



Devon Independent Living Integrated Service; phase 2 survey

Summary of Questionnaire Responses

January 2013

Healthwatch Devon

c/o Community Council of Devon

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Background:

The aim of the Devon independent living integrated service (DILIS) is to provide individuals, who require assistance and support in their homes to maintain their health and independence, with access to the health and social care equipment and specialist support that they require. The 2001 Department of Health Guide to Integrating Community Equipment Services identified the role of community equipment as:

‘Enabling adults who require assistance to perform essential activities of daily living, to maintain their health and independence and live as full a life as possible.’

Healthwatch Devon received a request from commissioners to enable the involvement of members of the public, service users and carers in reviewing their experience of the current services in order to inform the re-commissioning of the service in early 2014.

The engagement process facilitated by Healthwatch Devon has included:

- In September 2013, An initial on-line and postal questionnaire survey was conducted focusing on the core range of equipment currently provided by the service.(summary report can be found here: <http://www.healthwatchdevon.co.uk/reports/>)
- In October 2013 the service was given a critique by our Experts Panel which includes a cross section of the public in a focus group event: summary report can be found here; <http://www.healthwatchdevon.co.uk/wp-content/uploads/2013/12/Experts-Panel-Report-DILIS.pdf>
- In November, a further on-line questionnaire survey was conducted to reach adult service users and their carers which focused upon three specific areas of potential support mechanisms;
 1. Minor Adaptations
 2. Telecare
 3. Speech and Language Therapy EquipmentThe results of this more specific survey are presented within this report.

Research Methodology:

A questionnaire was designed in consultation with the commissioner.

- The questionnaire and a covering invitation to respond were set up as a web form survey on the Healthwatch Devon website.
- A notice and link to the survey was emailed to all of Healthwatch’s delivery partners (Devon Senior Voice, CAB Devon, Devon Disability Network, Devon Link-Up, Devon People First, Be Involved Devon, Carers Voice, and Hikmat) with a request to cascade it to their networks.
- A notice and web link was sent to all previous participants in the process.

The questionnaires were made available from 21st November. The deadline for completion was the 14th December.

Following the deadline, copies of all the responses were made available to the commissioners.

This report summarizes the responses drawing out the comments from actual and potential service users and carers.



Who responded?

A total of 15 submissions were received in response to this survey, this comprised of 6 carer respondents and 9 submissions by actual or potential service users.

The nature of health conditions represented by respondents:

Service users conditions:	Number of respondents:
Learning Disability	4
Mental health condition	1
Physical Disability	9
Sensory disability	3
Advancing years	2

How long have respondents used the service for:

Length of time:	Number of respondents:
Not used	5
< 1 year	0
1 to 5 years	4
5 to 10 years	4
More than 10 years	2



Section A. Minor Adaptation services

Question 4: This service provides certain types of fixtures in the clients’ home: Some examples are listed below, please indicate any that you have requested or had installed.

Equipment provided:	Number of respondents:
Key Safes	2
Bath rails	3
Stair rails	3
Access rails	6
Floor fixed toilet frames	1
Wall fixed shower seats	1
Stair gates (bespoke)	0
Fixed ramps (bespoke)	3

Other minor adaptations/equipment provided to respondents:

- *Adapted toilets* *shower seat (not fixed)*
- *Wider door frames* *Hoists*
- *Raised table and chairs (kitchen & bathroom)*
- *Bath equipment* *Steps made less steep*
- *Bed alarm* *raised toilet seat*
- *Portable step* *water gauge*
- *Tinted glasses.*



Question 5: On a scale of 1 to 5 how well does this service meet your needs?

Score:	1 (not at all)	2	3	4	5 (very well indeed)
Responses:	5	0	2	0	7

Question 6: What in particular was good about the service provided?

Choose not to answer this question: 10 participants.

Of those that did answer the following feedback was submitted:

“I don’t know if this service is the same as the one I recently experienced following a short stay in hospital and then a physiotherapist doing a home visit and assessing what was needed and then put the request in for support to make the adaptations. The adaptations are great and have meant that I can use the front access to the house again on foot.”

“Helpful and imaginative staff focussed on problem solving: Successful outcomes.”

“Providing the right equipment, initially a very prompt service but a lot slower now. Staff mostly friendly and polite. They have shown an understanding of my needs.”

“ The bed Alarm - this is a simple alarm that alerts the sleep-in carer if the service user gets out of bed. It works well.”

“ the assessment was made and ordered soon after they were requested by the Doctor.”



“The articles for the blind were arranged and delivered when the agent arrived: the service was god for my wife after she was certified that her sight was severely impaired.”

Question 7: Was there anything that wasn't so good about the servicer? Please explain:

Answered “No”: 2 participants.

Choose not to answer: 4 participants.

Of those that did answer the following feedback was submitted:

“”No maintenance was offered to be carried out on the ramp, the home has had to maintain it”.

“I was not shown how to use some of the equipment received.”

“When they contacted care Direct to find out what support or assistance they could get, the team there were more interested in asking lots of questions, and so we ended up approaching the One Stop Shop in South hams to get the support needed: The equipment they have comes from Pluss.”

“Workmen were sloppy and messy: They left my drive area and adapted area with traces of concrete which they could have washed off and cleaned before it dried to a white powder. My tarmacked drive has a large white area which I am unhappy with. Furthermore, I received no warning they were going to come they just turned up, started the work and made the front access of the house impossible to use (whilst there).”

“They did not listen - did not provide what was needed, and the alternative provided was useless!”

“They did not understand my situation and wanted to send somebody to bath me, even thou my problem was not being able to access my bathroom”.

“None of the services offered come anywhere near meeting my needs”.

“One particular member of the delivery staff was very rude and abrupt.”

Question 8: If you think this service would be useful to you, but you have not used it please tell us why:

Choose not to answer: 4 participants.

Of those that did answer the following feedback was submitted:

“I have been told I do not qualify” X 2

“They have a care package but none of these services were mentioned to them. We would like to know how information about what is available is distributed: Do Social Services send out information to those who have a care package.”

“You ask if this service would be useful to me - yes indeed but I don’t really know how to go about contacting the service: maybe it is a different service to the one provided to me via the physiotherapist? I would have no idea how to make my own contact for support.”

“I have used NONE of the “services” offered because none of them meet my needs”.

“Currently we have only recently needed these -our son has had epilepsy due to a brain tumour which was removed some 6 years ago, but recently flared up again causing a stroke leaving him paralysed on his left side.”

Section B. Technology and Telecare

Question 9: if you already have experience of this type of service what sort of equipment was provided, and how did it help?

Choose not to answer: 8 participants.

Of those that did answer the following feedback was submitted:

“An alarm pendant - so I can contact people in an emergency as I don't have support staff all of the time”.

“Telecare monitoring system was already fitted to accommodation - it is indeed a lifeline!”

“Telecare - the pendant”

“I have an Age Concern Aid call pendant connected electronically to the telephone in my residence. That is all I have and I have only used it once when I had a fall at night knocking myself unconscious and breaking my right wrist badly in several places; the Aid Call was very useful then as I hope it might be if needed in the future.”

“Piper Alarm - I have not had to use it yet but it does help with confidence just knowing that help is not far away.”

Question 10: on a scale of 1 to 5 how well did this service meet your needs?

Choose not to answer: 2

Of the 13 individuals who responded to this question, the following scores were recorded:

Score:	1 (not at all)	2	3	4	5 (very well indeed)
Responses:	8	0	0	0	5

Question 11: What in particular was good about the service?

Number of participants who choose not to answer: 10

Of those that did answer the following feedback was submitted:

“If I am having a panic attack, they will send someone over: I can’t always use a telephone if I am panicking so this is better.”

“It was not provided by DCC”

“To know that help is not far away, once the pendant has been pressed”.

“Reaching the pendant was not easy due to blood on the floor, but operating it was simple.”

“Quick, efficient delivery and installation: The system was well explained.”



Question 12: Was there anything that wasn't so good about the service? Please explain.

Number who choose not to answer: 12 participants.

Of those that did answer the following feedback was submitted:

“It isn't working at the moment: When I tested it, it said I need to contact my service provider: They said they are going to change it so that it's easier for me to use. I did struggle with it sometimes.

“I cannot wear the pendant all the time because it interferes with normal activities and with washing and shaving, dressing and undressing. If I hang it anywhere I must be able to access it if I have a fall; This limits where it might be hung.”

“Cost”

Question 13: If you think this service would be useful to you, but you have not used it yet, please tell us why

Number of participants who choose not to answer: 11.

Of those that did answer the following feedback was submitted:

“We were unaware of this service until this survey was received.”

“Did not know all the things that are available”.

“About which “service” is this question posed? I am able to use the Age Concern “Aid call” pendant...as above”

“Telecare cannot be separated from telehealth, both of these have had successful trials, particularly in Scotland where results have seen hospital admission rates reduced

dramatically, up to 85%, significant improvement in wellbeing (look up Diary Doctors for general health reporting).

Moodometer for mental health, cantabmobile early diagnosis of dementia - this needs pushing as there are significant benefits in both wellbeing and cost. One problem thou is that hospitals are paid on admissions not on prevention - In Scotland this works as there is only one health trust, but how would the 300+ trusts in England work together?"

Section C: Simple Speech and Language Therapy equipment

Question 14 if you already have experience of this type of service what sort of equipment was provided and how did it help?

Number of participants who choose not to answer: 12.

Of the three individuals who responded to this question, the following feedback was recorded:

“The PCT provided a high-tech communication aid: it is switch operated in the headrest of my chair - It gives me a voice.”

“Bristol Frenchay Hospital will provide me with a communication aid on the condition that I access training on how to use it. I am unable to access speech and language therapy sessions in Devon to do this. The staff that supports me would also need training on how to use it and how to support me to use it.”

“Due to my injuries it would be impossible for me to use this very complicated equipment”.



Question 15: On a scale of 1 to 5 how well did this service meet your needs?

Choose not to answer: 3

Of the 12 individuals who responded to this question, the following scores were recorded:

Score:	1 (not at all)	2	3	4	5 (very well indeed)
Responses:	12	0	0	0	0

Question 16: What in particular was good about the service provided?

Choose not to answer: 14

The only individual who responded to this question stated the following;

“Nothing at all about it would interest me”

Question 17: Was there anything that wasn’t so good about the service? Please explain

Choose not to answer: 12 participants

Of the 3 individuals who responded to this question, the following feedback was recorded:

“My wheelchair did not have a mounting system provided for me to attach my communications aid to - my home had to provide it.”



“Me and my carers will need training in how to use and maintain the equipment if I get it”.

“It is very clear from this survey that my needs are very little understood...”

Question 18: If you think this service would be useful to you but have not yet used it please tell us why.

Choose not to answer: 13 participants.

Of those that did answer the following feedback was submitted:

“Even thou I do not have this service, it is good to know that it is available.”

“ Which services do you advertise? Only one “service” is of any use to me and you have not mentioned or offered that anywhere in anyway” (refers to home visits for assessment of needs).

Question 19: Thinking about any aspect of the Minor Adaptations, Technology and Telecare, and Simple Speech and Language equipment services - what would be your aspirations and priorities for improving the service in the future?

Choose not to answer: 4 participants.

Of those that did answer the following feedback was submitted:

“The information needs to be widely available so that other people who may require it know what to do and who to contact”.

“I had an assessment many years ago, not sure when the next assessment is due? How do clients find the service? Crossroads in Torbay has supported my clients to get information and to get the equipment they currently have.”

“There’s not much point in having a service if people don’t know about it, what it offers and how to contact you.”

“To have a listening service working in a timely manner”.

“Given the current financial constraints on the whole I think you provide an excellent service. My only concern is the length of time needed to wait to have a ramp installed at this house: At my previous home it was installed within two weeks.”

“I would very much like someone to visit me so that they might see and comprehend my needs: I am severely disabled and handicapped from injuries sustained in a criminal assault, and nobody from your “organisation” if that is what it might be, has ever been anywhere near me to discover what my needs might be. Given that you are useless and pointless.”
(NB Healthwatch has followed up this submission to ensure that the individual receives the needs assessment he requires).

“Concentrate on prevention!”

“I feel that the service was very good and especially my wife was supplied with as much as was possible to help her. It was left open for us to contact the care workers if we wanted anything else. Talking Books were obtained from the RNIB along with a player. The attendance allowance was applied for for my wife and a follow up telephone call was made to confirm she had got the allowance.”

“Providers of different equipment should talk to one another, For example the wheelchair providers and the communication aid providers.

“Eligibility should be looked at - people shouldn’t have to pay privately to get equipment they need (Learning Disability clients).”

“People should be able to get their equipment maintained as well as provided”.

“There should be training available for clients and their carers to understand how to use the equipment.”

“people should know what is available! - it should be more widely advertised: people don’t know what types of things they can have to help them,”