

## **Independent Living Partnership Service Review - 2010.**

The ILP aims to get annual feedback about the service it offers – information gathered is used to develop and improve the service to maximise its efficiency and meet the expectations of people who use it.

Methods used to gain feedback included:

- Anonymously completed questionnaire.
- Small sample Telephone Interviews

### **Anonymous Questionnaire feedback:**

Clients who visited the Independent Living Centre between 1st September and 30<sup>th</sup> were given a questionnaire to complete and return – this included three questions offering a Tick Box response and a single question that invited voluntary response. (Appendix 1).

197 clients were seen, 89 were given a questionnaire, 69 were returned.

Written feedback responses included:

#### **Question 1:**

- Satisfaction with the service received from ILP – Tick Box options were:-  
Very Satisfied, Satisfied, Not Satisfied and Very Dissatisfied

60 - Very Satisfied.

7 - Satisfied

1 person -Very Dissatisfied

1 person entered no option.

Comments invited in response to satisfaction question included: (43 Comments)

*“The OT was very patient with me and explained all of my options so that we could make the best decision together – being involved is important.”*

*“Several Options were discussed and the Bella Vita bath lift appears to be the ideal solution at this moment in time”*

*“Apart from the Physical help, it also contributes to clients social needs”*

*“Excellent – the response was very fast, thorough and practical – advice was invaluable in determining the best solutions to a range of Dad’s practical needs”*

29 people responded with a phrase that described ‘helpfulness’ and also ‘informative’

### **Question 2:**

- Whether a person would consider using the ILP again in the future – Tick Box options were:-  
Yes, No, Other

69 people - Yes.

Comments invited in response to the Re visiting question included: (19 Comments)

*“It was made very clear that ILP’s support for us was ongoing”*

4 people stated that they would return as their needs changed.

### **Question 3:**

- Whether the ILP is considered a valuable community service – Tick Box options were:-  
Yes, No, Other.

69 people - Yes

Comments invited in response to the valued service included: (21 comments)

*“Very, as a sheltered housing scheme manager I regularly refer my clients – I also ask for advice and assistance for them”*

*“An Excellent service”*

*“It helps you know what services and help you qualify for. Not everything is always clear to the elderly. It made things clearer.”*

*“Very much so! Practical, sensible and sensitive advice clearly based on a great deal of experience – was extremely re-assuring at a stressful time.”*

#### **Question 4:**

- Voluntary suggestions as to how the service could be improved included: (35 commented)

*“I only heard about ILP through the district nurse and did not know it existed, so more awareness would be helpful”*

*“Found out about service independently, link from medical practitioners would have been useful”*

*“Make sure everyone knows of your existence. I did not. You have solved my problem. Thankyou.”*

*“Please continue to visit the Whitchurch hospital because this is very helpful with being local”*

1 person made a comment regarding difficulty as a result of being ‘hard of hearing’.

1 person had difficulty measuring their own bath and felt that a home visit would help with this.

1 person had difficulty with transport.

1 person felt we should offer a list of approved care homes in Shropshire.

3 people felt that the wait for an appointment was unreasonable and could be improved.

4 people commented on not being aware of the service initially.

23 people stated that they could make no suggested improvement to the service.

#### **Telephone Interview:**

Questions/Themes used to prompt discussion:

- Did you feel that the service was easily accessible?
- How useful did you find having a written copy of your consultation?
- After your visit did you feel that you knew what support was available and what you were entitled to?

*Accessibility was a problem for one lady and this related to transport availability – accessibility within the building was described as good. People that had a consultation copy found it useful all those that declined felt that a copy would have been useful and regretted the decision not to have one.*

*All people contacted felt that they knew what support was available and what they were entitled to.*

