

## SHROPSHIRE INDEPENDENT LIVING CENTRE SERVICE REVIEW

Carried out by ILP Ltd

**1<sup>st</sup> May – 14th June 2017**

### INTRODUCTION

The Independent Living Partnership Ltd Moving and Handling Service is currently led by BTEC 4 qualified Moving and Handling Advisors 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 (ILP) review its services 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.

This year the questionnaire used has been modified for the Moving and Handling Service with the aim of gaining feedback and information on the delivery of this ILP service.

Questionnaire used: (Appendix A)

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

### Areas explored:

Whether people were aware a moving and handling referral had been made for them.

Whether people seen felt that they had a clear plan to help resolve difficulties they were experiencing

Accessibility of the service and if people knew how to make contact with the Moving and Handling Advisor(s) for further support if required.

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

Whether Family/Carers felt their needs were considered by the Moving and Handling Advisor(s)

People were given the opportunity to leave any relevant comments which relate to their answers.

## Findings

The sample used equates to those people visited at home over a period of six weeks. 63% 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, the impact this had on their own or family/carers 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 were aware a referral had been made on their behalf, one had self-referred to the service.

Several people had made additional comments reflecting positive experience and support they had received from the service, demonstrating value in delivery.

## REVIEW PROCESS

The Questionnaire was sent out to every person who was visited at home for a Moving and Handling consultation appointment during the month of May and first two weeks of June 2017. A letter explaining the questionnaire and informing of anonymity was also included (Appendix B) A stamped addressed envelope was included for return.

## REVIEW:

35% of the responses were from the Client, 65% on behalf of a client.

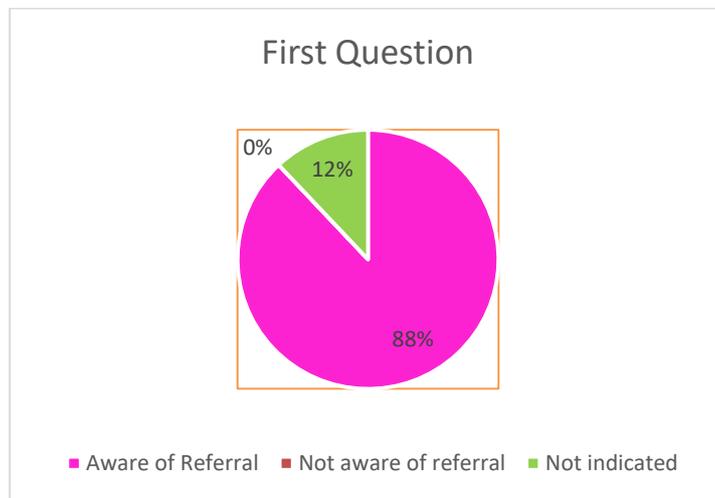
## First question

Offers two statements which clients select as applicable.

- A) 88% indicated they were aware that a moving and handling referral had been made for them
- B) 0% of the returned questionnaires selected the person was unaware of a moving and handling referral being made.
- C) 12% did not select a statement.

One Client comments:

"I made referral myself as I had been in contact with (Advisor) re: equipment for mother for the last 2 -3years or maybe longer"

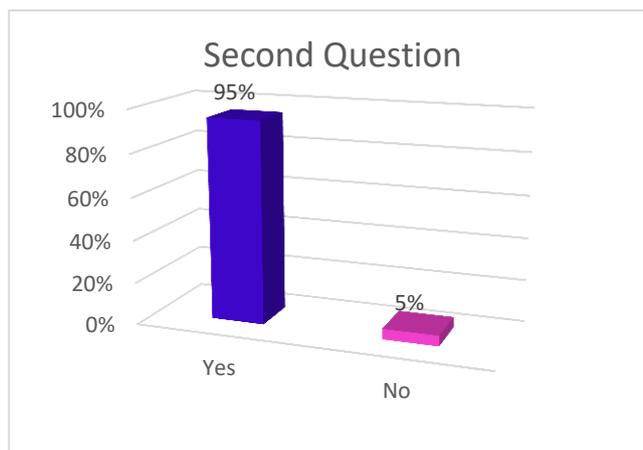


### Second question

Following your Moving and Handling advisor visit do you feel that you have a clear plan to help with resolving the difficulties you have been experiencing?

Client comment: “we were just trying to start to look at what our options are for the years to come”.

94% indicated Yes  
5% indicated No



### Third question

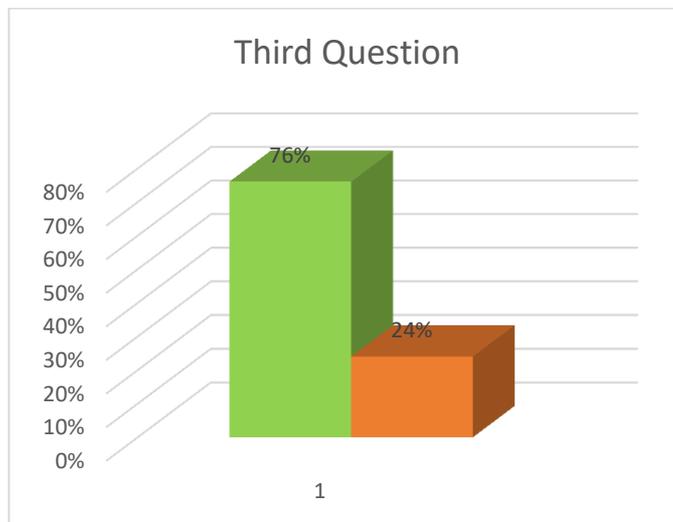
Do you know how to make contact with ILP moving and handling advisors if you need to?

76% indicated Yes  
24% indicated No

Two client commented:

“Have lost phone contact number – sorry”

“I rang (Advisor) to ask her to come and see Margaret my wife who I care for”



### Fourth question

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

53% Useful

12% Not useful

35% Did not receive a copy

Comments:

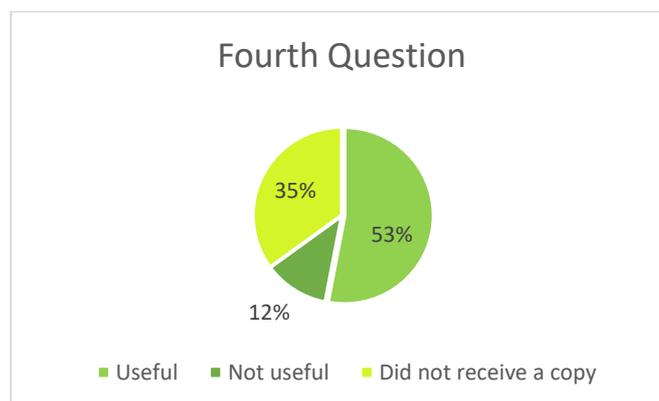
***Why the consultation report copy was felt useful:***

Carer comments: “My client cannot read or has contact by phone Etc. He rely’s on his carers to explain what’s going on so a report is good for us to have, so we know what’s happening and can explain to him”

***Why the Consultation report copy was not felt useful:***

One client was considering options available for future planning.

Another appeared to have misunderstanding as to the Moving and Handling Service and made comments about their Housing Association.



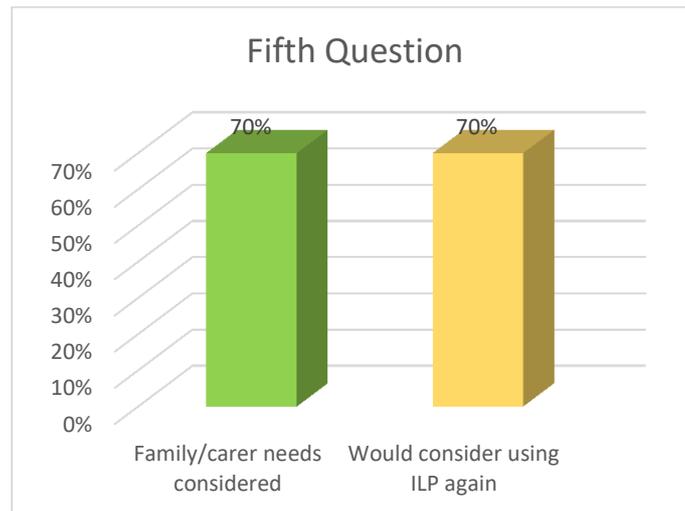
## Fifth question

Please tick either of the following statements if you feel that they apply to you:

My family/carers needs were considered by ILP Moving and Handling Advisor  
Would you consider using ILP Moving and Handling Service again in the future?

70% Family/carers needs were considered

70% Would consider using ILP moving and handling advisors again in the future.



Client's family carer comments:

"Thank-you for your care and concern for me..." "Mr...comment to me was 'that lady makes sense' ..."

" I have always received the best possible help from (Advisor) in the past and hope to do so in the future dependent on my mothers needs"

## Comments received include:

Advisor has "always been very friendly, helpful and positive".

"Very friendly, professional, I now have the equipment I need to make life easier. Thank you"

"Thank you for visit but unable to resolve problems, due to mum's poor mobility and strength. Advised to use wheelchair taxis"

OT and Advisor "Very informative meeting with they couldn't have been more helpful with what was available"

Advisor "was a huge help to me regarding teaching me how to hoist my father and being able to do this has made a big difference to my dad's happiness. Thank you!"

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## **ACTION POINTS 2017:**

1. Adding a sentence to the footer of the comments section on questionnaire giving clients opportunity to request contact to discuss any specifically highlighted complaints or concerns regards moving and handling advisors visits and outcome plans.
2. Monitor report copy sending
3. Being able to contact ILP Moving and Handling Advisors: Advisors to include ILP Duty phone contact in the consultation report details.
4. Questionnaire modifications planned; more lines for comments

## **Appendices**

### Appendix A) The Questionnaire

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

**Please tick either A or B**

**A** I was aware that a moving and handling referral had been made for me

**OR**

**B** I was not aware that a moving and handling referral had been made for me

**Following your Moving and Handling advisor visit do you feel that you have a clear plan to help with resolving the difficulties you have been experiencing?**

Yes  No

**Do you know how to make contact with ILP moving and handling advisors if you need to?**

Yes  No

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

I found having a copy of my consultation report useful

I did not find having a copy of my consultation report useful

I did not receive a copy of my consultation

**Please tick either of the following statements if you feel that they apply to you:**

My family/carers needs were considered by ILP Moving and Handling Advisor

Would you consider using ILP Moving and Handling service again in the future?

**Please leave any relevant comments relating to your answers**



Dear Sir/Madam

As you have recently been visited at home by one of our Moving and Handling advisors, either Karen Strefford or Amanda Morris, 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 provided.

We are hoping to gather valuable information which will demonstrate the effectiveness and value of the Moving and Handling service, and highlight areas that we may need to improve.

Thank you in anticipation of your response.

JHall