

Independent Living Centre Service review for Telford and Wrekin
Carried out by ILP Ltd
October 2012

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: -

Provide an excellent quality service that meets the needs of the people it serves and,

Meet the requirements of service level provision standards at a Local and National level.

Background:

The Independent Living Partnership has annually reviewed its ILC service for the past 6 years, methods used have included; drop in sessions, focus groups, questionnaires and the use of a standardised Occupational Performance Measure. 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.

A previously used, slightly modified questionnaire was used in 2012 to get feedback and gain information on specific service delivery aspects.

Questionnaire used: (Appendix A)

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

Five areas were explored:-

Question 1:

Options regarding 'ease of making an appointment' were given including Easy, Difficult or Other.

Question 2:

In this section six statement choices were offered for random selection:

Three choices were given to establish whether visiting the ILC 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.

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 ILC visit' were given ranging from Extremely Satisfied to Extremely Dissatisfied.

Question 4:

A qualitative data section requesting reasons for 'satisfaction with ILC visit' score was also available.

Question 5:

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

Review Process:

The Questionnaire was sent out to each person, 14 days after his or her consultation from during October 2012. A stamped addressed envelope was included for return. A letter explaining the questionnaire and informing of anonymity was included
(Appendix B)

Review Findings: (Appendix C)

62.5% of the sample made a response
100% of the responses were from Clients
0% responses on behalf of Client

Question 1:

'Ease of making an appointment'

100% were extremely satisfied with the ease of making their appointment.

Question 2:

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

0% chose that the ILC visit was 'no benefit at all'.

10% felt that their difficulty remained 'the same' although in each case felt that they were 'managing more independently now'

60% felt that they had a clear plan for resolving the difficulties they were experiencing.

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

90% completed this question – believing that they were now more aware of products and services available to help.

'managing more independently now' (Question e)

60% felt that they were managing more independently

'Quality of life improvement?' (Question – f)

70% felt that improved quality of life was significant for them.

Question 3:

Satisfied/dissatisfied with visit?

80% of the people who responded to this statement were satisfied with their ILC visit, 20% were extremely dissatisfied – no statements to substantiate this were identifiable - clients made only positive statements including reference to 'excellent service' which made the 'dissatisfaction' result difficult to determine.

Question 4:

Why satisfied/dissatisfied?

Comments related to being extremely satisfied mostly included 'helpfulness' of the staff and 'friendliness'.

Comments relating to extremely dissatisfied made no reference to dissatisfaction that was identifiable and included complimentary comments relating to the staff "Sympathetic, friendly and very helpful" "did not have to wait" "lovely centre" and "lovely café".

Question 5:

Considering aspects of Social Return and what actual difference the ILP visit had made in a person's life, gave a 100% response rate. The majority related to:

- Being more mobile 40%
- managing personal care 40%
- managing kitchen tasks 10%

Question 6:

Comments or suggestions to improve service:

Only 50% of the responders made comment – statements were that the service was very good, excellent or that they were entirely satisfied offering no comments or suggestions to improve the service.

Conclusion:

Specific question responses gave good insight into clients' perception of the Independent Living Partnership's ILC 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 identifying and enabling a person to achieve their aim.

Actions planned:

Clarity regarding understanding the question and answering style given appear to have created some confusion and re-examination of this planned for 2013 review.

Telecare Implementation strategy is active in Telford and Wrekin; an increase in use anticipated as resources are available for assessment purposes – introducing an element that explores peoples' experience of Telecare is likely to be introduced for 2013 review.

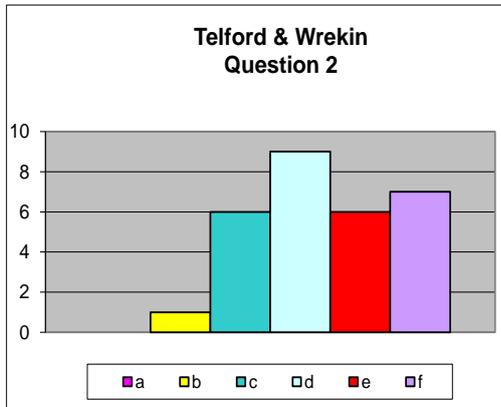
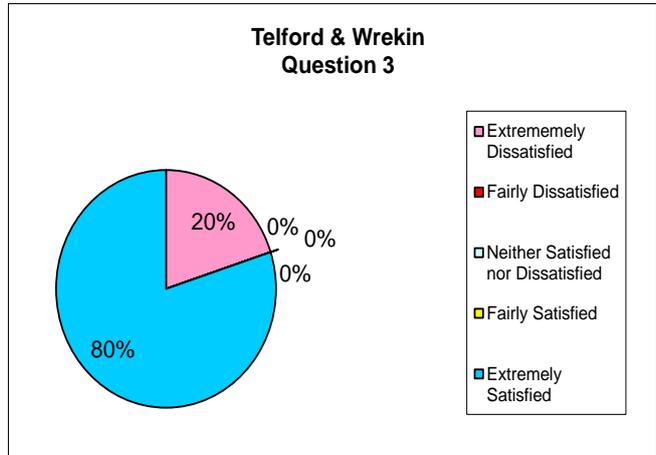
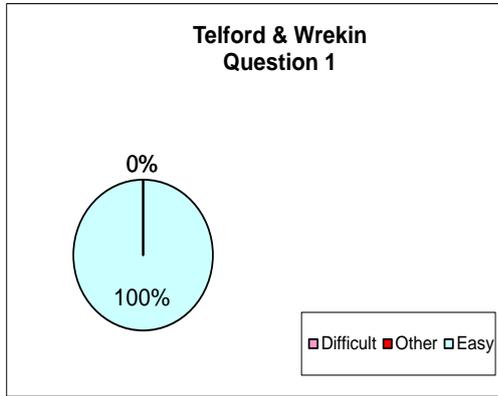
2012 saw the introduction of Trusted Assessors supporting with equipment solutions remotely – feedback from this client group may also be considered.

Appendix C

Annual Service Review 2012 for Telford & Wrekin

Q 1: How easy was it to make your appointment with us

Q 3: How satisfied were you overall with your visit to ILP



Q 2: Which of the following statements apply to you as a result of your visit

- a) My visit was of no benefit to me at all
- b) I still have the same difficulty
- c) I have a clear plan to resolve the difficulties I have been experiencing
- d) I am now more aware of services and products that are available to help
- e) I am managing more safely now
- f) I am managing more independently now