



Equipment Services Satisfaction Survey 2008

Survey Results



Introduction

In February 2008 a Survey was sent to all Service Users who had received an item of equipment or a minor adaptation to their home between the start of September and the end of December 2007. Of the 246 questionnaires sent out we received 184 completed questionnaires back, equating to a response rate of 75% - an excellent result when compared to the national response rate which was 55%.

This survey is one of a variety of annual mandatory User Experience Surveys carried out by the Information Centre. The survey is used to target a range of service areas of particular interest within Adult Social Services to gain a view of users' views rather than measuring quantities of care delivered. The Equipment and Minor Adaptation survey was developed due to the need to learn more about whether or not community equipment and minor adaptations received by service users helps them to live safely and independently in their own home. During the period April 2007 to March 2008 over half a million service users received equipment as part of a care package following an assessment¹, 1029 of these service users were in Bracknell².

This survey has provided a considerable amount of service user feedback available to us – the aim of this report is to share that feedback with you.



¹ Source: NHS and IC report of National results of Personal Social Services Survey of Adults Receiving Community Equipment and Minor Adaptations in England, 2007-08

² Source: RAP 2007-08

Who were the respondents of the Survey?

The respondent group can be broken down as follows:

- ***Gender***

- Female Respondents: 113
- Male Respondents: 67
- Respondents who did not answer this question: 4

- ***Age Group***

- Respondents aged 18-64: 28
- Respondents aged 65-74: 36
- Respondents aged 75-84: 61
- Respondents aged 85+: 55
- Respondents who did not answer this question: 4



- ***Ethnicity***

- Respondents in the White Ethnic Group: 172
- Respondents in the Mixed Ethnic Group: 1
- Respondents in the Asian or Asian British Ethnic Group: 5
- Respondents who did not answer this question: 6

- ***Services Received***

- Respondents who have received only Equipment from Bracknell Forest Social Services: 109
- Respondents who also receive other services from Bracknell Forest Social Services: 60
- Respondents who did not answer this question: 16

- Respondents who had received a single piece of Equipment during the sampling period: 58
- Respondents who had received a number of pieces of Equipment during the sampling period: 114
- Respondents who had received a minor Adaptation to their home during the sampling period: 44

What were the Main Findings of the Survey?

- **Overall Satisfaction with Equipment Services was mostly positive**

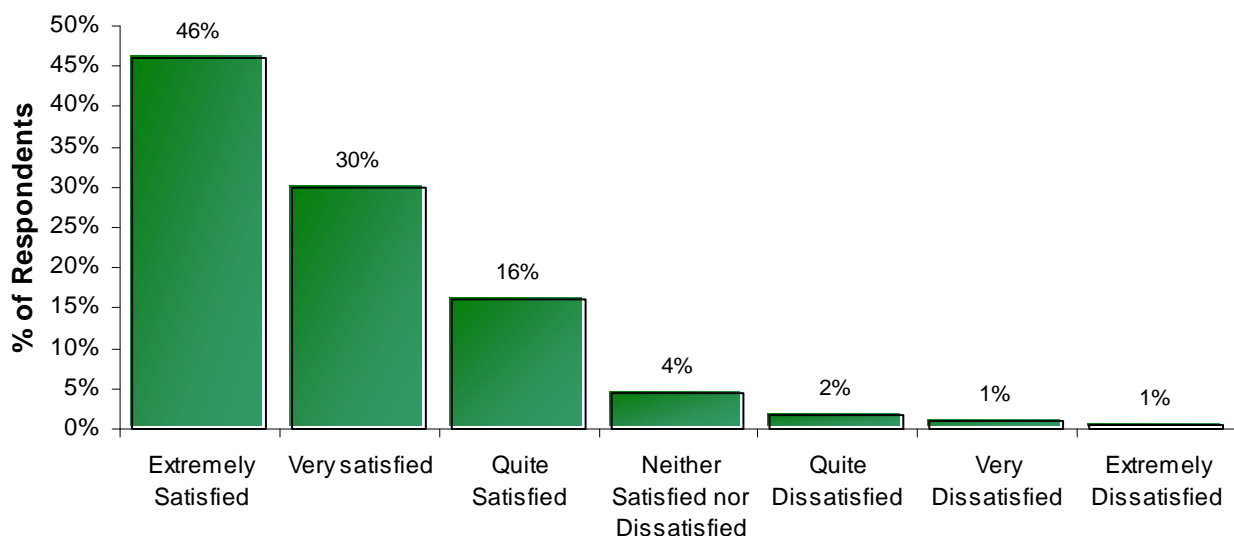
Of the 180 respondents to the Question: **Overall, how satisfied are you with the most recent equipment/adaptation that you received from BFBC Social Services?** 46% of respondents reported that they were extremely satisfied, 30% were very satisfied, and 16% were quite satisfied. There wasn't any significant difference in satisfaction levels between males and females or between age groups, although respondents reporting that they were dissatisfied, or neither satisfied nor dissatisfied did fall within the older age groups. All respondents who reported dissatisfaction were in the White ethnic group – except one who had not indicated their ethnicity.



All respondents who reported that they were dissatisfied had also indicated that they do not receive any other services from BFBC social services. The highest percentage of extremely satisfied respondents were those who received a minor adaptation to their home, however, the one respondent who reported to be extremely dissatisfied had also received a minor adaptation. Those who had received a number of items of equipment reported to be generally more satisfied than those who had received a single item of equipment only.

When compared to satisfaction levels reported in last year's survey of People with Physical Disabilities or Sensory Needs receiving community based services, overall satisfaction was reported to be generally more positive for equipment services than in last year's PDSN survey of community services. 46% of respondents reported that they were extremely satisfied with their equipment service/s this year compared to 23% of PDSN respondents reporting that they were extremely satisfied with their community based service last year.

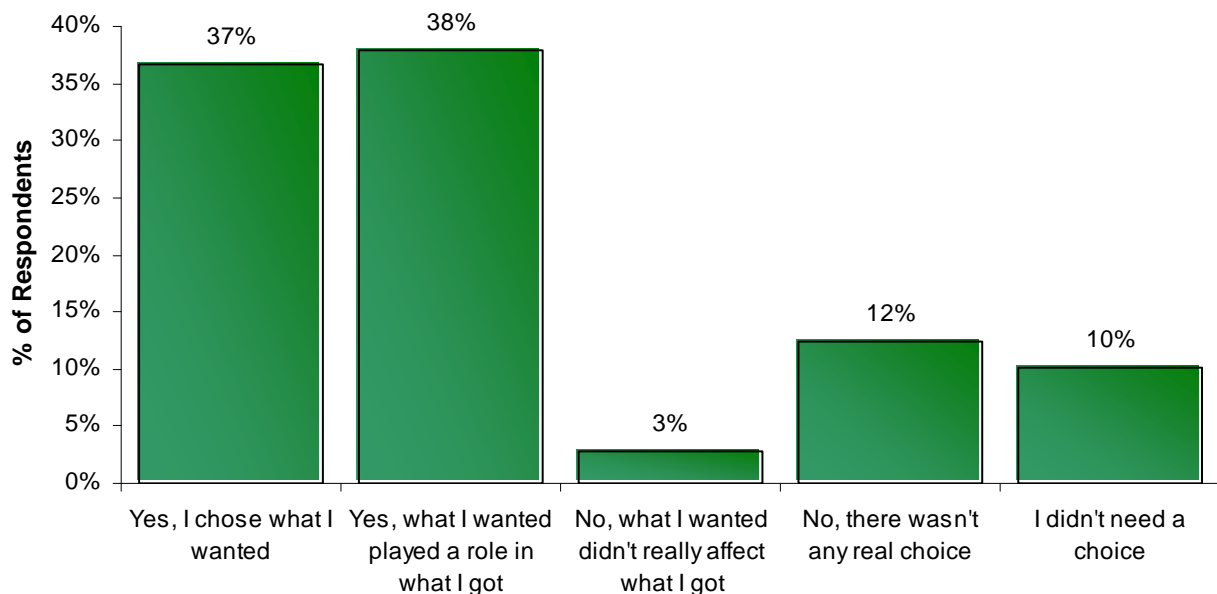
Q1. Overall, how satisfied are you with the most recent Equipment/Adaptation that you received from BFBC Social Services?



- **Overall, respondents felt that they had a choice about what Equipment or Minor Adaptation they had**

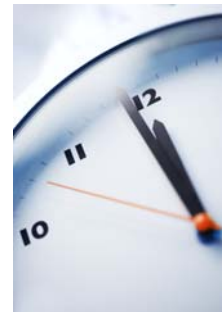
75% of respondents (totalling 132 individuals) reported that they were able to either choose what they wanted or were able to play a role in what they got. However, 3% (equating to 5 respondents) reported to feel that what they wanted didn't really affect what they got, while 12% (22 respondents) reported that they felt there wasn't really any choice. The majority of respondents reporting to have felt they had choice in what they received were those who had reported to have received a number of items of equipment.

Q4. Did you feel that you had a choice about what Equipment or Minor Adaptation to your Home you had?



- **Overall, the length of waiting time for equipment and adaptations caused little or no problems for recipients**

78% (equating to 136 out of the 174 who answered this question) of respondents reported that the length of time that they had to wait for their equipment or minor adaptation did not cause them any serious problems. 18% (32 respondents) reported that the length of time to wait did cause them problems, but only minor ones, while 3% (6 respondents) reported that the length of time they had to wait caused them serious problems. All of these 6 respondents had received either a single item or a number of items of equipment. 1 had also received a minor adaptation. All of the 6 respondents who reported that the length of time they had to wait had caused them serious problems were in the older age groups.



This question closely relates to the D54 Performance Indicator which looks at the percentage of items of equipment and adaptations which are delivered within 7 days –

Bracknell's outturn for this indicator in 2007-08 was 90%³, suggesting that for some recipients of equipment or an adaptation, a 7 day wait could still cause some problems, even if only minor ones.

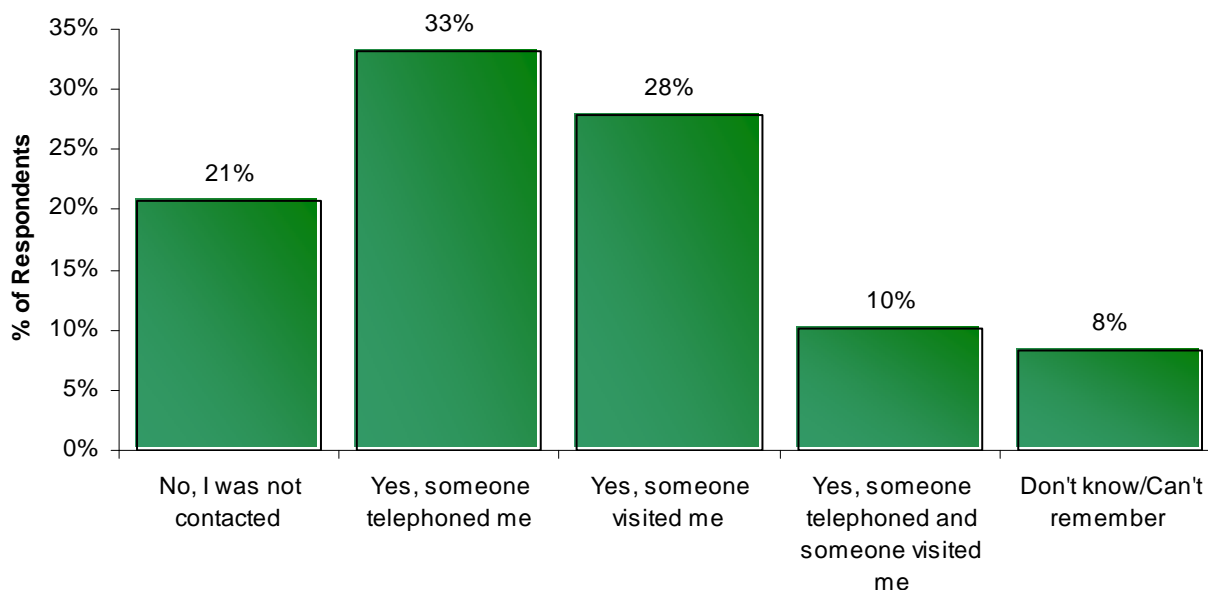
- **Most (but not all...) respondents reported to be contacted after their equipment/adaptation had been delivered/installed to check that everything was OK**

120 of the 169 respondents (71%) who answered this question reported to have been either telephoned or visited (or both) by someone from BFBC Social Services afterwards to check everything was OK, however, 35 of the 169 respondents (21%) reported that they were not contacted afterwards. Contacting the recipient of equipment is very important in validating that items have been delivered on time – this helps us to ensure that figures we provide for the

D54 Performance Indicator are accurate.

When compared to the following question in the questionnaire **'Have you stopped using any of the equipment or minor adaptations you recently received?'** it was found that of the 35 respondents reporting to not have been contacted afterwards, 4 of them reported to have stopped using the equipment/adaptation as it didn't help, and 4 have stopped using it because it felt unsafe.

Q8. Did anyone from BFBC Social Services contact you afterwards to check everything was ok?



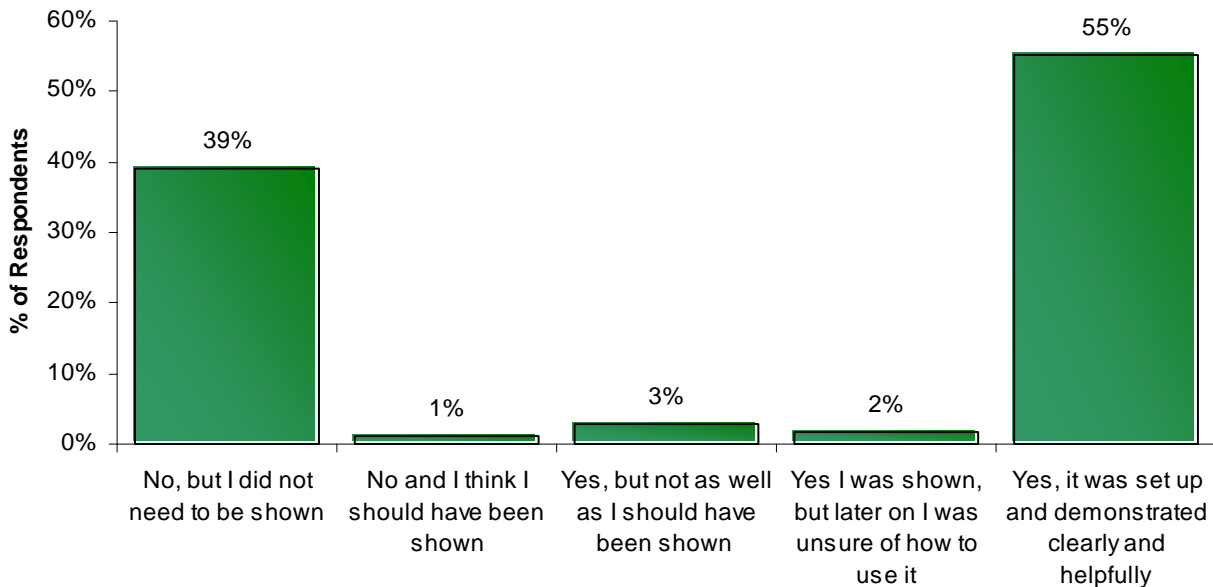
³ Source: KS1 2007-08

- **Most respondents reported that they were shown how to use their equipment or adaptation**

Only 10 of the 172 respondents to this question indicated that they felt they had not been adequately shown how to use their equipment or minor adaptation. Of these 10 respondents, 2 reported to have stopped using their equipment (both had received equipment, not a minor adaptation), one of which commented that this was due to not being shown how to use the equipment. Both of these respondents did however indicate that they had been contacted by someone from Social Services to check everything was OK.



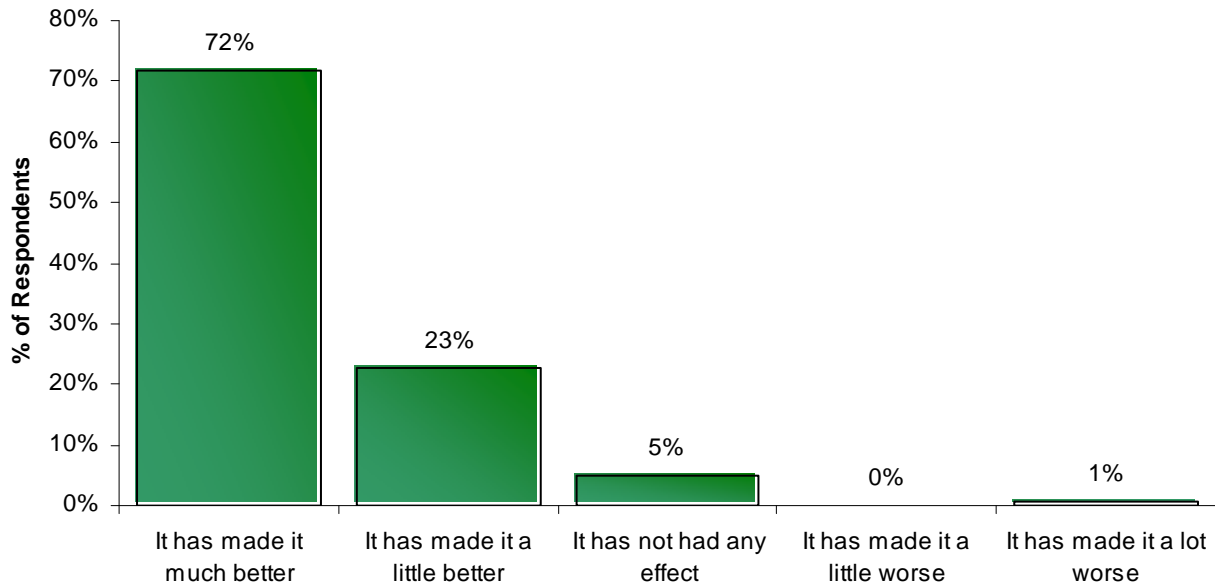
Q7. Were you shown how to use the Equipment/Minor Adaptation to your Home?



- **Overall, respondents reported that the item of equipment or adaptation they received has made an improvement to the quality of their life**

This is the question used to obtain the outturn for the D83 Indicator – Improvement to quality of life from equipment/minor adaptations. The indicator value was calculated from the number of respondents to the question in the survey: **‘How has the equipment/minor adaptation affected the quality of your life?’** who answered **‘It has made it much better’**, or **‘It has made it a little better’** as a percentage of the total number of respondents to this question. The outturn for BFBC for this indicator was an excellent 94% which put us in the top blob banding.

Q10. How has the Equipment/Minor Adaptation affected the Quality of your Life?



Of the 180 respondents to this question, 170 (94%) reported that the equipment or minor adaptation they had received had made their quality of life either a little or much better. Of these 170 respondents, 125 received equipment only, 5 received an adaptation only and 38 received both⁴. The one respondent who reported that it had made their quality of life a lot worse had received a single item of equipment. 8 of the 9 respondents reporting that it had not had any effect on their quality of life had also received a single item of equipment; the other respondent had received a minor adaptation. All respondents reporting that it had no effect on their quality of life were in the younger age groups, and the one respondent reporting it made their life a lot worse was in the older age group.

- **Respondents reported that Looking after their Personal Care needs is the area of Daily Life most helped by Equipment or Minor Adaptation Services**

Of the 172 respondents to the question **'We would like to know what areas of your life are helped by equipment or a minor adaptation to your home?'** 70% (equating to 121 respondents) stated that that **'looking after their personal care needs'** is the area most helped by their equipment and/or adaptation. This was followed by **'getting around within your home'** with 39% (68 respondents) of the 172 respondents



⁴ 2 respondents did not answer both questions

stating this applies to them, and then **'helping you have more control over your daily life'** with 34% (59 of the 172 respondents) stating this applies. These results are comparable with national results where 63% of respondents reported to use their equipment or minor adaptation to help them with their personal care needs, and 41% reported to use it to help them get around within the home.

The areas reported to be least helped by equipment or adaptation services in Bracknell were **'helping you undertake leisure and work activities'** and **'helping you communicate and keep in touch with other people'** with 9 respondents out of 172 stating this applies to them for each of these statements.

- **Nearly half of the respondents reported that having the equipment or minor adaptation has not changed the amount of help needed from others**

When asked **'Has having the equipment/ minor adaptation to your home changed the amount of help you need from others?'** 48% (equating to 84 out of the 174 who answered) reported that the amount of help they need is the same as it was before they had the equipment or minor adaptation. Only 28% (49 out of 174 respondents) reported that they now need less help from others. 5% (8 respondents) reported to now needing more help than they did before. Interestingly, these results found locally are very similar to the results on a national scale where it was also found that 48% of respondents felt that the amount of help they needed had not changed. Similarly, 25% of respondents said they



needed less help from others following receipt of their equipment or minor adaptation, and 8% reported they now need more help than they did before.

Looking back at our own responses again, the majority of respondents who reported that the amount of help that they need has not changed had received equipment - 28 had received a single item of equipment, 37 had received a number of items of equipment. Interestingly, of the 84 who had reported that the amount of help they

needed has not changed since they received their equipment or minor adaptation, 50 of them had also stated that the equipment had made their quality of life much better, and 25 of them had stated that it had made it a little better. All of the 8 respondents who stated that they now need more help from others had also reported that the equipment or adaptation had made their quality of life either much better or a little better.

Comments Made by Respondents

The survey form provided space for respondents to make comments about various aspects of the Equipment/Adaptation service they received. Most of these comments were generally positive, however, some of the respondents commented on issues such as feeling unsafe when using their equipment/adaptation, or that they could benefit from other items of equipment etc. There were 12 respondents who had made comments which relating to issues which we felt ought to be followed up - all 12 were contacted to see if they would like someone from Social Services to contact them to discuss the issues to see if anything could be done. We had a good response from this, with many of those respondents being contacted by the Front Desk team to discuss the issues to try to resolve them.

Summary of Results

Overall, the results of the survey paint a very positive picture of the equipment and adaptation services provided by Bracknell Forest Council Social Services. Generally, respondents reported to be happy with their equipment or adaptation and the service they received from BFBC staff, and that the equipment or adaptation they received had made a positive effect on their quality of life.

This survey is set to be repeated in 2009-10, however in the mean time, the User Experience Survey for 2008-09 will look at Home Care services for Older People. This survey is due to be sent out in early February 2009, with the results due to be available in early 2010.

If you require any further information on the 2007-08 User Experience Survey of Equipment or Minor Adaptation services, or would like further analysis of the results, please contact the Performance Management team on ext 1617 or via email at ASC.Performance-Management@bracknell-forest.gov.uk

