

T&W Independent Living Centre Service review Carried out by ILP Ltd

2013

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:

The Independent Living Partnership has annually reviewed its ILC service for the past 7 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.

The ILP questionnaire created in 2011 was modified slightly in 2012 to get feedback and gain information on specific service delivery aspects and again modified in 2013 (Appendix A).

The Questionnaire:

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

Five areas were explored:-

- People's general visit experience and how they felt about it,
- Whether they felt that the communication with staff was good.
- If people would like to communicate electronically and if so how,
- Whether people found having a copy of their consultation report useful and finally
- Suggestions about how the service could be improved.

Question 1:

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

The first two 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 third choice aimed to establish whether people felt more aware of services and products available following their visit and

the fourth and fifth choice aimed to establish whether the quality of information received and signposting

were good.

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

Question 2:

Five options regarding 'satisfaction with Communication with ILC staff' were given ranging from Extremely Satisfied to Extremely Dissatisfied.

A second element offered space to add a reason for giving the chosen score.

Question 3:

Aimed to explore general attitudes and preferences regarding electronic communication methods.

Question 4:

Asked if people found having a copy of their consultation report useful,

The fifth question Invited comment or suggestions about how the service may be improved.

Review Process:

The Questionnaire was sent out to each person, 14 days after his or her consultation from 1st to the 31st November 2013. A stamped addressed envelope was included for return.

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

Review Findings:

- 15 questionnaires were sent – 9 were returned giving a 60% response rate.

67% of the responses were from the Client – 33% were made on behalf of the client (normally a carer).

Question 1:

Of the Six statements offered;

No clients felt that the service was of no benefit.

44% had a clear plan following their assessment, 66% felt that they were more aware of products and services available to them, 100% felt that the quality of information given was good, 66% felt that their level of independence had increased.

Question 2:

Satisfied/dissatisfied about their communication with the ILP?

78% were extremely satisfied.

22% were fairly satisfied

0% chose neither satisfied nor dissatisfied, fairly dissatisfied or extremely dissatisfied.

Reasons given included that explanations were 'clear' and 'concise' multiple references were made regarding being 'helpful and 'Understanding'.

Question 3:

No clients experienced any kind of electronic communication – 67% did not wish to consider electronic communication, 11% would have preferred emailing and 22% did not give a preference.

Question 4:

67% found having a copy of their consultation useful, 11% did not find this useful, another 11% did not receive a copy and further 11% made no preference.

67% made Comments or suggestions to improve service, which included:-

the possibility of the service offering home visit's, 'a shame it takes a long time for an appointment and then equipment provision especially for those that are struggling'

One person felt that 'the equipment display area and meeting place in Telford was not adequate' and described as "substandard".

45% stated that the service was good, excellent or that they could not think of any way of making improvement.

Conclusion:

Considerations towards whether ILP could develop or improve electronic communications with clients in Telford do not appear positive at present and offering consistently over the next 12 months to increase take up for people who prefer this method of communication planned.

Reviewing people's perception of the display and assessment area is planned for 2014.