

SHROPSHIRE INDEPENDENT LIVING CENTRE SERVICE REVIEW

Carried out by ILP Ltd

1st – 29th October 2014

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 reviewed its ILC service annually for eight 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 during this time has been consistent regarding client satisfaction and accessibility of the service.

The questionnaire used is modified slightly each year to get feedback and gain information on specific aspect of service delivery.

Questionnaire used: (Appendix A)

Participants are given the opportunity to respond as either ‘a client’ or carer ‘on behalf of a client’

Areas explored:

How people felt about the ILC service.

Whether they were satisfied with the communication between ILP staff and themselves.

Whether people valued having a copy of their consultation report.

Whether people felt that the demonstration equipment and displays were useful.

What suggestions clients might offer to make any improvements

REVIEW PROCESS

The Questionnaire was sent out to each person, 14 days after his or her consultation when seen 1st to the 29th October 2014. A stamped addressed envelope was included for return. A letter explaining the questionnaire and informing of anonymity was also included (Appendix B)

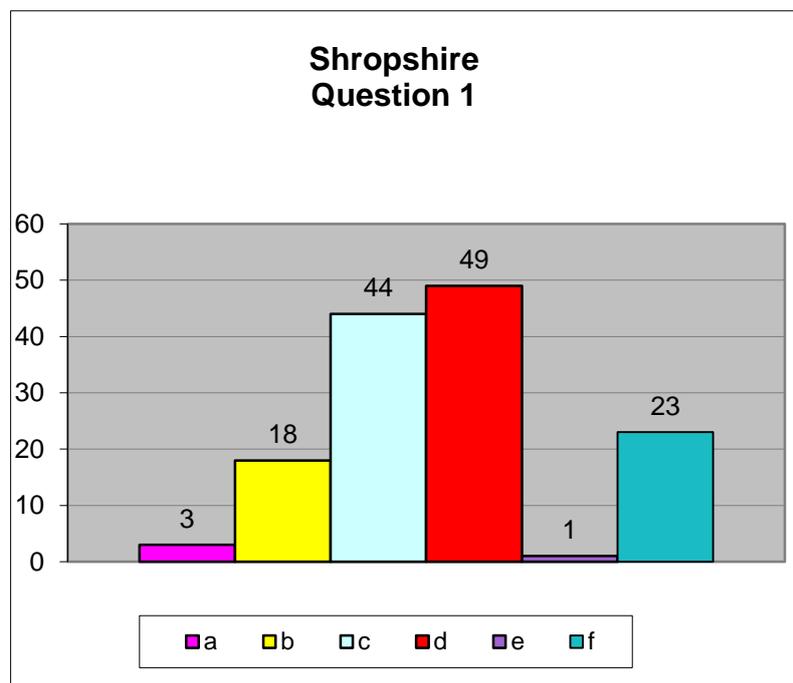
REVIEW FINDINGS

Of the consultations sent 58% were returned
64% of the responses were from the Client 26.5% on behalf of a client and 9.5% did not complete the option section.

Question 1

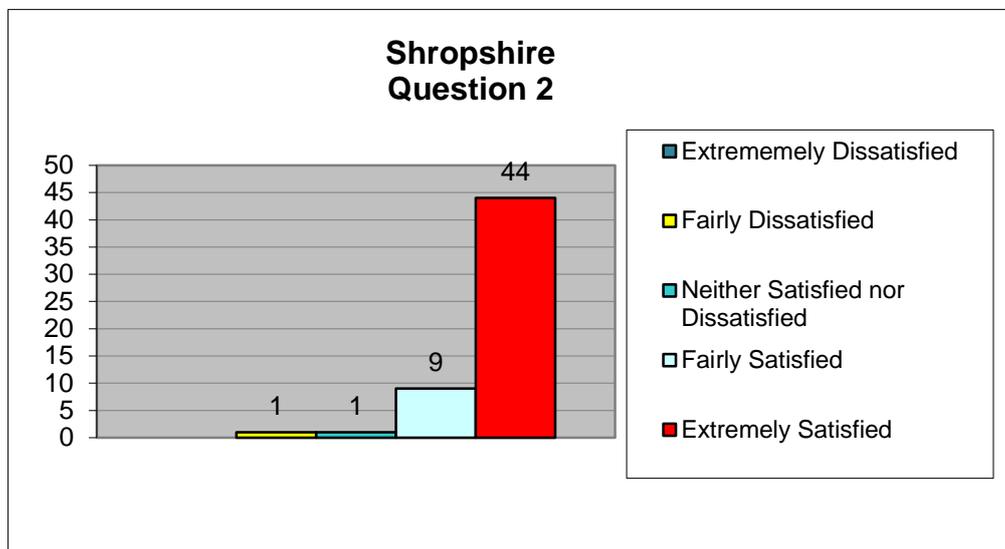
Offers a choice of statements which clients select as applicable.

- a) My visit was of no benefit to me at all.
- b) I have a clear plan to resolve the difficulties I have been experiencing.
- c) I now feel more aware of services and products that are available to help.
- d) The quality of information I received was good.
- e) The quality of information I received was not helpful.
- f) I am managing more independently now.



Question 2

How satisfied were you with the communication between ILP staff & yourself?



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

80% of the respondents were Extremely Satisfied with communication between ILP and themselves.

Reference was made to staff being helpful, pleasant, polite, patient, experienced and efficient, one respondent stated that the assessor 'was very clear with advice and took time to assist Mum with her options' another 'All staff were very helpful and gave us information and ideas to help that we had not considered before' and 'useful advice – pointed me in the right direction'.

16% were Fairly Satisfied

Respondents commented on why they were fairly satisfied with communication; 'polite', 'helpful', 'still waiting' were words included one respondent stated: 'very few options were given regarding dining chair' another 'reason is still waiting for information on a wheelchair & stair handrail/taps.

2% were Neither Satisfied nor Dissatisfied

No reasons were given

2% were Fairly Dissatisfied

Reasons given

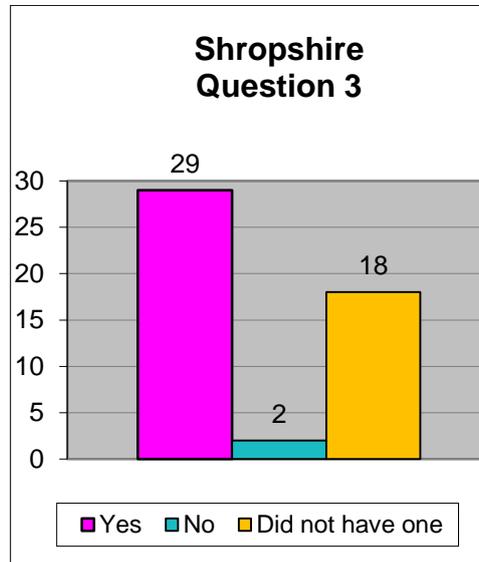
'unable to help due to the fact I wish to work and earn a wage'

0% were Extremely Dissatisfied.

No reasons were given

Question 3

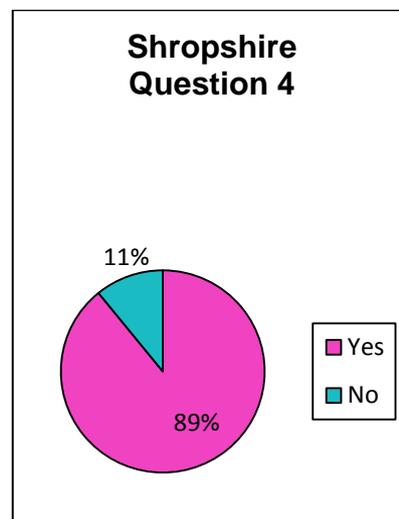
Did you find having a copy of your consultation form (report) useful?



Reports are sent to clients to clarify agreed outcomes and action plans – people can decline a copy if they wish.

Question 4

Did you find our demonstration equipment and displays useful?



A second element offered space for suggestions about improvement

Comments and suggestions about finding the demonstration equipment and displays were varied:

“it was very helpful to go to the satellite centre as it meant we didn’t have far to travel”

“my family were most impressed with the range of equipment and information available”

“The demonstration of equipment is very useful in helping to decide what might be of most help in the home situation”

“would have been more beneficial being assessed in my own bathroom as it was a different layout”

“only one choice of stick due to ‘no stock’ of alternatives”

“I already had the bath cushion, but was not using it to the best of my advantage – I was pleased to be shown how to do this”

“By trying the bath lift at the centre helped mum to go ahead and have one”

“you did not have all forks to try nor a button hook”

“all assessment done by phone rather than a visit. With my current level of mobility this was very suitable, assessed need, ordered equipment & received within a few days.”

ACTION POINTS FOR 2015

- Following 2014 service review ILP plans to increase demonstration levels of small aids and check whether people feel they have received a suitable level of information before the appointment end.
- - Introduce a ‘photograph option’ to support with clarifying bathroom layouts
- Ensure all clients are offered a copy of their consultation
- ILP plans to pilot offering remote supported self-assessments in 2015 for specific cases to ensure people’s needs are appropriately met and attempt to increase number of appointments available.
- A limited number of clients appear to feel that they are managing more independently – introduce further questions that aim to establish whether clients feel ‘more safe’ following their visit.

Service Review Questionnaire 2014

Completed by: Client on behalf of client (Please tick only one)

1. Which of the following statements apply to you as a result of your visit: (tick one or more)

- a) My visit was of no benefit to me at all
- b) I have a clear plan to resolve the difficulties I have been experiencing
- c) I am now more aware of services and products that are available to help
- d) The quality of information I received was good
- e) The quality of information I received was not helpful
- f) I am managing more independently now

2. How satisfied were you with the communication between ILP staff and yourself

	Extremely Dissatisfied	Fairly Dissatisfied	Neither Satisfied nor Dissatisfied	Fairly Satisfied	Extremely Satisfied	

What is your main reason for giving this score?

3. Did you find having a copy of your consultation form (report) useful?

Yes No I did not have one

4. Did you find our demonstration equipment and displays useful? YES NO

Please leave any comments or suggestions about question 4 below

Dear Sir/Madam

As you have used the Independent Living Centre service over recent weeks we have taken the liberty of sending you this questionnaire which we hope you will take a few minutes to complete and return to us in the stamped addressed envelope attached.

We are hoping to gather valuable information which will demonstrate the effectiveness and value of the Independent Living Centre Service and highlight areas that we may need to improve.

Thank you in anticipation of your response

JHall

Jen Hall
ILP MD