



Equipment Services in Salford

**A report on service user experiences of
Equipment Services in Salford**

June 2021

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Healthwatch Salford would like to thank the following organisations for their help in publicising this survey:

- Access 2 All Areas
- The Disability Advisory Group,
- Salford Disability forum (for all disabled people in Salford or people who have additional needs)
- Salford Parent Voice (for all families in Salford who have a disabled child or who has additional needs, aged 0-25).
- Unlimited Potential - a social enterprise which supports disabled people to be more active in Salford.
- Aspire - adult/social care support
- Empower you
- GADDUM
- Other voluntary groups who support the elderly, via the CCG such as Inspiring Communities, Age Friendly Alliance
- The CCG Engagement team
- The CCG Children and Maternity Services
- Other relevant voluntary groups via CVS, and networks such as the Vocal Forum network
- Penderels Trust, who passed it onto 304 relevant users
- St Ann's Hospice
- The EIP (Equality, Inclusion Practitioners) Forum - therefore reaching The University of Salford, Salford Royal, Primary Care, other Voluntary groups etc etc
- Facebook groups, such as Age UK Salford and Older People in Salford
- Salford Royal Foundation Trust
- Salford Royal Children's Services
- Salford City Council

Introduction



Healthwatch Salford is the independent consumer champion for children, young people and adults who use health and social care services in Salford. Healthwatch Salford:

- Provides people with information, advice and support about local health and social care services
- Listens to the views and experiences of local people about the way health and social care services are commissioned and delivered
- Uses views and experiences to improve the way services are designed and delivered
- Influences how services are set up and commissioned by having a seat on the local Health and Wellbeing Board
- Passes information and recommendations to Healthwatch England and the Care Quality Commission.

In February 2020 a Business planning meeting took place at which the Healthwatch Salford Board and the Salford Council Adult Care Commissioner agreed that people's experiences of Equipment and Wheelchair Services was something that Healthwatch Salford would have as one of its' priorities for the year ahead.

After initial research took place, it became apparent that the Wheelchair Service had in December 2020 implemented a new service user experience questionnaire and had no further feedback requirements. However, the Equipment Service had not carried out a service user experience exercise for an extended period of time. It was therefore agreed, in conjunction with Wheelchair and Equipment Services and the Salford Clinical Commissioning Group, that the focus of this project would be on Equipment Services.

This report explores how Equipment users feel about the service being provided, and explores improvements that could be made,

eg in terms of service availability. The results will be used to form part of the Annual Plan for Equipment Services, and to improve the service for users.

Definition of Equipment Services:

Taken from the Salford Royal Foundation Trust website¹:

We work closely with community occupational therapy, accessible accommodation service and the wheelchair service to provide people with comprehensive solutions to mobility and carrying out everyday tasks.

We can loan a wide range of equipment to help people continue with daily living tasks. We also repair and replace broken equipment we have lent.

Part of Independent Living Services, we enable people with a disability or long-term condition registered with a Salford GP to live as independently as possible. We deliver, install and maintain daily living equipment ranging from commodes to profiling beds and more.

The service which is offered comprises: an initial enquiry service; an assessment of need; delivery of equipment; reassessment and maintenance/repair of equipment if needed. Equipment Services are often required to work alongside other agencies or teams in order to support an individual, and these may include: the Hospital Discharge team; Wheelchair Services; Social Workers; Children's Services; the Sensory Team; Helping Hands; stair lift providers; Care on call; District nursing team; Physio team amongst others. The service also accepts referrals from individuals and carers as well as other agencies.

Who did the project involve?

The Equipment Service does not hold email addresses for its users, so the survey needed to be circulated by post. There are currently 16,000 individuals registered as using Equipment Services in Salford over the last 10 years, or 7,700 over the past 2 years. These numbers were unfeasible to conduct a postal survey, and the accuracy of the data would be lowered by going back so many years in terms of the potential for people having moved house/no longer using the equipment/sadly deceased. It was therefore decided to target the users over the past 6 months, which gave a more manageable postal sample size of 1,500 and increased the likelihood of more accurate data.

The survey was publicised on Healthwatch Salford website and social media platforms, and via its volunteers. The survey was also publicised further digitally via health, care and voluntary sector organisations. (See Appendix 1)

Methodology

Initial email/phone contact was made with Salford Clinical Commissioning Group (CCG) and Salford Equipment Services via Microsoft Teams to carry out a scoping exercise in order to pinpoint the focus of the project. A Healthwatch Salford volunteer who has experience of using Equipment Services was also contacted in order to highlight any potential issues both from the service user's and the service provider's point of view throughout the patient journey.

Once a list of questions was finalised, an anonymous survey was designed using Smart Survey in order to capture people's experiences. The primary way of engaging user's views was via Equipment Services who posted the envelopes (containing an introductory letter, the survey, a freepost envelope for users to post the survey back to Healthwatch Salford and a Healthwatch Salford leaflet/postcard) to a sample of 1,500 current service users direct in February 2021. The survey was open for 1 month.

The survey was also circulated via Social Media, and a webpage was created on the Healthwatch Salford website giving further information on the project and linking to the survey. The survey was also circulated via all the groups in Appendix 1.

Analysis

A total of 335 surveys were completed, with 301 people completing the survey manually and posting it back in the freepost envelope to Healthwatch Salford, and 34 completing it online. Once the postal surveys were received, the Healthwatch Salford team, along with 3 Healthwatch Salford volunteers, inputted all the data ready for analysis. The responses will be analysed in this report. All surveys were anonymous, however a handful of people chose to give their contact details, and in many of these cases it was in order to get support.

The distribution of the survey also generated several enquiries to the Healthwatch Salford office number, as some people were unsure on how to contact Equipment Services. 7 calls were taken which resulted in us passing a message to Equipment Services and them taking subsequent actions. These calls were either from the service user themselves, or a concerned family member, and regarding the need for further equipment, repairs to equipment etc. For example, one of these was from a gentleman who needed a new walker as the one he had was wobbly and the brakes were loose. Equipment Services were able to contact him and deliver him a new walker the next day.

A further 31 calls were received and were able to be resolved by Healthwatch Salford staff. These calls were regarding the following:

- People asking why they had been sent the survey, confusion around what equipment it was about with often the equipment no longer being used by the resident or having been handed back to Equipment Services.
- People needing help to complete the survey over the phone as they live alone and were struggling with some of the questions/eyesight etc.
- The survey being sent to out of date addresses or to residents who had sadly passed away.

9 enquiries were picked up on the actual surveys, and were passed to Equipment Services. Again, these mostly concerned needs for additional equipment/repairs.

A further 2 people contacted Healthwatch Salford using our postcards wanting to join our mailing list/become a volunteer.

Analysis of survey questions



A total of 335 surveys were completed. Not all respondents answered each question, and the number of responses is shown for each question, or the format “n=x” will be used where “n” is the number of responses.

Section 1

Q1) Are you a service user using Equipment Services, or are you a carer/family member?

Of the 288 people who answered this question, the results were as follows:

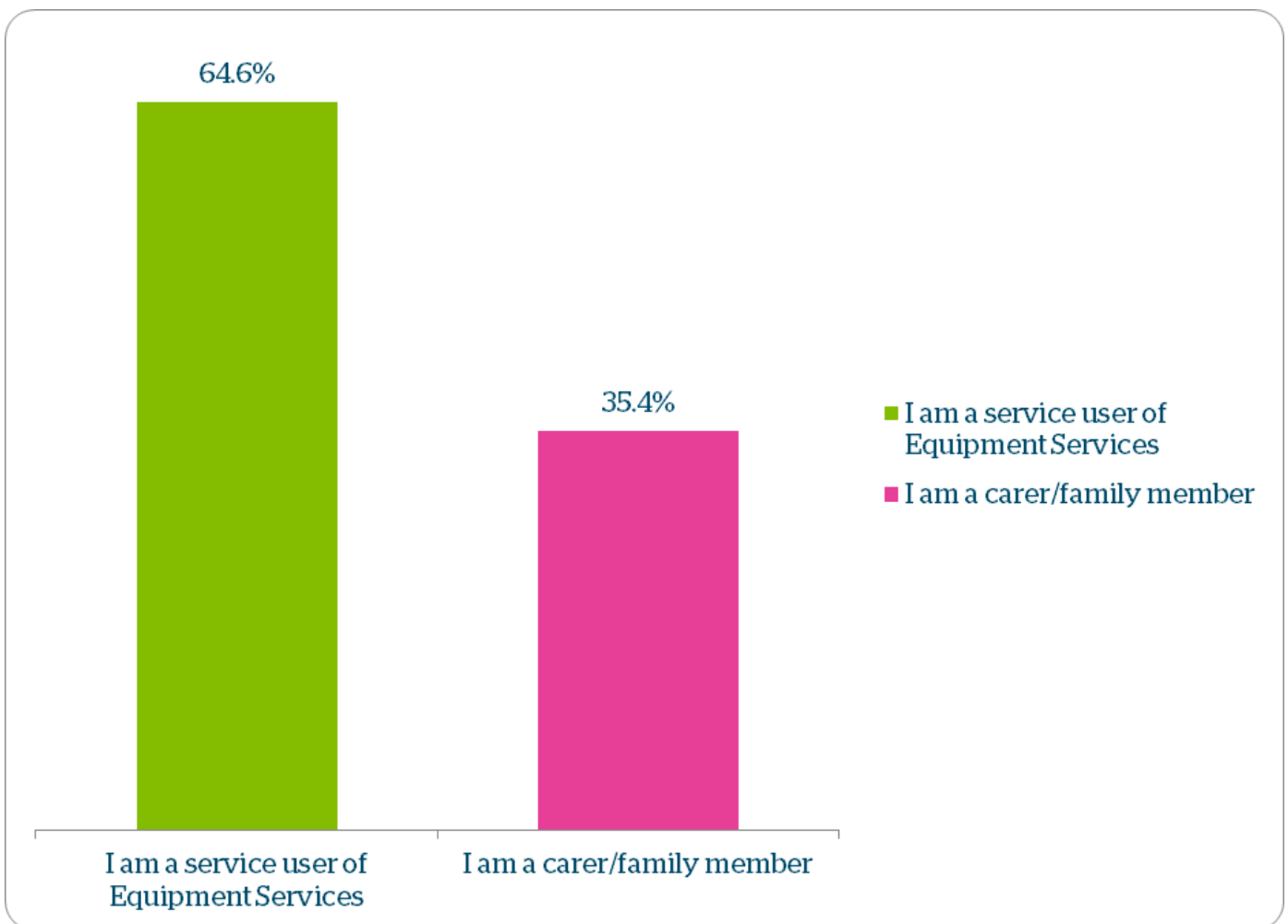


Figure 1: A bar chart showing answers to the question “Are you a service user using Equipment Services, or are you a carer/family member?”

Roughly two thirds of respondents were service users, and a third were family member/carers completing it on their behalf. This highlights the high needs and the vulnerability of the service users.

Section 2

Q2) What kind of equipment do you/they use? (Please tick all that apply)

323 people answered this question, and people were able to answer as many categories as applicable. The most popular types of equipment used were as follows:

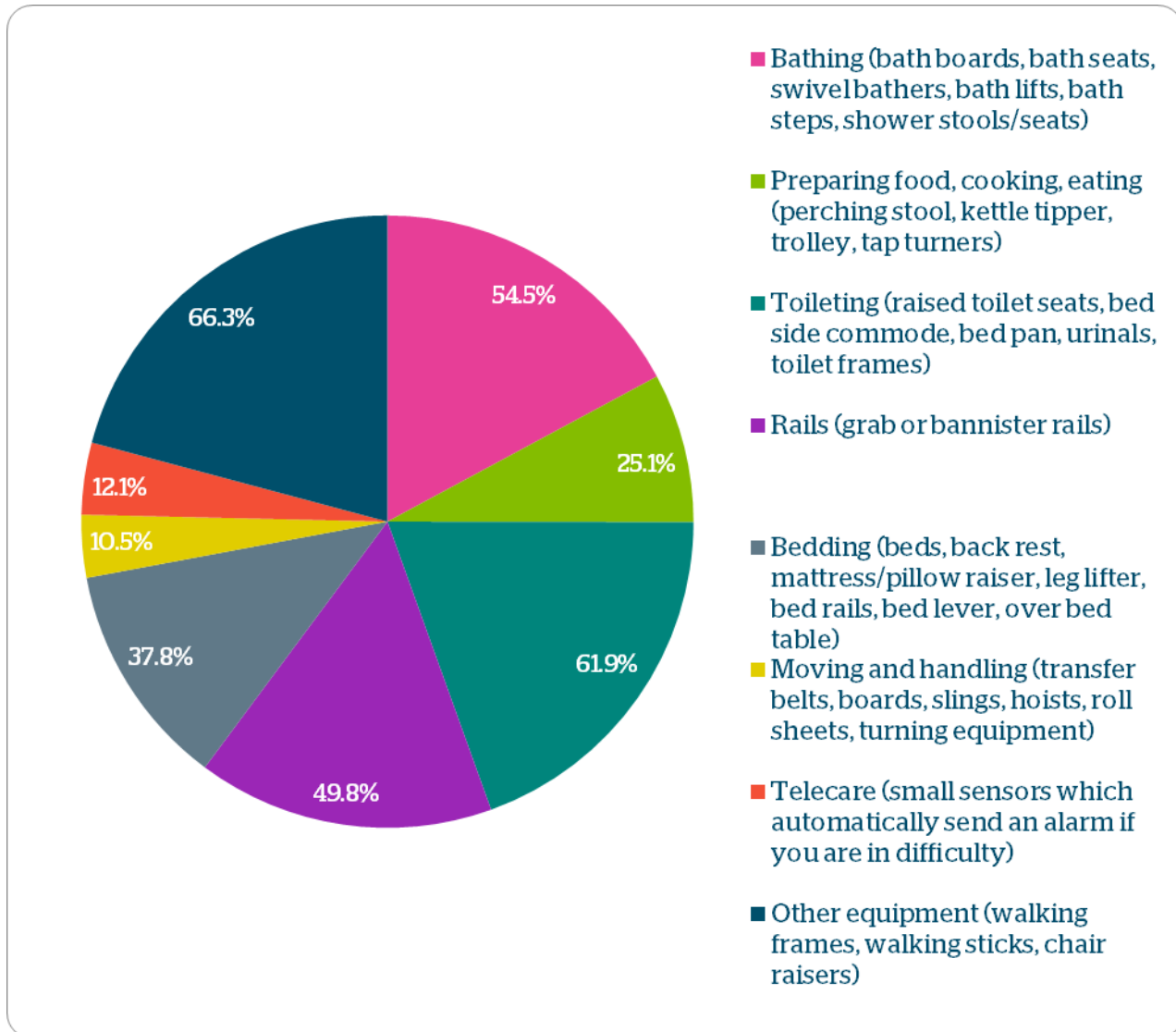


Figure 2: A pie chart showing answers to the question “What kind of equipment do you/they use? (Please tick all that apply)”

The average respondent ticked 3 categories, indicating that service users have a variety of differing needs which need to be met.

“Other” was the most popular type of equipment, and this included: walking frames; walking sticks; chair raisers; settee raisers. The second most popular equipment was equipment to assist with toileting such as commodes and raised toilet seats, and the third most popular type of equipment was equipment around bedding such as beds, and bed rails.

Section 3

Q3) Does the equipment meet your/their needs?

The resounding answer to this question was yes. (n=308)



Figure 3: An infographic showing answers to the question “Does the equipment meet your/their needs?”

Comments were made, such as:

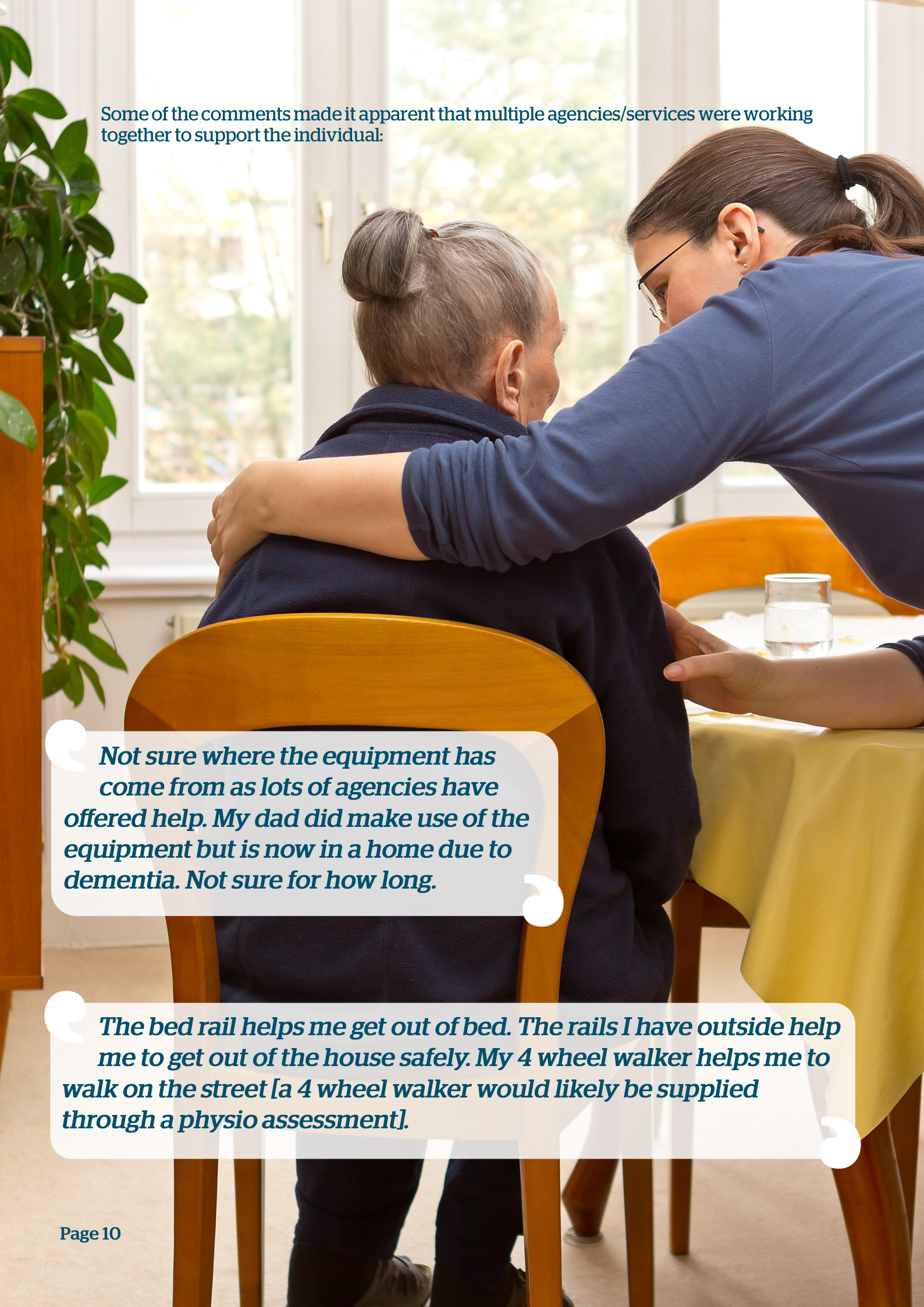
The stair handrail and grip bars fitted at front door and shower, have made a big difference to my husband's mobility and confidence especially going up and down stairs. He has a great fear of falling.

Mum has dementia. Stair handrails help her walk upstairs, she sits on a bathboard while I help to shower her, grip rail to pull herself up.

I am paraplegic (full-time wheelchair user) & live alone, so I need the equipment to help me lead my life.

Toilet - raised toilet seat I bought myself but the grip rails for at the side make it much easier to sit and stand. I have a commode for downstairs, and a bedside rail to help me sit up and stand from bed. I also use a zimmer frame and crutches around the house. and grab rails have been installed on the stairs to help me go up and down safely.

Some of the comments made it apparent that multiple agencies/services were working together to support the individual:



Not sure where the equipment has come from as lots of agencies have offered help. My dad did make use of the equipment but is now in a home due to dementia. Not sure for how long.

The bed rail helps me get out of bed. The rails I have outside help me to get out of the house safely. My 4 wheel walker helps me to walk on the street [a 4 wheel walker would likely be supplied through a physio assessment].

Section 4

Q4) How would you/they rate the different parts of the Equipment Service? (Tick a box from 1-5 or N/A, where 1 is very poor, and 5 is excellent)

318 people answered this question.

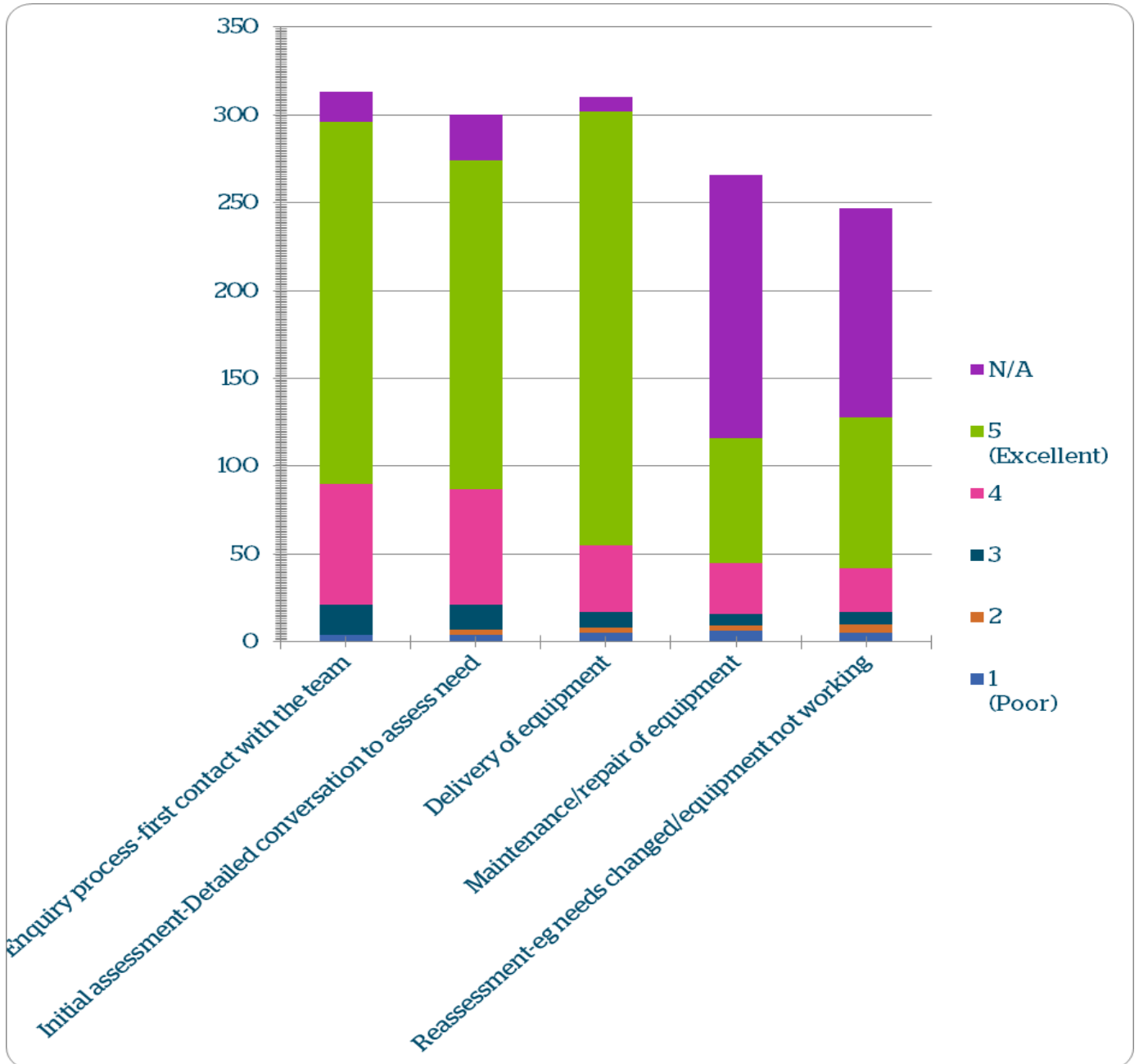


Figure 4: A bar chart showing answers to the question “How would you/they rate the different parts of the Equipment Service? Tick a box from 1-5 or N/A, where 1 is very poor, and 5 is excellent.”

The majority of respondents feel that all elements of the service which they have used are excellent. Many people hadn't had cause to have their equipment maintained or repaired, or for them to be reassessed, so they ticked “not applicable” (N/A) in that instance.

In summary, the majority of comments were highly positive. However, not all of the feedback was positive, and there were some other comments which the Equipment Service can hopefully use to improve the service:



From my husband's first assessment I couldn't fault her assessment and recommendations of what would benefit my husband. The work was done very quickly and the man who came to do the work couldn't have been more helpful. Then from the assessment we had visits from physio who are also helping with his mobility.

I needed a hoist very quickly last March and it was put in place very quickly. The team headed up by Julie OT was very efficient. The service of the hoist, bed, step lift, wheelchair, sling have been all excellent.

The team that called were friendly and professional and helpful. Equipment arrived next day. Very happy with all services.



Perching stool was left on ramp outside my door. I had to get someone to put it in my flat as I was frightened of falling.

The hospital had contact with service, not myself, to request equipment I required. Some of the equipment did need a clean before I used it after delivery, which wasn't expected.

Everything takes too long from the assessment to receiving the equipment, it needs to speed up so as to reduce carers back problems, and service user's safety. This applies to wheelchair services as well. They only have standard equipment, one fits all. We need solid front tyres as where we live is cobbled and loose flags - but not available. The wheelchair personal budget would get you nothing if buying privately.

Section 5

Q5 The service is currently available for you to make contact 6 days a week, Monday to Saturday. Are you/they happy with these times?

Again, the resounding response to this question was highly positive. (n=303)

98.3% Yes

1.7% No

Only 5 people said they were unhappy with the opening times for the service. If they weren't happy with the opening times, there were 4 optional changes to the service which they could grade from 1-3. However, a further 5 people who said they were happy with the service also expressed a preference on changes they would like to see. By allocating first choice 3 points, 2nd choice with 2 points, and 3rd with 1 point, we can see the following:

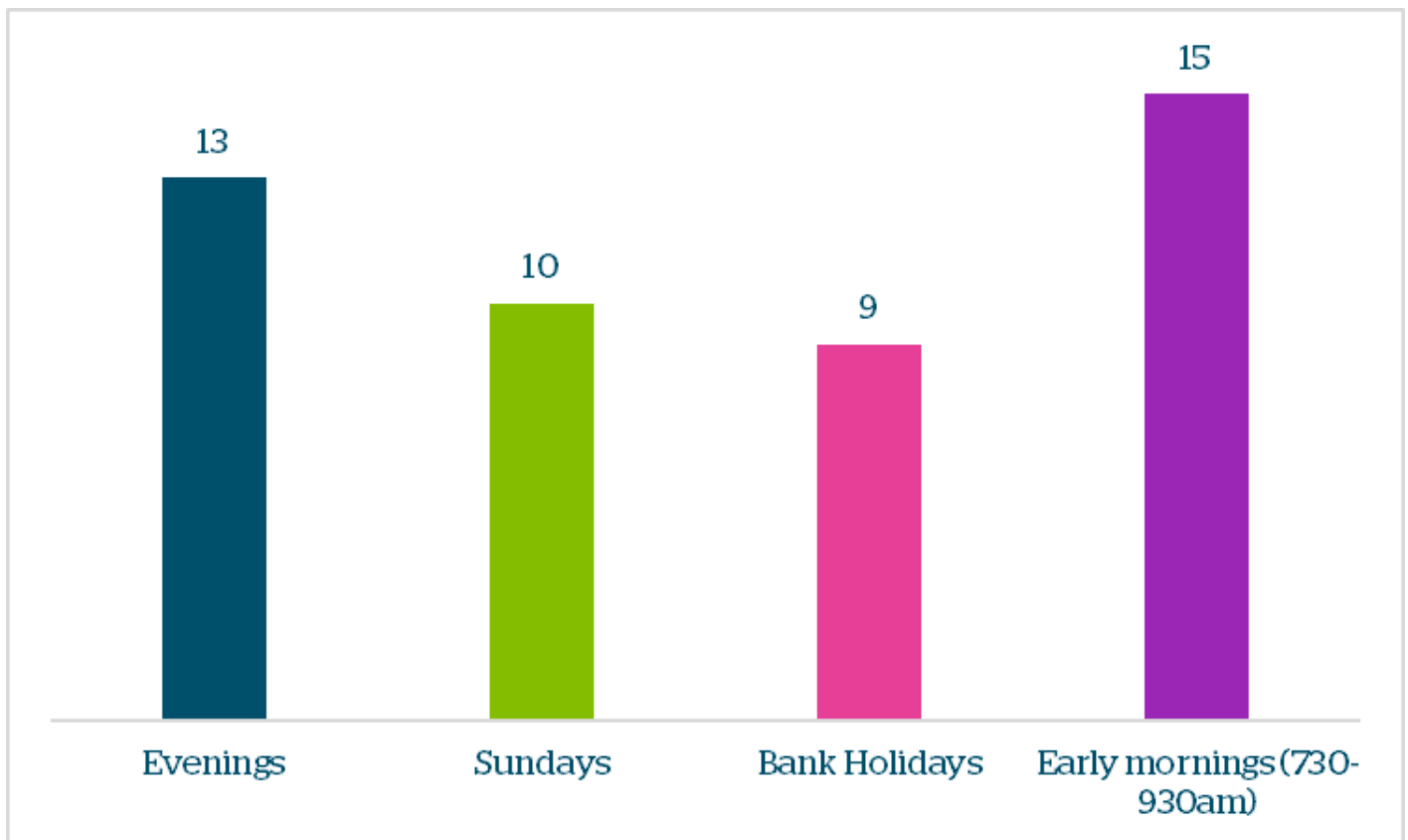


Figure 5: A bar chart showing points scored to answers for the question "What changes would you make to the opening times of the service?"

The most popular choice was early mornings (7.30-9.30am), closely followed by evenings. The following comments were made:

We were happy [with the service] as it was during lockdown so everyone was working from home so the 6 days were fine. However, had the world been normal it would have been a little more difficult.



I was in hospital when mattress selected, it has always been ok. Only problem is for checking of equipment NO ONE SEEMS TO APPRECIATE when the patient is in full-time employment, one days notice is not acceptable for visits.

The service should be available Sundays, evenings, and Bank Holidays as people don't just need help when you are open, they can need help in the evening, Sundays and Bank Holidays.

Phone calls or visiting staff always helpful and explain things. Annual maintenance of bed and telecare equipment, put 4 for maintenance because walking trolley and commode have never been checked in over 2 years, (but brakes work), presumably our responsibility to contact equipment stores if there is a problem.

Section 6

Q6) The delivery service currently runs from 9am - 16.30pm, 7 days a week.. Are you/they happy with these times?

The previous question was repeated in terms of the delivery service, and the outcome was very similar, ie the response was overwhelmingly positive (n=307):

96.7 % Yes

3.3 % No

For this question, 10 people said they weren't happy with the timings of the service, and were then offered another question on how they would improve it. A further 11 people who had said they were happy with the service also expressed an opinion about how the service could be improved. By again grading 4 options from 1-3, and allocating first choice 3 points, 2nd choice with 2 points, and 3rd with 1 point, we can see the following:

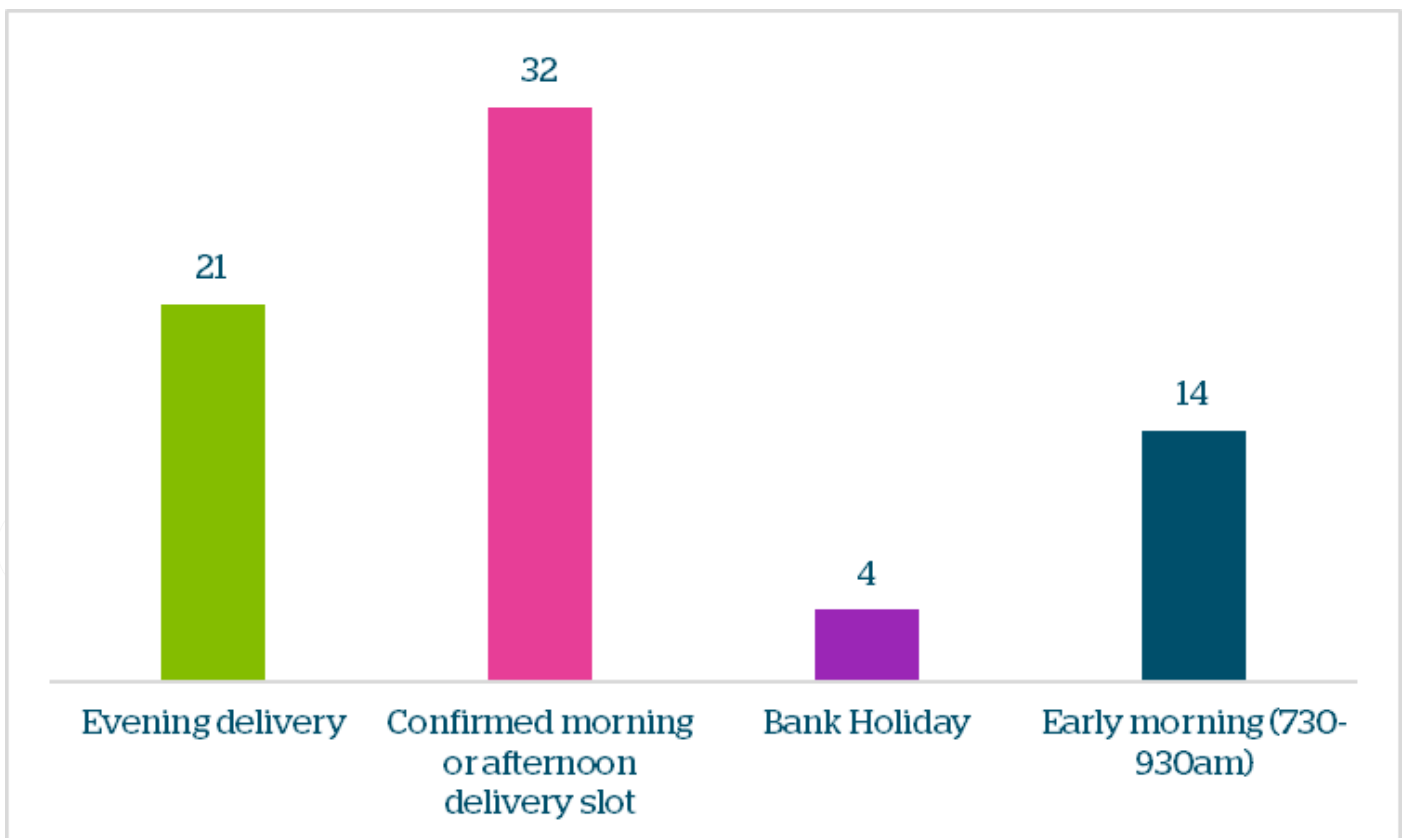



Figure 7: A bar chart showing points scored to answers for the question "What changes would you make to the delivery times of the service?"

The most popular option of changes to the delivery service are to be able to have a confirmed morning or afternoon delivery slot, followed by the option of evening deliveries.



Got very good advice, and suggestions. Deliveries not always announced in advance. Still waiting for collection of a zimmer that could not be adjusted.

Service user talking about delivery service

Section 7

Q7) Was the equipment delivered on the agreed day?

Respondents were asked if the equipment was delivered on the agreed day (n=305), and the choice of answers were “yes”, “no” or “not sure”.



We had some difficulty initially as my dad lives above and is unable to answer door but once that I explained that I needed to be rung when a delivery was to be made, this was overcome.

7 of the respondents answered “No” and 14 answered “Not sure”.

Of the 7 respondents who answered “No”, they were then asked a further question: “If you stated “No” please state why”:

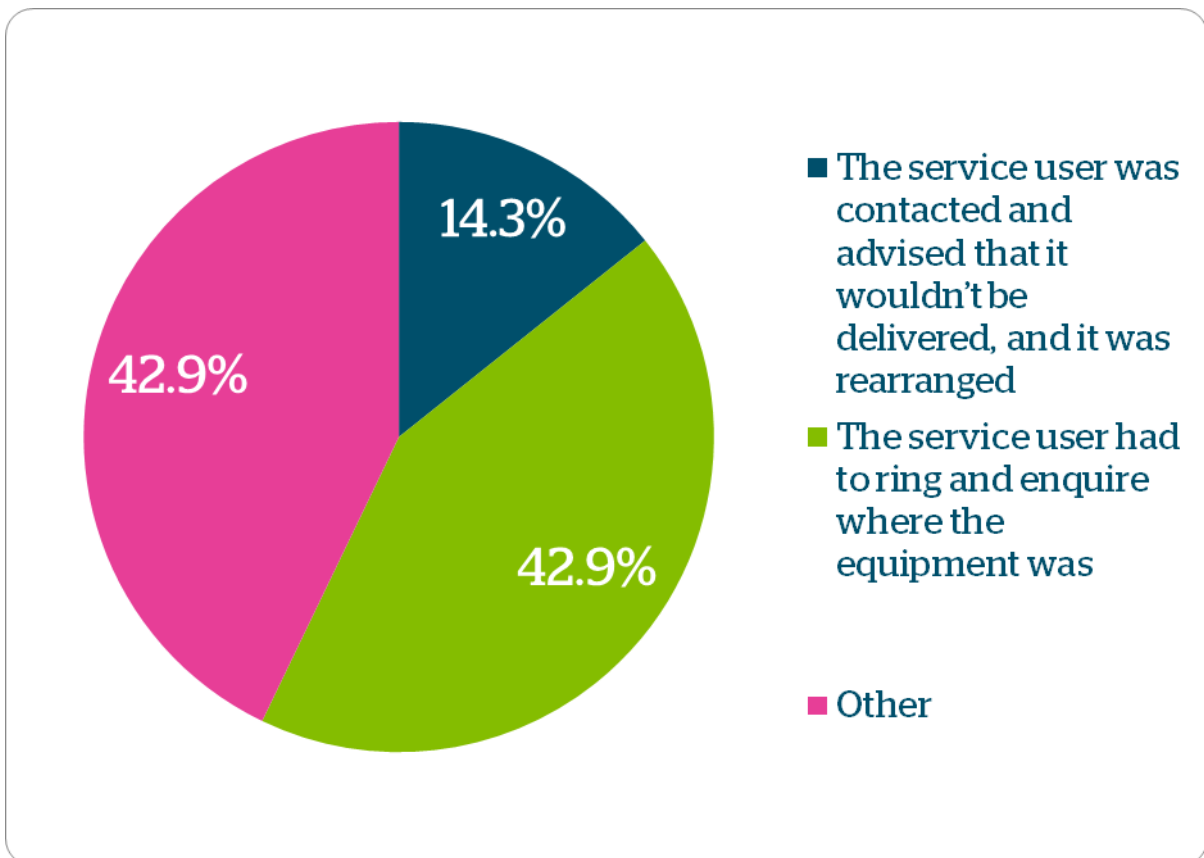


Figure 8: A pie chart showing answers to the question “If you stated “No” (to the previous question), please say why.”

Section 8

Q8) Do you/they know what to do if an item of equipment is no longer required?

298 people answered this question, and for the vast majority (238) it appears that they knew what to do with equipment after they had finished with it.

79.9 % Yes

10.4 % Not sure

9.7 % No

A leaflet explaining this came with the equipment when it was delivered.

Of the 29 people who answered “No” and the 31 people who answered “Not sure”, the following comments were made:

I am partially blind and don't how to contact anybody.

I am not sure which equipment comes from which department.

Have not been given contact details to return items. All contact from the service comes from a withheld number so cannot return their call.



Section 9

Q9) Please use this space to give any further feedback or make suggestions about the Equipment Service in Salford. We would also welcome any feedback about your/ their experiences of accessing the service during the COVID-19 pandemic.



This section was completed by 137 respondents, and some of the comments in this section were used by the respondent to expand on answers to earlier questions.

Out of the 137 replies, 80 replies (58%) used this section to thank or compliment the service including:

I have nothing but praise for the work everyone is doing. They have been incredible with every request or any problems. So we thank you all for your hard work and amazing dedication to those of us that need your help.

I think the service is invaluable. I have had to use them a couple of times due to unforeseen accidents and because I am bad with my legs. I recommend them (Salford Equipment Services) to everyone. They take what would be a completely difficult situation off a person's shoulders, and what a relief.

Mum's equipment was arranged by staff from rehab team and more recently by the acute team as opposed to direct enquiry from her/ me. the equipment was vital in her last 2 months particularly the hospital air bed which made her last few months bearable and comfortable. Staff - from delivery guys to senior nurses were wonderful and very caring. return after mum died was very efficient and stress free for me. Thanks to all those concerned.

As I live alone, I am always glad to be able to ring for help in any way I need. Being over 95 I have been very grateful for any help or advice when I need you. Grateful thanks.

Obviously all services have had to quickly adjust at the start of the pandemic. Although the survey was sent to users over the last 6 months, the user could have been using the service for much longer than that, so many made no reference to the pandemic. However some respondents did use this section to comment on the experience of using the service specifically during the pandemic:

All the covid restrictions were followed. they were kind and mostly they listened to the client and tried everything in their power to solve or ease any problems.

No problems at all, social distancing observed by helpful courteous delivery staff during pandemic, thank you.

Some of my equipment has been collected as I don't require them anymore. The people who came into my house to pick them up were not wearing gloves or masks which I was very surprised at!

Waiting list for Sensory team Assessment is excessive - informed it could be 10 months. Client at risk living alone with severe eyesight deterioration (deaf also). Could the Sensory team work with Equipment Services to facilitate faster response time?

Carer talking about multi-agency working

There were 5 comments in this section mentioning that the service user had passed away.

After the user passed away it took several phone calls to get the equipment removed which was a stressful time.

Suggestions for improvements

And finally, some respondents gave recommendations as to how they feel the service could be improved, or mentioned issues that had caused stress, thus highlighting the importance of always viewing the service through the service user's eyes:



- 1 "Possibly provide family/spouse with list of things available. as they live in the house and can see what the patients struggles with"
- 2 "Perhaps a regular phone call would be beneficial to check if client is doing ok?"
- 3 "Possibly useful to have an emergency number on Sundays/pm. Helpful and efficient service"

Summary and recommendations



The feedback from the survey was overwhelmingly positive: 92% of respondents say that the equipment that they have meets their needs; the vast majority of people rate all the parts of the service as excellent; 98% are happy with the service times available; 97% are happy with the delivery times available; 93% say that their equipment was delivered on the agreed day; and 80% say that they know what to do when a piece of equipment is no longer required.

However, notwithstanding this positive feedback, there are some comments which suggest that it would be beneficial to review different areas of the service in order to improve the service even further. Therefore, Healthwatch Salford makes the following recommendations:

Recommendation - 1

As the data shows that respondents commented on confusion between agencies and confusion over returning equipment (From enquiries to the Healthwatch Salford office and also see sections 8,9), then Healthwatch Salford recommends the establishment of a service user agreement between the Equipment Service and service user which outlines expectations on either side. For example, the Equipment Service might expect: that the equipment will be kept in good repair; that they will be notified of any need for repair/maintenance/replacement as soon as possible; and they will be notified should the equipment be no longer needed/the user has sadly passed away so that collection can be arranged. And, for example, the service user might expect: that they will be provided with equipment that meets their needs; are given all the information so that they understand which agencies are responsible for which pieces of equipment; know how and when to communicate with the service; and have a regular review to check that the equipment still meets their needs.

Response from Equipment Services:

The service already places identity stickers, which include contact details, on all equipment that confirm it's on loan from Community Equipment Services.

Proposed action from Equipment Services:

The service will further develop a user agreement document outlining key information on area's such as :

- Process to follow on any damage / repairs to equipment
- How changes in need are reviewed / responsibilities of user to notify the service
- Process for the returning of equipment either using the collection service on offer and advertising the option of client representatives returning equipment to stores that includes directions / map of the building.

Unfortunately this cannot be implemented at the moment due to infection control measures, but we will endeavour to do so as soon as is practicable.

Recommendation - 2

As the data shows that there were comments about disappointment over delays in timeframes (See sections 4 & 9), then Healthwatch Salford recommends clear written communication regarding timeframes, particularly regarding delivery/installation.

Response from Equipment Services:

The feedback was overwhelmingly positive with 93% of equipment delivered on the agreed date, and 97% on the availability of delivery slots. The service will review areas of communication between parties on agreed delivery dates where they need to change due to unplanned absences of staff.

Proposed action from Equipment Services:

SCC website will be updated to include performance targets. An online leaflet regarding the service to be developed and published on both SCC and SRFT websites. Include a map to Burrows and photo of Equipment services reception as well as information highlighted in Recommendation 1.

Further response from Equipment Services:

Occasionally the service becomes short-staffed with little notice leading to prioritisation of the pre booked equipment deliveries over the pre booked equipment collections. The service currently tries to reach people to advise them of the cancellation, but unfortunately this is not always possible, and we apologise for this

Further proposed action from Equipment Services:

We will endeavour to contact all service users as early as possible where unfortunately we have had to cancel collections. We will also advise people that they can drop items off directly to the Equipment store if they are able.

Recommendation - 3

As the data shows that some respondents commented on carers/family members having a better understanding of need than the service user themselves, and needing to be there to coordinate deliveries/assessment (See sections 7,9), then Healthwatch Salford recommends that Equipment Services should involve carers or family members, where applicable and possible, on what the needs of the user might be, and in arrangements for deliveries/assessments.

Response from Equipment Services:

The information provided to Equipment Services generally originates from the prescriber or assessor.

Proposed action from Equipment Services:

The service will remind all prescribers such as Occupational Therapists of the importance of ensuring that all information regarding the requirement for a carer to be present for the delivery is passed onto Equipment Services when ordering equipment. If this is known it will be put on the driver's order, as it is now, so they are aware of any special circumstances.

Recommendation - 4

As the data shows that the service has not been reviewed for an extended period of time, moving forward, it is recommended that all services are reviewed regularly and in a timely manner in order to ensure that any potential issues are being picked up on, and thus ensuring that the service user remains at the heart of service provision. It would be beneficial to collect email addresses when any enquiry is made so that the service has another way of communicating with users, cheaply and quickly, and could therefore quickly remind users of how to return equipment, check if users need a reassessment etc.

Response from Equipment Services:

The service has a low number of complaints which is usually a good indicator of customer satisfaction. In recent years the influence of the Association of Greater Manchester has resulted in a review of the services in relation to performance against other services. It was reassuring to note that Salford scored very well across all areas and was one of the best.

Proposed action from Equipment Services:

We agree that all services should be reviewed and will endeavour to do this with service users, commissioners, staff and stakeholders more frequently. In relation to email addresses, we have started collecting them.

Recommendation - 5


As the data shows that over a third of respondents were carers/family members, almost half of respondents live alone, and almost three quarters have an impairment/disability and are possibly isolated and vulnerable (from enquiries to the Healthwatch Salford office, and also see demographic data and sections 1,4,8,9), then Healthwatch Salford recommends that Equipment Services continues to place an emphasis on empathy and the understanding of the patient journey, during all recruitment and training.

Response from Equipment Services:

We agree. It is very important to be empathetic and to listen. On occasion we do not get this right and we apologise for that. We will continue to ensure that all staff are trained and supported to communicate effectively

Proposed action from Equipment Services:

The Principal Manager of the service personally meets with all new staff members where the ethos of 'service user first' is foremost in the message to them. A comprehensive training package has been developed by the Administration Supervisor and time is given to each staff member to complete a full and varied set of training across the wider Independent Living Service enabling them to better see a service users journey and understand how many times that person may link in with us. This means they are better able to pinpoint areas of confusion or difficulties the service user may be experiencing, therefore allowing them to resolve issues more quickly and efficiently



The equipment was vital in mum's last 2 months particularly the hospital air bed which made her last few months bearable and comfortable. Staff - from delivery guys to senior nurses were wonderful and very caring. Return after mum died was very efficient and stress free for me. Thanks to all those concerned..

Demographic analysis



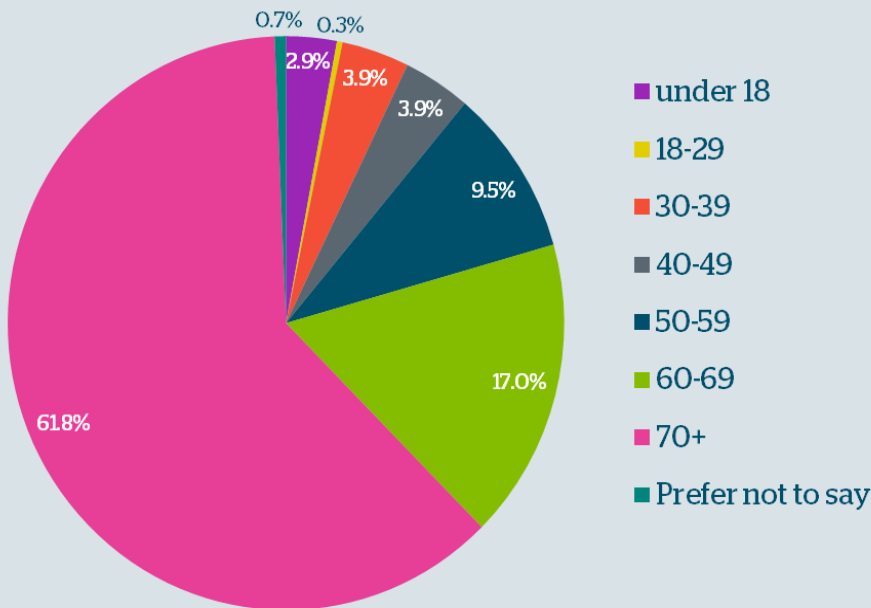
309 people agreed to answer demographic questions which equates to 92% of respondents.

Q1) Which area of Salford do you/they live in?



Eccles, Winton, Irlam & Cadishead	28.2 %
Walkden, Little Hulton, Worsley & Boothstown	23.6 %
Swinton & Pendlebury	21 %
Broughton, Kersal & Irwell Riverside	12.1 %
Ordsall, Claremont & Pendleton	11.5%
Somewhere else	3.6%

Q2) What age group do you/they fit into?



Q3) Do you/they have a physical or mental impairment that has a substantial and long-term adverse effect on your/their ability to carry out day to day activities?

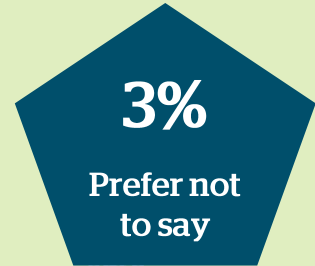
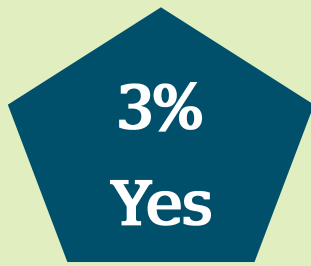
<input checked="" type="checkbox"/>	Yes
	73.1 %
<input type="checkbox"/>	No
	22.8 %

Prefer not to say 4.1%

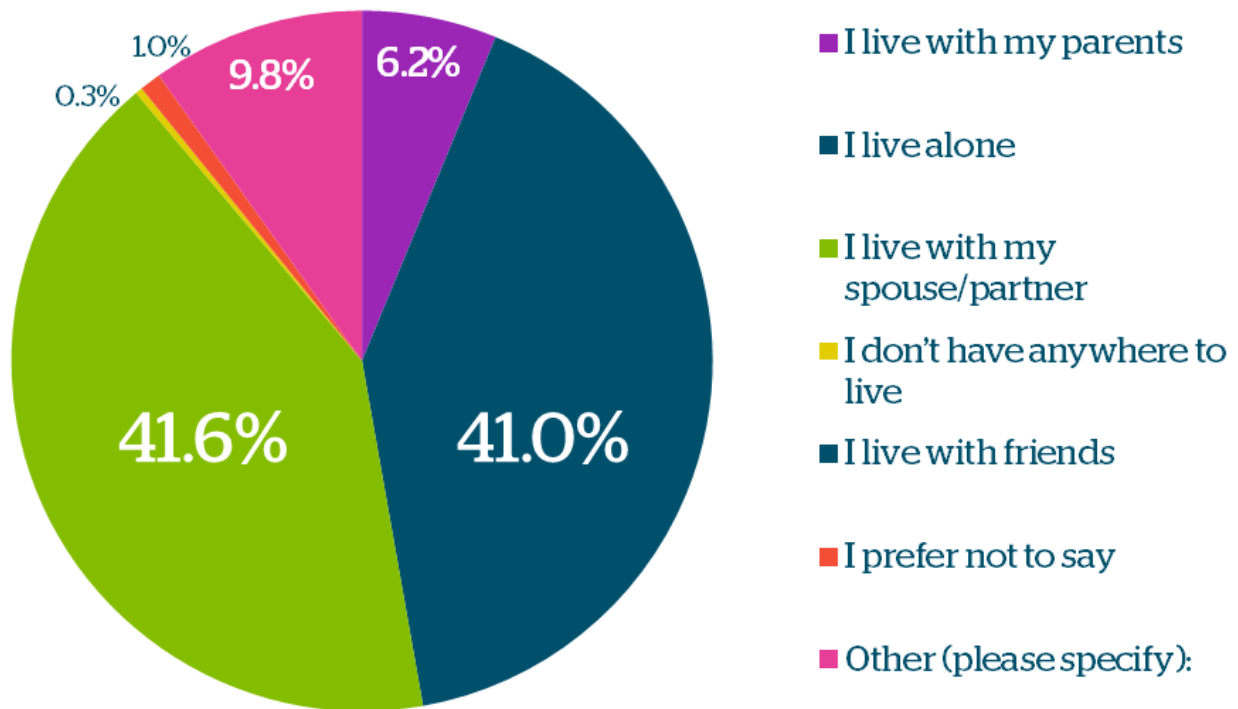
Q4) What gender best describes you/them?

Female	56.1 %	Prefer not to say	0.3 %
Male	43.3 %	Other	0.3 %

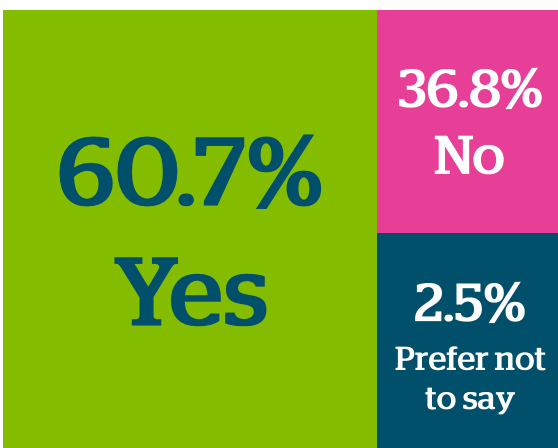
Q5 Is your gender different from the one you were assigned with at birth?



Q6 What is your/their living circumstance?



Q7 Do you/they have any children?



Q10) What is your/their sexual orientation?

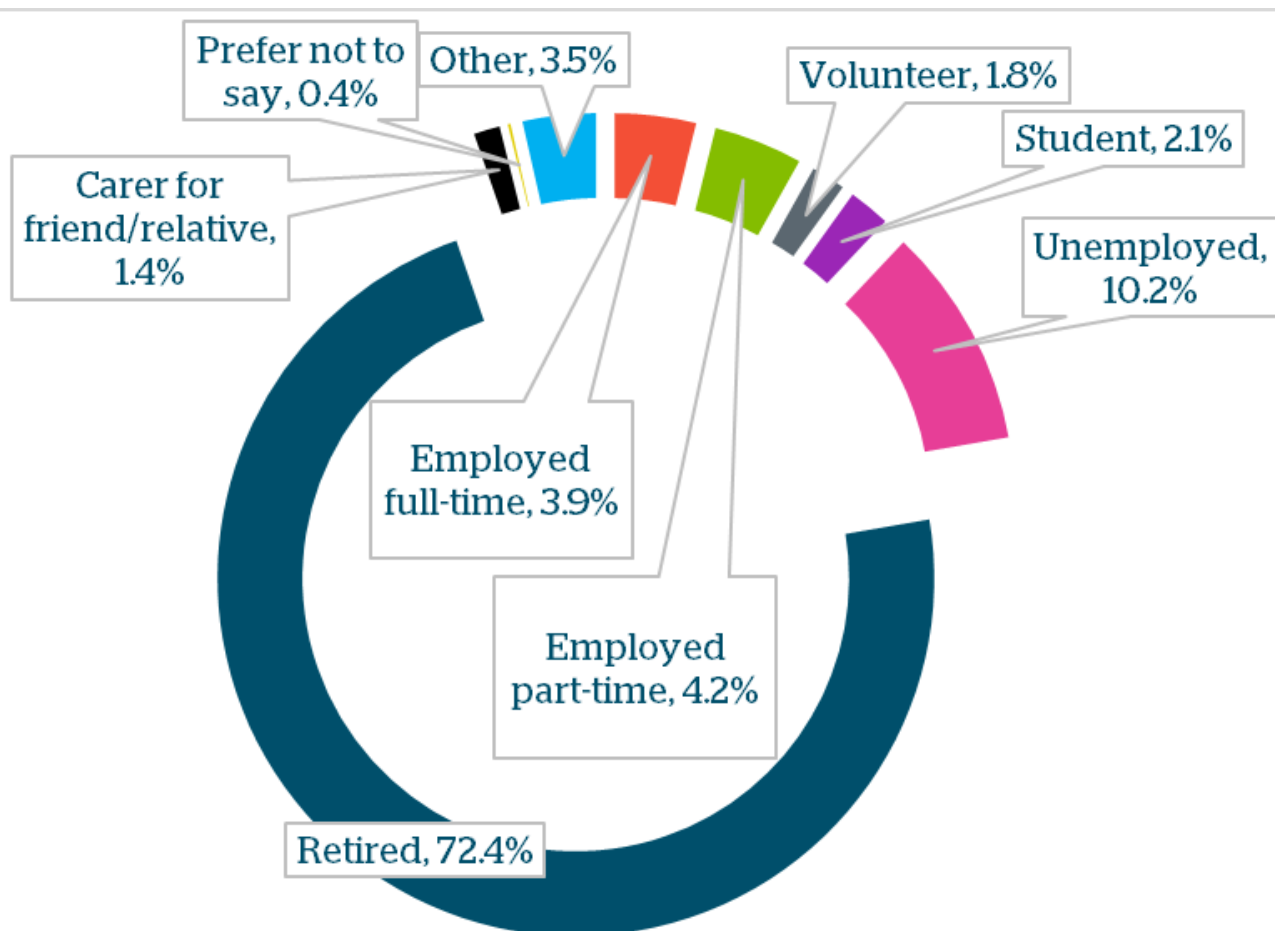
Bisexual	0.4%
Gay man	0.8%
Gay woman/Lesbian	0.4%
Heterosexual (straight)	90.9%
Prefer not to say	6.1%
Other (please specify):	1.5%

Q8 Which race do you/they identify as? (including colour, nationality and ethnic or national origin)

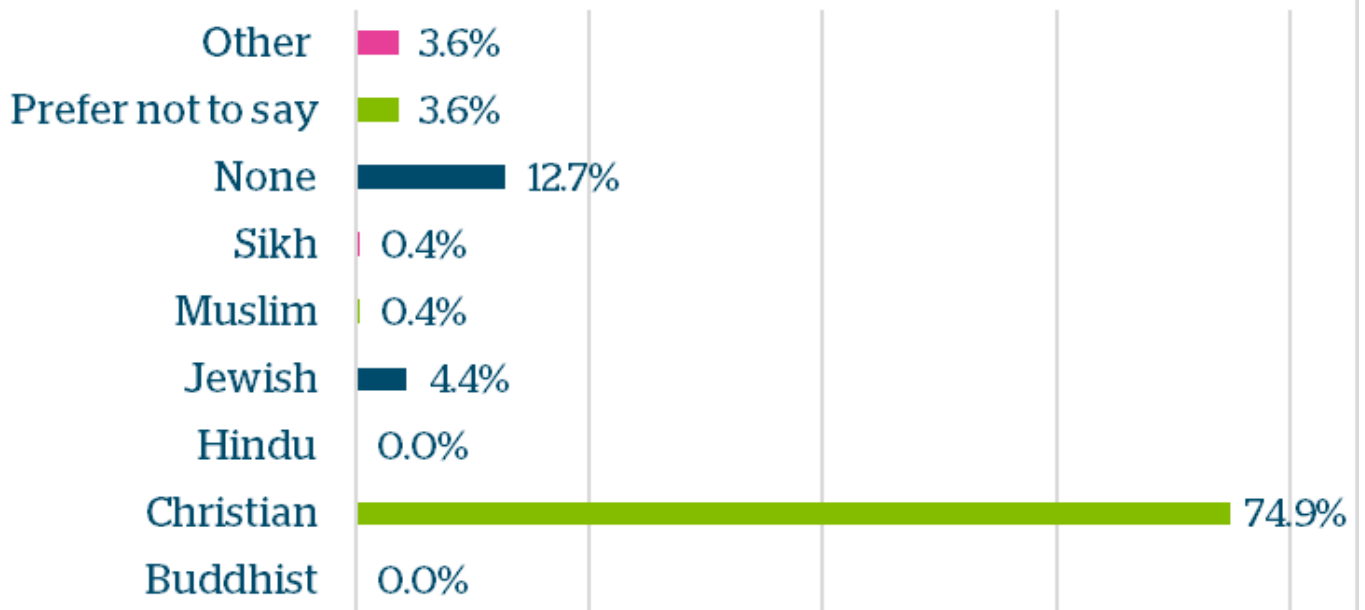
British	66.4%	Any other White background	0.7%
English	24.1%	Prefer not to say	0.7%
Irish	1.4%	Any other ethnic or national group	0.7%
African	1.0%	Chinese	0.3%
Scottish	1.0%	Indian	0.3%
White and Asian	0.7%	Pakistani	0.3%
White and black African	0.7%	Caribbean	0.3%
Welsh	0.7%	Northern Irish	0.3%

As we can see the majority of people who responded classified themselves as British or English, but other parts of the community also took part. (n=286).

Q11) What is your/their employment circumstance?



Q9 Which religion or belief system do you/they identify with?



The analysis shows that the survey successfully reached a range of people of different religions. (n=275). Included in “Other” were 2 people who said they were pagan, 2 people who said they were humanist, and 1 person who said they were spiritualist.



Summary of terminology:

- Bathing (bath boards, bath seats, swivel bathers, bath lifts, bath steps, shower stools/seats)
- Preparing food, cooking, eating (perching stool (also referred to as high seats, high chairs) kettle tipper, trolley, tap turners)
- Toileting (raised toilet seats, bed side commode, bed pan, urinals, toilet frames)
- Rails (grab or bannister rails)
- Bedding (beds, back rest, mattress/pillow raiser, leg lifter, bed rails, bed lever, over bed table) service users also referred to a spinal bed, foam mattress, air flow mattress
- Moving and handling (transfer belts, boards, slings, hoists, roll sheets, turning equipment)
- Telecare (small sensors which automatically send an alarm if you are in difficulty)
- Other equipment (walking frames, walking sticks, chair raisers) Service users also referred to settee raisers, walkers, rollators, k walkers, zimmer frames, wheeled zimmer frames and 3 wheel buggies.

If you require this report in an alternative format, please contact our office on:

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