



TELFORD & WREKIN 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

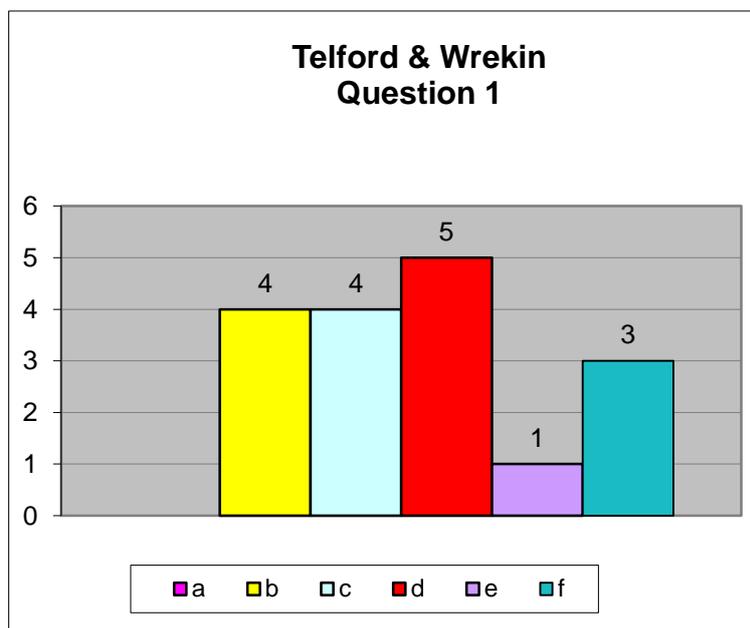
The Questionnaire was sent out to each person, 14 days after his or her consultation when seen 1st to the 29th October 2014. A stamped addressed envelope was included for return. A letter explaining the questionnaire and informing of anonymity was also included (Appendix B)

REVIEW FINDINGS

Of the questionnaires sent 64% were returned
67% of the responses were from the Client and 33% on behalf of a client.

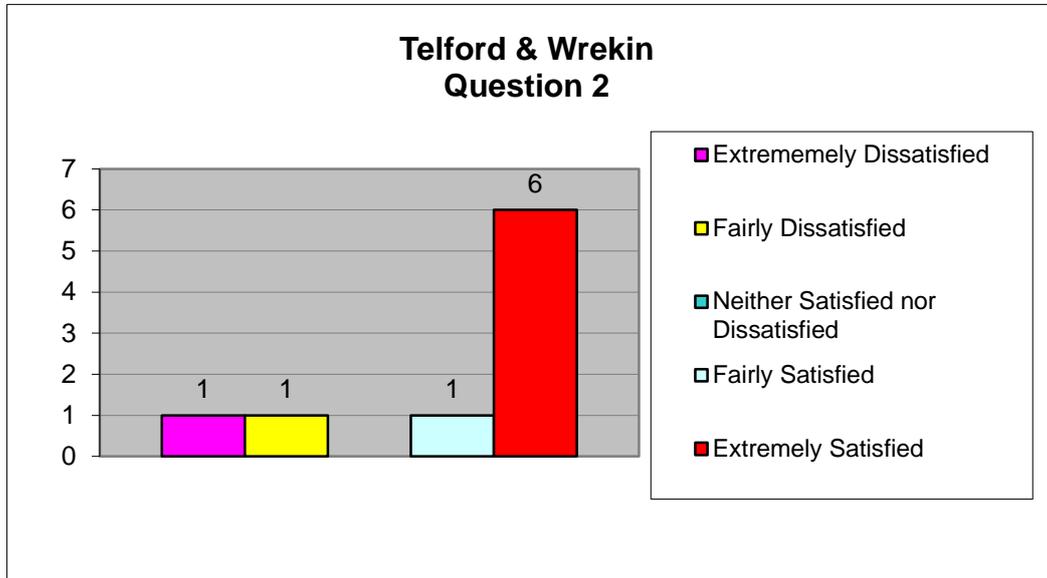
Question 1:

- 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.

67% of the respondents were extremely satisfied with communication between ILP and themselves.

Reasons for giving this score:

Reference was made to staff being helpful, friendly and considerate, one respondent stated that the assessor 'listened and understood my difficulties' another; " The lady was able to give lots of information about the product and worked together with the interpreter to make the experience an easier one"

11% were Fairly satisfied

Reasons for giving this score: None

0% were neither satisfied nor dissatisfied

Reasons for giving this score: None

11% were fairly dissatisfied

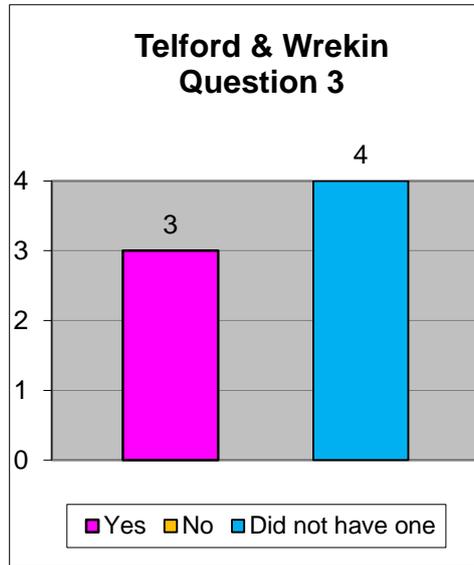
Reasons for giving this score: "That I was right with my concerns"

11% were extremely dissatisfied

Reasons for giving this score: The client enclosed narrative comments relating their experience

Question 3

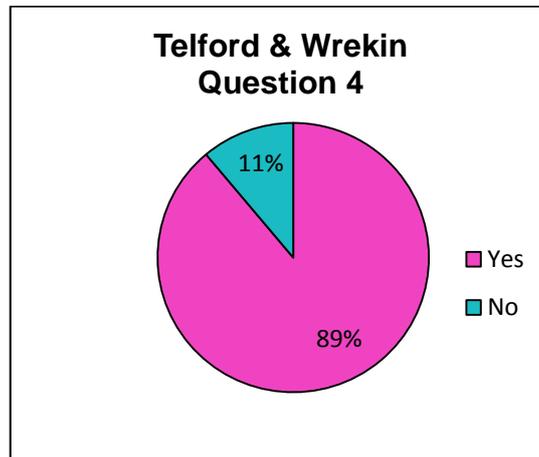
Did you find having a copy of your consultation form (report) useful?



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:

“poor sight did not help”

“It took 3 weeks and a phone call to actually get a swivel seat delivered”.

“I was pleased that the staff were very helpful and knew what they were talking about”

“It was good to realise I just wasn’t being silly or petty”

ACTION POINTS FOR 2015

- Introduce photograph option for bathroom layouts
- Ensuring all clients are offered a copy of their consultation

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