT.

Families and carers said their lives got worse in the following ways because of their loved ones or the people they care for having less SLT:

- Mental health (n=14) (82%).
- Home and domestic life (n=13) (76%).
- Social life and friendships (n=12) (71%).
- Education (n=6) (35%).
- Hobbies and leisure (n=4) (24%).
- Physical health (n=4) (24%).
- Employment (n=4) (24%).

Face to face speech and language therapy after lockdown ended

All 26 respondents confirmed if they had received SLT face to face since the end of lockdown (June 2020).

- 19 (73%) had not received any face to face SLT since June 2020.
- 7 (27%) had.

Access to speech and language therapy in the future

All 26 respondents described if they were concerned about receiving SLT in the future.

- 21 (81%) respondents were concerned.
- 5 (19%) were not concerned or did not know.

21 of these 26 respondents went on to describe their concerns. Respondents selected more than one response. Concerns people identified if they had less SLT in the future were:

- Social life and friendships (n=17) (81%).
- Education (n=16) (76%).
- Mental health (n=15) (71%).
- Home and domestic life (n=12) (57%).
- Hobbies and leisure (n=7) (33%).
- Physical health (n=7) (33%).
- Employment (n=5) (24%).