

Independent Living Centre Service review
Carried out by ILP Ltd
Sept/Oct 2011.

Introduction:

The Independent Living Centre (ILC) Service is currently led by Health Profession Council registered Occupational Therapists who provide the service alongside regularly supervised Trusted Assessors – the service is mainly used by people living with long term conditions, carers supporting people with dementia and older people experiencing mobility loss.

Our aim is to: -

- A) Provide an excellent quality service that meets the needs of the people it serves.
- B) Meet the requirements of service level provision standards at a Local and National level.

Background:

ILP has annually reviewed its service for the past 5 years methods used have included, drop in sessions, focus groups, use of a standardised Occupational Performance Measure and questionnaires. The most successful response rate and useful feedback has proven to be with questionnaire use; information received has been consistent regarding client satisfaction, accessibility and value of the service (**Appendix A**)

A newly designed questionnaire was used in 2011 to get feedback and gain information on specific service delivery aspects.

Questionnaire used: (**Appendix B**)

Participants were given the opportunity to respond as either 'a client' or carer 'on behalf of a client'

Five areas were explored:-

Question 1:

Five options regarding 'ease of making an appointment' were given ranging from Extremely Dissatisfied to Extremely Satisfied.

Question 2:

In this section seven statement choices were offered for random selection: Three choices were given to establish whether visiting the ILP had made any difference to a person managing what they perceived to be their initial difficulty.

The fourth choice aimed to establish whether information giving and signposting were significantly received.

Fifth choice aimed to get feedback regarding the Direct Payment for equipment Option which was not relevant to Telford and Wrekin people.

The final two choices asked whether a person felt that their independence level or quality of life has improved.

Question 3:

Five options regarding 'satisfaction with ILP visit' were given ranging from Extremely Satisfied to Extremely Dissatisfied.

Question 4:

A qualitative data section requesting reasoning for 'satisfaction with ILP visit' score was also available.

Question 5:

The final option considered aspects of Social Return and what actual differences the ILP visit had made in a persons life.

Review Process:

The Questionnaire was sent out to every person, 14 days after their consultation from 14th September 2011 – 12th October 2011 a stamped addressed envelope was included for return.

A letter explaining the questionnaire and informing of anonymity was included (**Appendix C**)

Review Findings: (Appendix D)

17 questionnaires sent – 7 returned = 41% response

100% responses were from Client

Question 1:

Ease of making an appointment.

100% were extremely satisfied with the ease of making their appointment. (Figure 1)

Question 2:

Whether ILC visit has made a difference (Questions - a,b,c)

(Figure 2)

No person chose that the ILC visit was 'no benefit at all'.

One person who felt that their difficulty remained 'the same' was not eligible for the type of equipment preferred.

People who felt they had a 'clear plan to resolve their difficulty' did not give any indication into why this might be.

Was information giving and signposting relevant? (Question – d)

86% responded – the most commonly chosen statement – information giving and signposting significantly received.

Was direct payment option valued? (Question – e)

Not applicable.

Increase in independence and or quality of life? (Question – f)

71% felt that managing more independently was a significant statement for them.

Quality of life improvement? (Question – g)

28% felt that improved quality of life was significant.

Question 3:

Satisfied/dissatisfied with visit?

(Figure 3)

The majority of ILP clients were extremely satisfied with their visit.

Question 4:

Why satisfied/dissatisfied?

Comments related to being extremely satisfied mostly included 'helpfulness' of the staff. One person felt that the "courtesy and consideration" given was the contributing factor.

Comments related to being fairly satisfied were related to preferring a different type of equipment and non specifically "just satisfied" with managing more easily in the kitchen.

Question 5:

Considering aspects of Social Return and what actual difference the ILP visit had made in a persons life resulted in a 100% response rate. The majority related to people being able to:

- walk around their environments without fear of falling 29%
- manage their personal care 29%
- manage kitchen tasks 14%
- manage bed 14%

14% stated that having knowledge of products and services was significantly different for them.

Conclusions to date:

Specific question responses gave good insight into clients' perception of the ILP service.

Information giving and signposting were clearly significantly received– ILC procedures link with statutory and voluntary services; relevant referrals are made and people are informed of support that is available to them.

Increased independence was also significantly identified – ILC assessment focus is on meeting a person's aim.

100% of the respondents who felt that quality of life was significant also chose the statement regarding managing more independently.