



SHROPSHIRE INDEPENDENT LIVING CENTRE SERVICE REVIEW

Carried out by ILP Ltd
1st – 31st October 2016

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 reviews its ILC service annually, 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 aspects 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.

If people found having a copy of their consultation report useful.

Whether people found the ILC service easy to access.

What suggestions clients might offer to make any improvements.

Findings

The sample used equates to those attending the centre for a single month. More than half of those people who were sent a short questionnaire responded.

People were offered a selection of statements to reflect how they felt about the service; feeling more aware of products and services and the impact this had on quality of life was most apparent.

People are routinely sent a narrative report; this outlines the consultation and records agreed outcomes and plans - people found to be useful in the majority of cases.

Most people reported having no difficulty accessing the service, feelings towards the length of time waiting for an appointment were mostly positive but variable.

Additional comments made reflected the value people placed on their use of the service.

REVIEW PROCESS

The Questionnaire was sent out to every person who attended an ILC consultation appointment during October 2016. A letter explaining the questionnaire and informing of anonymity was also included (Appendix B)

A stamped addressed envelope was included for return.

REVIEW:

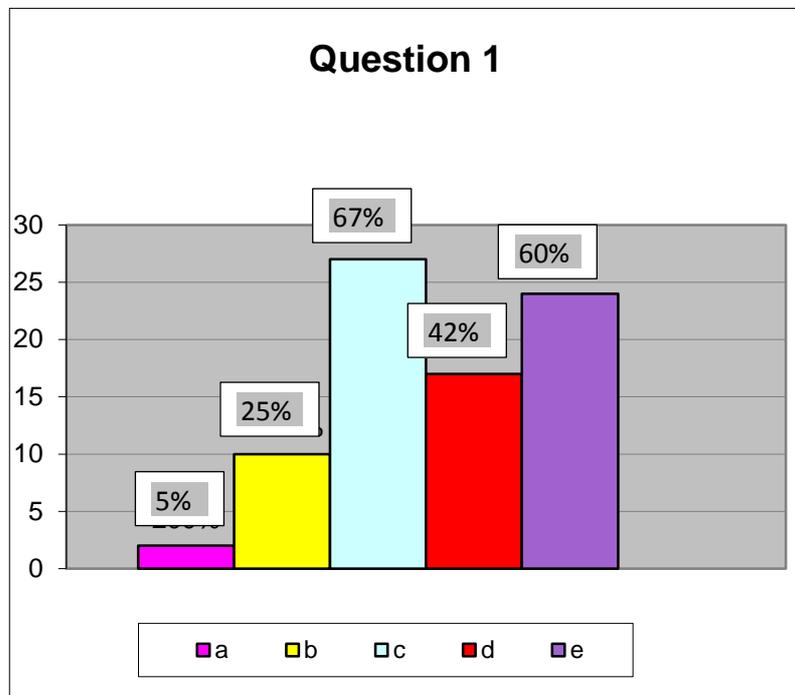
Of the consultations sent 56% were returned.

65% of the responses were from the Client, 25% on behalf of a client and 10% 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 5% responded.
- b) I have a clear plan to resolve the difficulties I have been experiencing 25%.
- c) I now feel more aware of services and products that are available to help 67%.
- d) I am managing more independently now 42%.
- e) I feel that my quality of life has improved as a result of my visit 60%.



Question 2

How useful did you find having a copy of your consultation report?

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

78% of the respondents found having a copy of their consultation report useful.

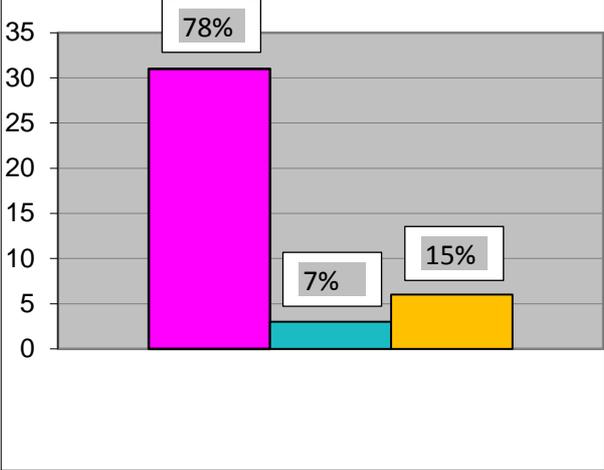
0% received a consultation and did not find it useful.

7% did not receive one

15% did not select a comment

One client made specific comment “*The consultation and report were excellent.*”

Question 2



Question 3

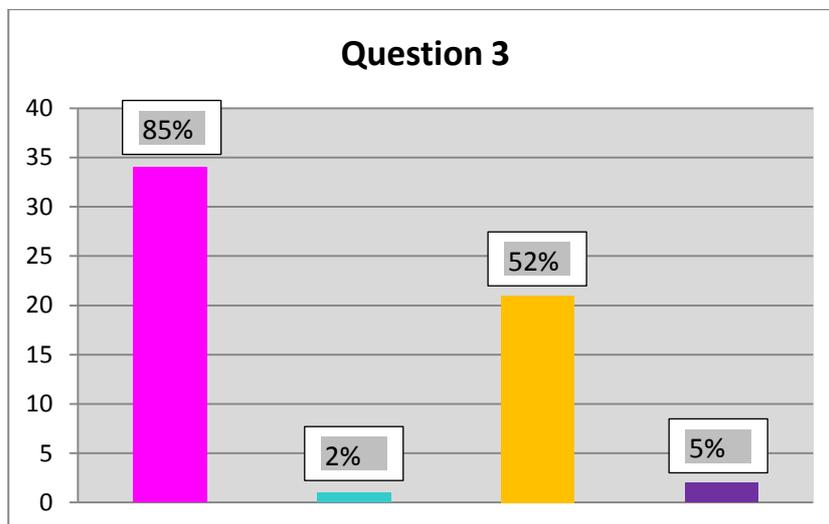
Accessing the ILP Service

85% Found it easy to make contact

2% Experienced difficulty making contact

52% felt that time waited for appointment was reasonable.

5% felt that time waited for appointment considered unreasonable.



Client comments relating to difficulty making contact refer to the client being misdirected – their aim to resolve problems with bathing facility management were not addressed for 18 months until she was assessed at ILC.

Another comment made refers to a wait of 7 weeks where the client wished to attend a monthly satellite.

Other comments received: - *“We have used the service on two occasions and found the service beneficial. The only disappointing aspect was the waiting time, five or six weeks seems a long wait; however, the service is tailored to the individual and worth the wait.”*

“Is a 3-4 week wait for an appointment reasonable? I do value the advice given by the ILP, and the opportunity to discuss what is best for me, in my situation. Now I know how the service operates, I can plan accordingly”.

“The appointment was made for a time when my daughter was able to attend with me, which was very helpful.”

Examples of comments received include:

“It was a very useful consultation. I am now very aware of the help that is available. The report has been very useful helping with my housing needs”

“Thank you very much for your help. I am more settled now, but not certain about the future, only 1 Tuesday in the month for Oswestry, but in these times I am lucky for that”

“All contact and visits have been extremely useful and beneficial. I had no idea how much help and advice I could tap into. It has been such a boost to my confidence. Wish I had known about the service earlier. Am sure the service must help to keep people like myself, living with disability. Also to take pressure off carers who give up so much to look after us. A lift to the spirits too just being able to be a bit more independent.

I can see how the service must help the economy keeping people out of care or hospitals.

I am very much pleased with all help given to me thus far”

“I am grateful that organisations like yours exist. Having fallen in my bath three times. I was reluctant to have a bath at all, but now I am so pleased for the bath lift”

“I have nothing but good to say about my assessment at ILP. I was treated with care and respect and a great understanding of my problems. I am most grateful for the help I received”

ACTION POINTS ACHIEVED SINCE 2016:

- Introduction of a Supported Self-assessment system where people do not necessarily need to visit the ILC is being piloted.
- People are encouraged to bring photographs of their environment, which improves efficiency and clarifies layout of an environment.
- All Clients are offered a copy of their consultation – uptake has increased.

ACTION POINTS 2017:

- ILP aims to reduce waiting times for assessment wherever possible;

Reduction in waiting times is anticipated with the recent introduction of additional staff.

- Waiting times for adaptations will be reduced since the introduction of a more streamlined pathway where people are referred directly by ILP to private Sector Housing for support with straightforward adaptation requirements.
- Review the Supported Self Assessment service to establish if needs are appropriately met.
- ILP will seek to secure additional satellite clinics to support people who are unable to travel.