



**PSSRU User Experience Survey of people receiving
community equipment and minor adaptations funded
by Social Services, 2007-08**

Local Authority Analysis and Recommendations

Analysis of data collected by Gateshead Council and recommendations based on the results of the User Experience Survey 2007-08.

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1 Executive summary

- 1.1 Each year Local Authorities in England and Wales undertake a Personal Social Services User Survey to monitor the satisfaction levels of clients within the local area who receive services provided by the authority.
- 1.2 During the Financial Year 2007-08 the client group that was selected by the Department of Health was users receiving community equipment and/or minor adaptations.
- 1.3 This report details the entire survey process and presents the analysis and findings of the survey along with recommendations for any subsequent surveys which may be conducted in future years.
- 1.4 During February 2008, 545 questionnaires were sent out to randomly selected clients within the sample frame population and an overall response rate of 69% was achieved.
- 1.5 In general, most people (90% of respondents) were satisfied with the help that they had received. Only 3% of respondents expressed dissatisfaction with the help that they had received.
- 1.6 A large proportion of respondents (95.29%) felt that their equipment/adaptation has improved the quality of their life. This figure forms PAF indicator A0/D83 – Improvement to quality of life from equipment / minor adaptations and is in line with the previous year's figure of 95.12% which was derived from the pilot survey.
- 1.7 Following this report, recommendations have been made which cover two distinct areas; service improvement and survey processes. By following the recommendations outlined within this report, the equipment/adaptation service provided to the local community can be further enhanced whilst applying the survey process recommendations will maximise the value of future PSSRU surveys.

2 Background and auxiliary information

- 2.1 Client data was provided by Alan Jopling from Gateshead Equipment Services (GES). This data consisted of all clients who had been assessed by Gateshead Council who went on to receive a piece of community equipment and/or a minor adaptation.
- 2.2 The survey guidance specified that the sample frame should contain only adult clients (aged eighteen or over) who had received their equipment or adaptation in the three month period commencing 1st September 2007. After applying these criteria, removing deceased clients and selecting only the most recent piece of equipment/adaptation that had been delivered/installed, the number of clients in the eligible sample frame was 625.
- 2.3 Simple analysis of the sample frame showed that the majority of clients were women ([Figure 2.1](#)).

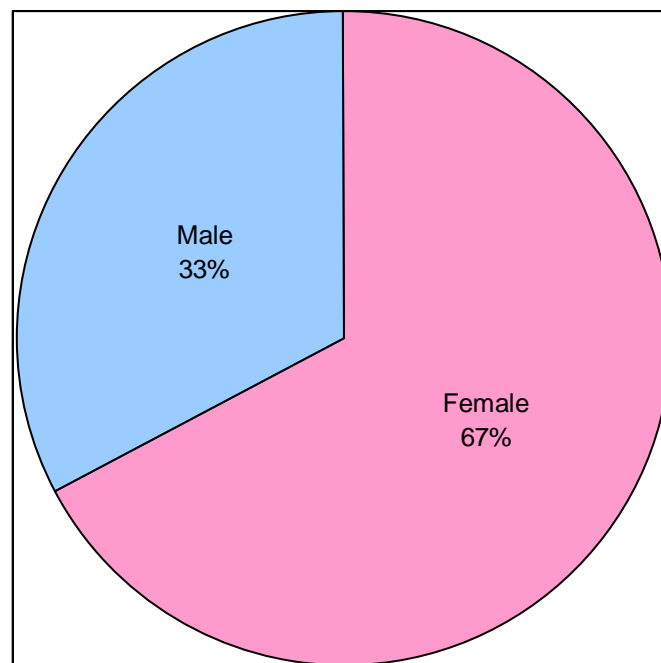


Figure 2.1 – Gender split of sample frame

- 2.4 Most of the clients within the sample frame of 625 clients were aged over sixty-five with 75% falling into this category (Figure 2.2).

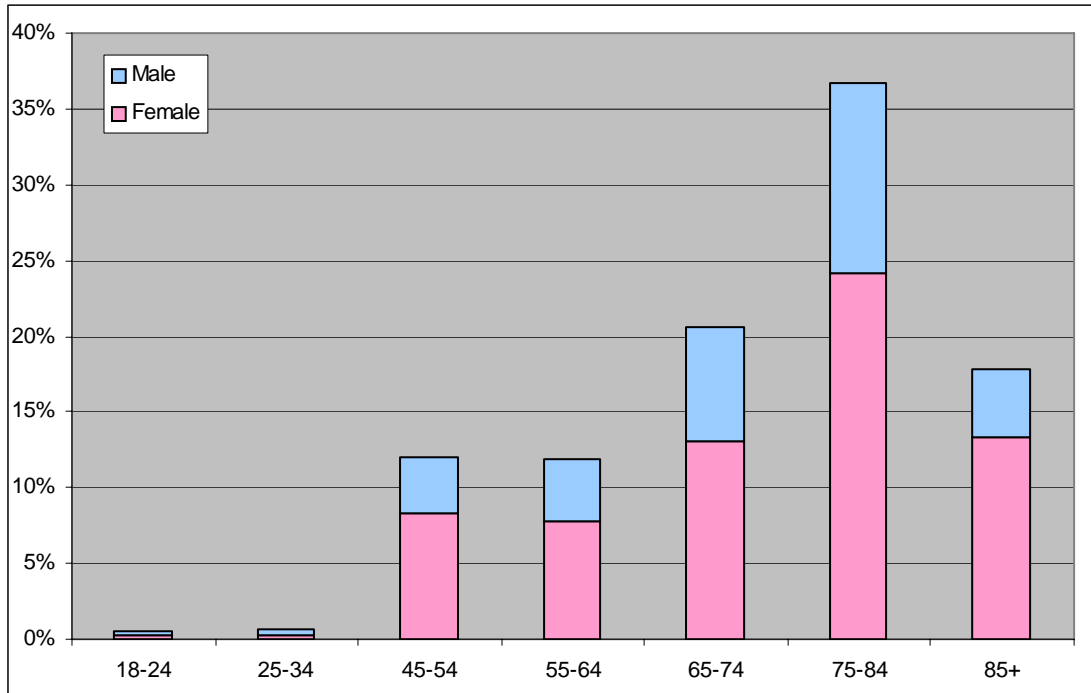


Figure 2.2 – Age and gender distribution within the sample frame

2.5 The Information Centre recommended that a sample size was suitably large so that a margin of error of less than 4 was achieved. Consequently, 545 random clients were selected from the sample frame using an Excel based sampling formula. The sample size of 545 clients accounted for 87% of the sample frame population.

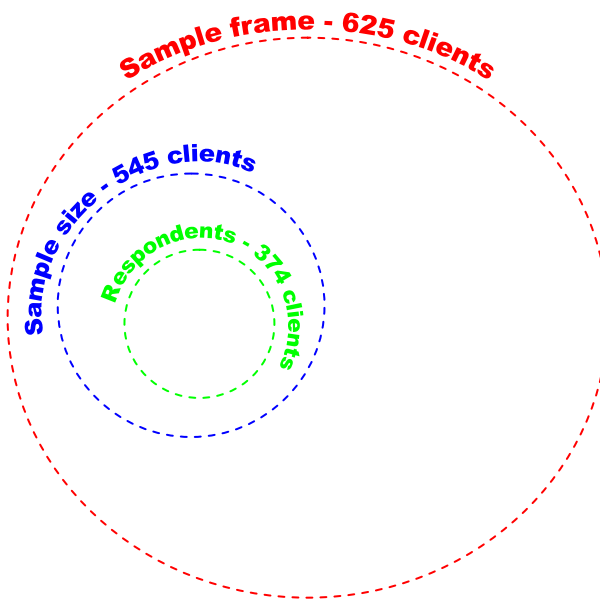


Figure 2.3 – Simplistic diagram showing the sample frame, sample size and number of responses

- 2.6 Within the sample, the gender split was 68% female and 32% male. The sample was chosen at random from the sample frame and the male to female ratio of the sample was a fair representation of the overall sample frame.
- 2.7 74% of clients within the sample were aged sixty-five and over. This was an accurate reflection of the sample frame where a top-heavy age distribution was noted ([Figure 2.2](#)). The equivalent graph for the sample is shown below ([Figure 2.4](#));

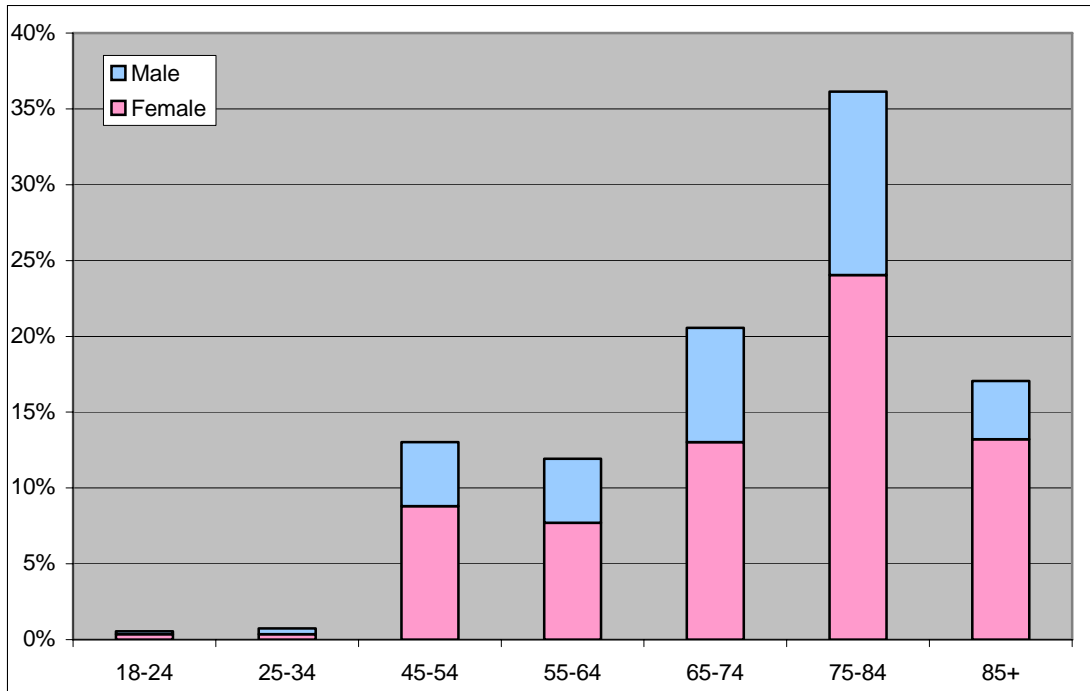


Figure 2.4 – Age and gender distribution within the sample

- 2.8 The majority of clients within the sample were from the physical disability client group ([Figure 2.5](#)). This is to be expected due to the nature of this survey.

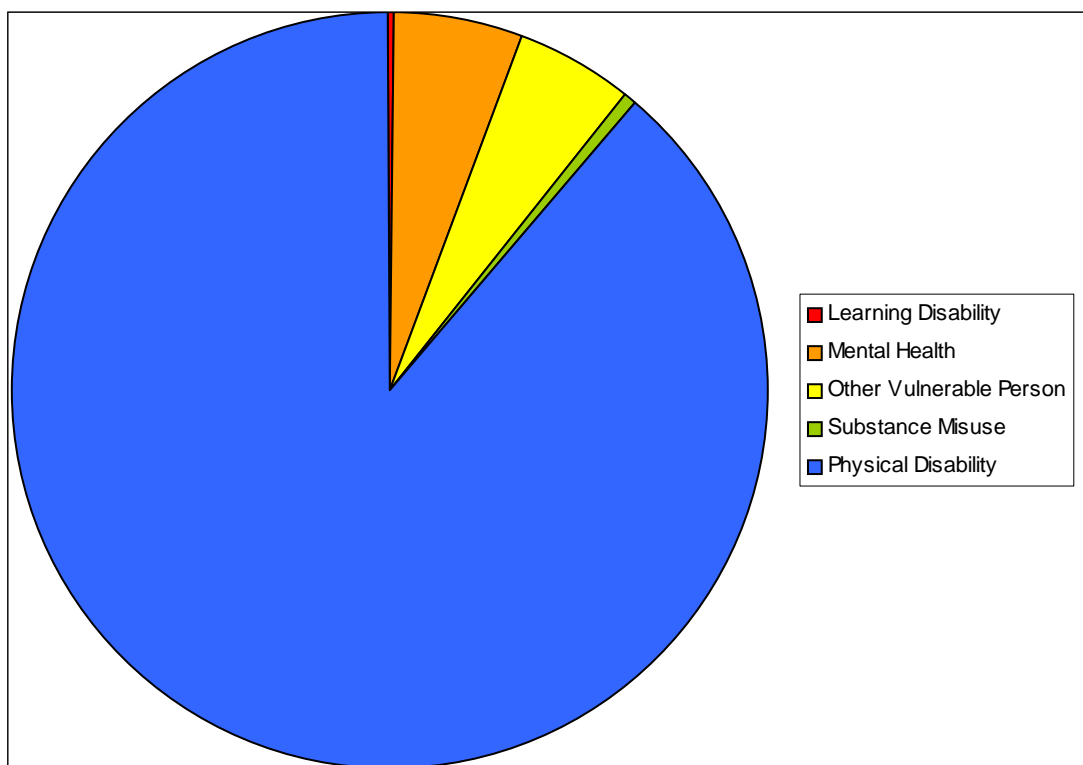


Figure 2.5 – Distribution of client type within the sample

- 2.9 545 questionnaire packs were sent out to clients on 31st January 2008. Included in the packs were a covering letter ([Appendix A](#)), the questionnaire ([Appendix B](#)) and a pre-paid envelope for returning the questionnaire.
- 2.10 269 completed questionnaires were returned following the initial request. Two users contacted the helpline and a member of the PM & ICT team completed the questionnaires via telephone. Overall, this equated to a response rate of 49.72%.
- 2.11 One client telephoned to say that she had put the questionnaire in the bin. She explained that she had received an influx of questionnaires and was not prepared to complete another one. Additionally, one questionnaire was returned unopened and was marked with “not known at this address”. Consequently both were excluded from the distribution list for the reminder letters.
- 2.12 269 reminder letters were sent out on 7th March 2008 to all remaining clients who had not yet made contact. 103 completed questionnaires were returned as a result of the reminder letter. This brought the overall response rate up to 68.62%.

3 Detailed analysis of questionnaire responses

3.1 In general, most people were either; extremely satisfied, very satisfied or quite satisfied with the help that they had received (Figure 3.1). 89.74% of the responses were within these three categories. Only 2.89% of respondents expressed dissatisfaction with the help that they receive and a further 3.95% were neither satisfied nor dissatisfied. In general this option was chosen by clients who were awaiting additional equipment or adaptations.

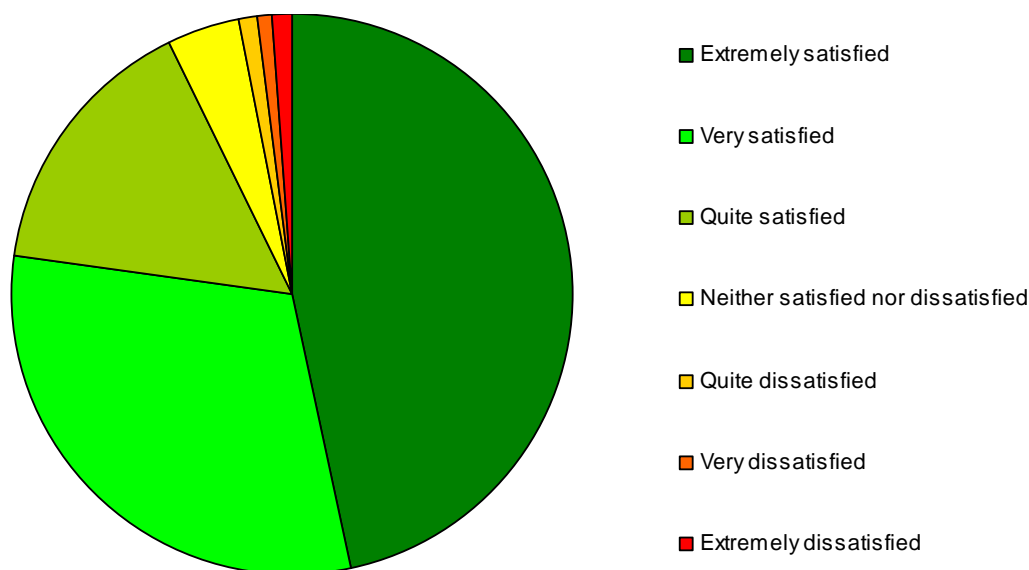


Figure 3.1 – Satisfaction of clients receiving community equipment or adaptations

3.2 A large number of positive comments were received on the returned questionnaires, some examples are given below;

“I have found Social Services along with all of the equipment and adaptations to my home, friendly, efficient, second to none. Thank you.”

“I was very pleased with the response to my request for equipment, and I am very happy with the way everything was dealt with.”

“Carers are a god send. Very helpful Equipment/Adaptations have improved my quality of life as my health and condition gets worse.”

“I was one of the many who became ill much winter sickness at about 6.00am on 6th Dec 07; I pressed my lifeline button as a result a Green Uniformed Care worker called and helped me. Their help was wonderful - I had no idea that such a service existed - I thought only my key holders would come. Never before have I had such comprehensive help - she was wonderful. I thank her very much and Gateshead Social Services for providing such help. Lucky me.”

“The chair lift has made a big difference to my climbing stairs and no longer need the help of my son who is over 65 years of age himself.”

“I could not do things on my own if it wasn't for the adaptations and the council carers. They are really good people. I could not live on my own without them.”

“Having the work done to our bathroom has made a huge difference to me. Our shower was over the bath and I needed help to get in and out and I felt very unsafe and I could neither get down or up. Now I can walk in the shower and feel safer with the grab rails very pleased with the work.”

“I am very happy with my shower room. It means I can have a shower when I want, not having to wait for help. It means a lot to be independent like that.”

“The equipment and adaptations to my flat have made a great difference to my life, giving me more confidence using the bathroom and managing the stairs. The person that came out to measure and assess the job was very polite, helpful and listened to what I had to say. The workman came out that afternoon and completed the work. The work was carried out to a very high standard, left very clean, everything was explained to me and the workman was friendly with a caring attitude.”

“I suffer from a degenerative disease and I cannot praise the support and practical help, in the way of services and equipment I have had, enough. Everyone involved has been helpful and I have not been made to feel left out in my decisions.”

- 3.3 Of those clients who expressed dissatisfaction with the help that they had received, the majority had received minor adaptations (such as grab rails and stair rails) and only 27.27% of these clients felt that the equipment/adaptation had improved the quality of their lives.
- 3.4 Overall, a number of negative comments were received (although it is important to note that the number of positive comments far outweighed the negative). Most of these comments were complaints regarding the waiting time for the equipment or adaptation. For completeness, some of the negative comments are included below;

“Concerns over using equipment (e.g. bath seats) without regular maintenance and information if spare parts (e.g. batteries and seat covers) are available and contact number if equipment is faulty or broken as sometimes it is difficult to contact social worker”

“I waited for over 12 months for installation of equipment”

“Had to make many phone calls to find out if any progress was being made. Not easy to speak to person in charge.”

“The job was never carried out. The man who came was rude, impatient and left my house in a bad state. He then returned a week later and did the same and left without doing the job, or getting back in touch. He then again left my house in a mess. No one has bothered to contact me or see how I am managing nor to see if the work was carried out properly.”

“I think the funding of the adaptations is unfair we got no help at all. It shouldn't be means tested it should be about personal needs.”

“Waited a long time for installation.”

“The only fault we have with getting equipment is it takes too long to get. Too much red tape.”

“I waited ten weeks for someone to contact me”

3.5 In the majority of cases, the client assessment for the equipment/adaptation had been conducted in the clients own home (87.64%). Additionally a large proportion were contacted via telephone (82.42%) although the majority of these also had a home assessment ([Figure 3.2](#)).

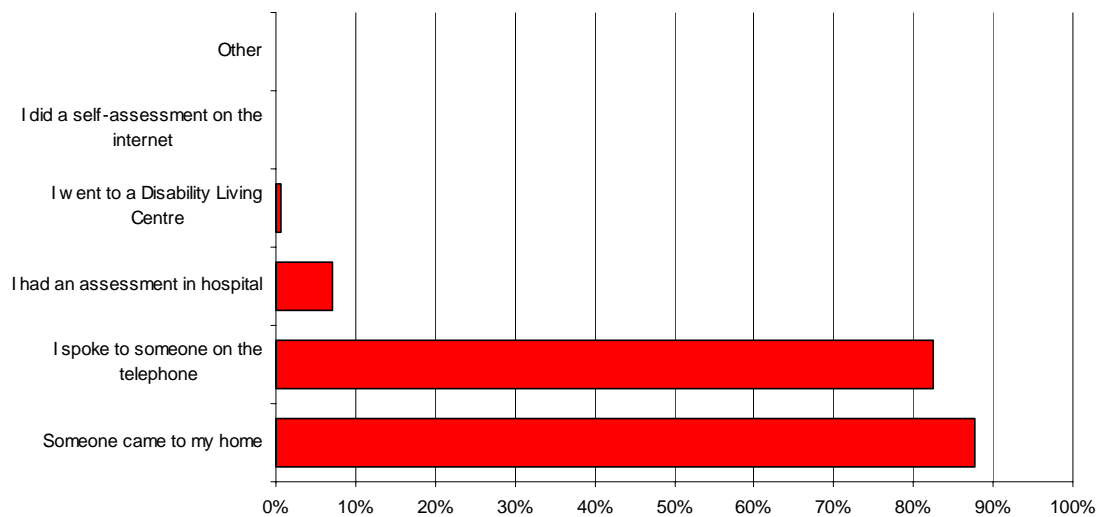


Figure 3.2 – How were the client’s needs assessed?

3.6 12.36% of respondents did not receive a home assessment. In the large majority of these cases, the subsequent service provided was relatively low-level and inexpensive ([Figure 3.3](#)). This suggests an efficient assessment process where time is not wasted conducting detailed and lengthy home assessments for low-level services.

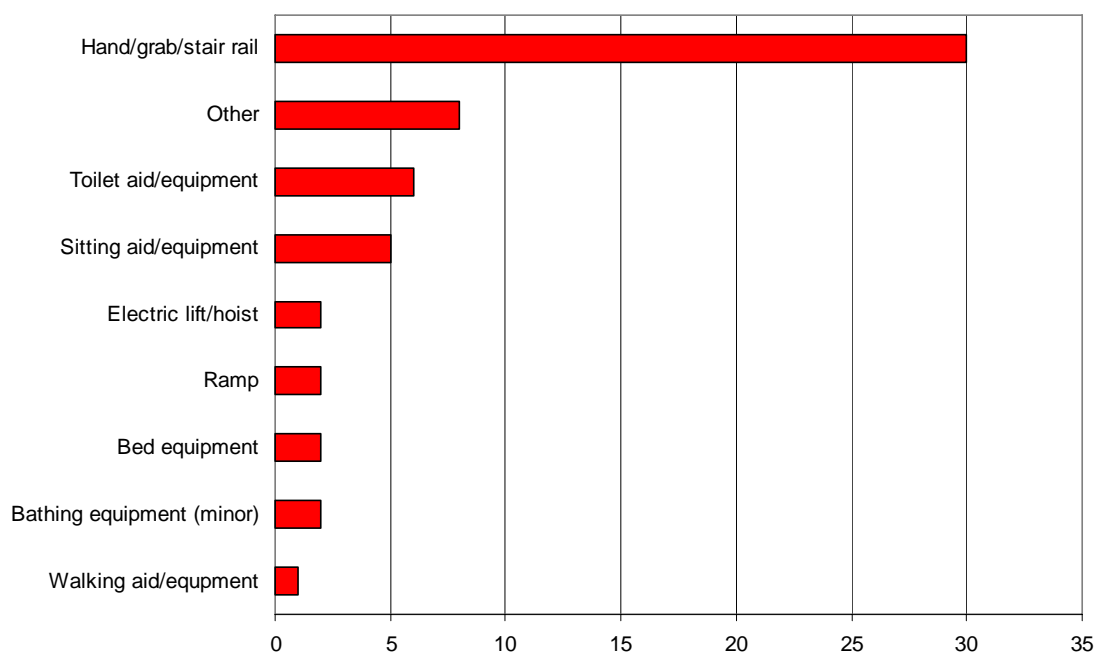


Figure 3.3 – Services resulting from non-home assessments

- 3.7 81.58% of respondents were very happy with the way they were treated whilst their needs were discussed. Only 5 respondents (1.58%) were unhappy with the way that they had been treated. In these cases the following comments had been made on the returned questionnaire forms;

“We waited six months from being allocated this property until the adaptations were done. During this time the property stood empty so there were no problems with access. Luckily we have adaptations to the property we were living in but we lived out of packing cases for months as each date for completion of works was constantly moved back.”

“I’m very happy with the stair rail but I enquired about a grab rail for the bath as my husband has had a hip replacement and I have had a knee replacement which makes it very awkward getting in and out of the bath, but was sent a booklet where to buy one. I was not amused.”

“I was supposed to be given a wet room and a hand rail on my stairs, but due to a workman who could not do the work on my stairs and fit a hand rail the work has never been done and the telephone number I have is as much use as a chocolate fireguard.

The man who came was rude impatient and left my house in a bad state. He then returned a week later and did the same and left without doing the job, or getting back in touch. He then again left my house in a mess. No one has bothered to contact me or see how I am managing.”

“Toilet seat raiser was no good for me as it was loose and dangerous. If I had the proper equipment in my bathroom my personal care and I would have more independence.”

“I can’t remember all I know is that I got my things through a Dr who came out to see me then somebody came out and seen me. Before than I could not bath and toilet need was difficult for me until I got my equipment. I don’t think I waited long before I got them and help. Thank you.”

3.8 59.74% of respondents felt that they had either chosen or played a role in choosing the equipment or adaptation that they had received. 18.42% felt that they had no effect or choice in the services they had received (Figure 3.4).

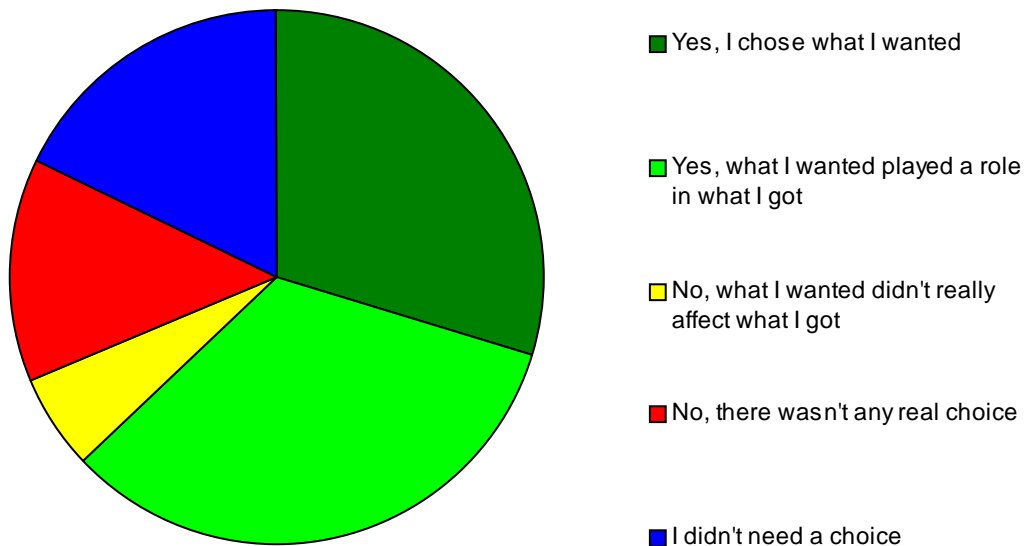


Figure 3.4 – Respondents choice of equipment/adaptation they received

3.9 More than half the respondents (66.56%) were assessed as needing a number of pieces of equipment. 25.83% were assessed for a single item and 26.67% resulted in a adaptation to the home. Assessments that resulted in advice and information only accounted for 6.94% of the respondents.

3.10 For the vast majority of clients who responded (68.44%), the length of time it took to receive the equipment/adaptation did not cause any problems. 21.75% of respondents claimed that minor problems were caused by the time it took to deliver their equipment/adaptation and only 5.31% stated that the waiting time caused major problems (Figure 3.5). In these latter cases, 60% were wheelchair users who may have been more dependant upon the equipment and adaptations. In the cases where major problems had been caused by the waiting time, 70% of the respondents agreed that the equipment or adaptation (once delivered) had improved the quality of their life to some extent. Most of the negative comments that were received on the returned questionnaires were regarding prolonged waiting times (refer to paragraph 3.4).

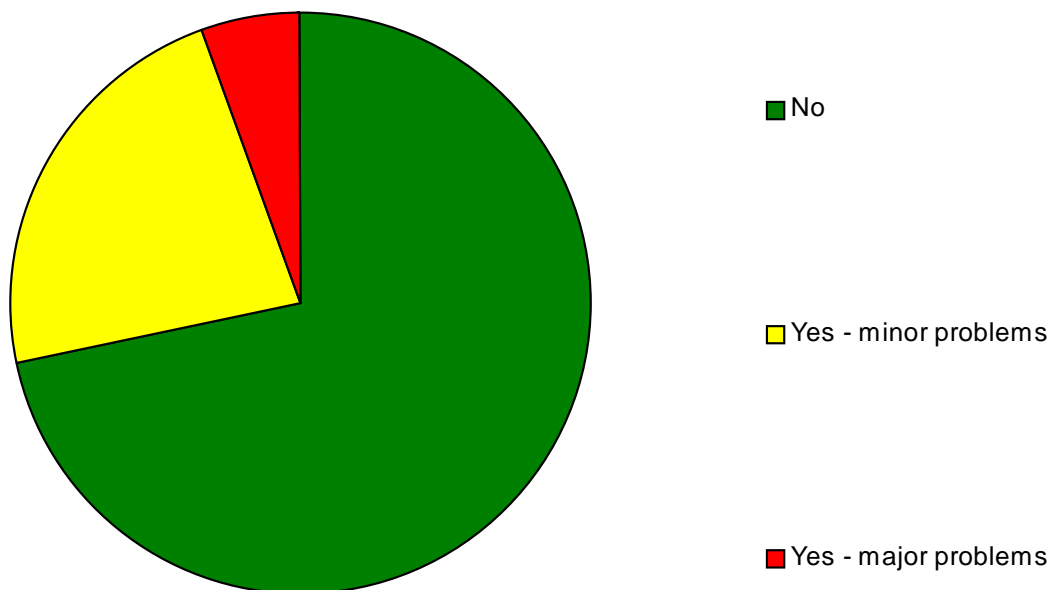


Figure 3.5 – Did the waiting time for the equipment/adaptation cause problems?

- 3.11 For 51.32% of the respondents, the equipment was set up and demonstrated clearly and helpfully. A further 34.74% of clients were not shown how to use the equipment, but felt that they did not need to be shown. This left just 3.16% of respondents who felt unsure as to how to use their equipment or adaptation.
- 3.12 39.58% of the respondents were contacted or visited to check that everything was ok with their new equipment/adaptation ([Figure 3.6](#)). This left 39.05% who had not been contacted at the time of the survey. It is important to note that all clients who participated in the survey had received their equipment or adaptation within the 3-month period prior to the questionnaires being issued. The recommended initial review point is between six weeks and three months after delivery; consequently this could explain the apparently low level of reviews highlighted by this particular question.

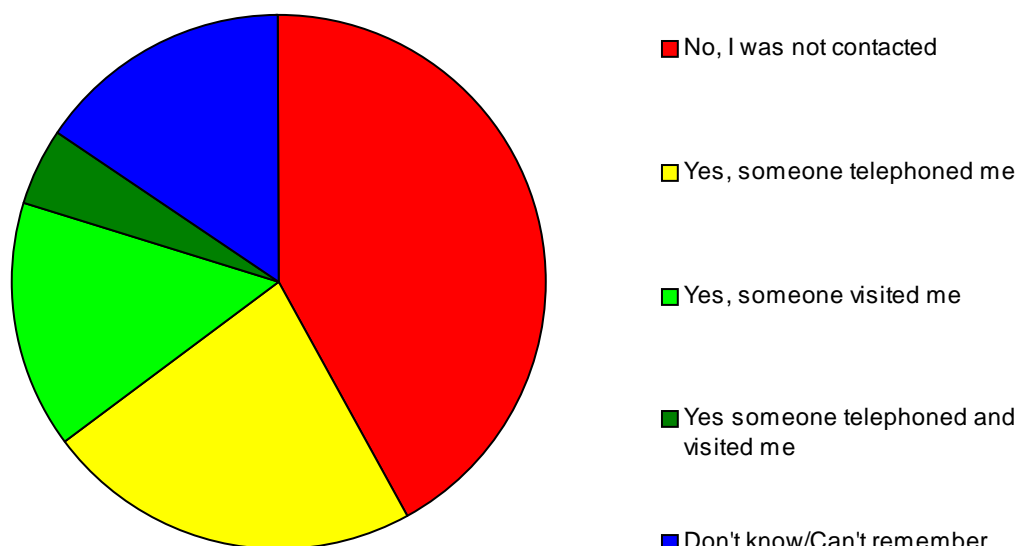


Figure 3.6 – Initial review rate of respondents

- 3.13 84.75% of respondents were still using their equipment/adaptation at the time of the survey. Of those who were no longer using their equipment, the majority stated that they no longer needed it (6.78%).
- 3.14 Each year, one or more national Performance Indicators (PI's) are taken from the annual PSSUR survey. This year only one question was selected by CSCI to measure and compare Local Authority performance; the impact that any equipment/adaptation used had on the client's quality of life. The responses to this question were used to calculate AO/D83 - Improvement to quality of life from equipment / minor adaptations.
- 3.15 Excluding those who left this question un-answered (as per the PI definition), 95.29% of respondents agreed that the equipment/adaptation had improved the quality of their life with 3.05% who were indifferent and only 1.66% (6 clients) who believed the equipment or adaptation had degraded the quality of their lives. These 6 clients received various items of equipment between them, including a raised toilet seat, bath step, handrail and bath seat. It is interesting to note that of these 6 clients, 4 stated that they were extremely worried about their personal safety. This compares to an equivalent overall figure of 4.21%. It is possible that the quality of life question may have been answered in a negative manner due to worries about personal safety and health in general.
- 3.16 Most of the respondents (77.37%) felt that they were in control of their daily life (i.e. they had the choice to do what they wanted, when they wanted to). 12.37% of respondents felt that they did not have enough control over their daily life and 5.53% felt that they had o control over their daily life ([Figure 3.7](#)).

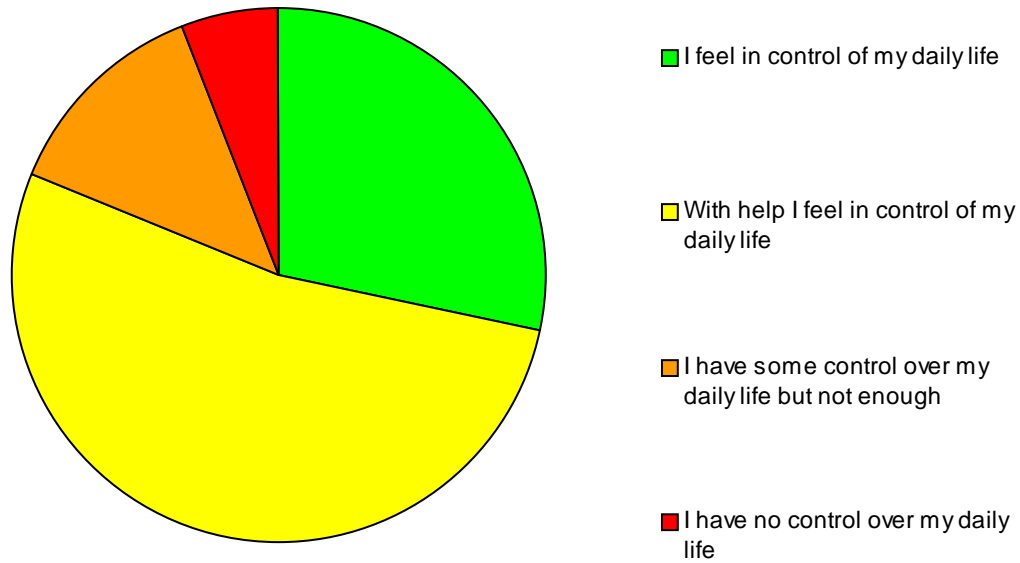


Figure 3.7 – Respondents who felt in control of their daily lives

3.17 A number of respondents commented that one question in particular, (question 20), was obtrusive and irrelevant. Consequently the response rate for this question was low at 94.74%;

Thinking about the way you look and feel, which of the following statements best describes your present situation;

- I always feel clean
- With help I always feel clean
- I occasionally feel less clean than I would like
- I feel much less clean than I would like, with poor personal hygiene.

3.18 Of those clients who responded to this question, the majority (51.84%) said that they always felt clean. 32.37% said that with help, they felt clean and 7.63% said that they occasionally felt less clean than they would like ([Figure 3.8](#)). Eleven respondents (2.89%) felt that they had poor personal hygiene and were much less clean than they would like to be.



Figure 3.8 – Responses to question regarding personal hygiene and cleanliness

3.19 When asked about how safe they felt, the majority of respondents (67.63%) had no worries about their personal safety (Figure 3.9). 21.84% of respondents had some worries about their personal safety. Sixteen respondents (4.21%) stated that they were extremely worried about their personal safety; the details of these clients were passed to the Protection of Vulnerable Adults Co-ordinator who contacted the clients to discuss their worries.

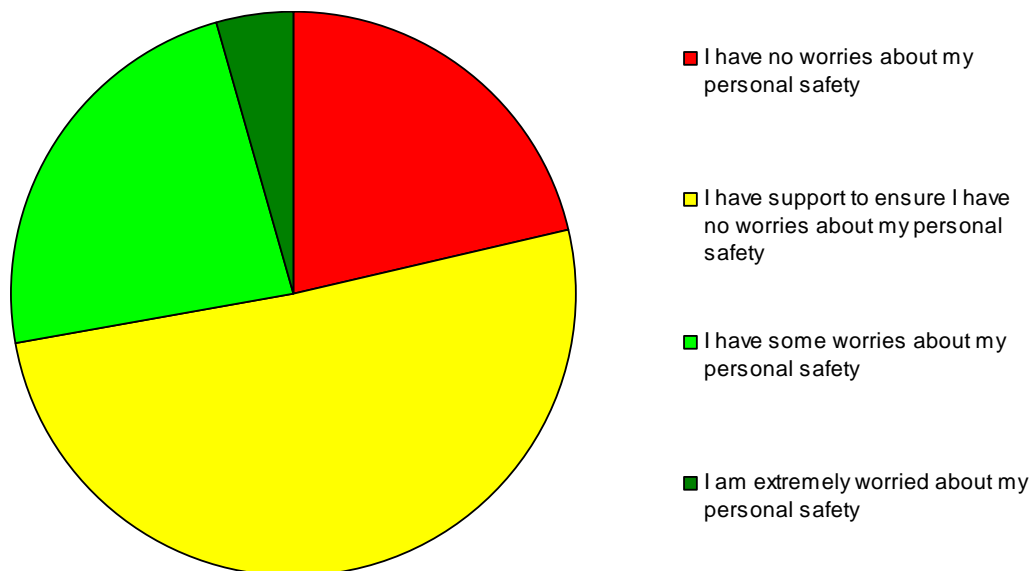


Figure 3.9 – Responses to question regarding personal safety

- 3.20 68.68% of respondents felt that their current home met most, or all, of their needs. 20.00% of respondents felt that their home met some of their needs and 5.53% (21 clients) felt that their current home was totally inappropriate for their needs. Of these almost half (47.62%) were Council house tenants.
- 3.21 Of the respondents, 10.29% stated that they did not need help from anyone else ([Figure 3.10](#)). 44.85% of respondents stated that the equipment/adaptation had made no difference to the level of help needed from other people and 22.96% stated that they needed less help from others since using their equipment/adaptation. Surprisingly, 12.40% of respondents stated that they required more help since using their equipment/adaptation although it wasn't obvious from their comments as to why.

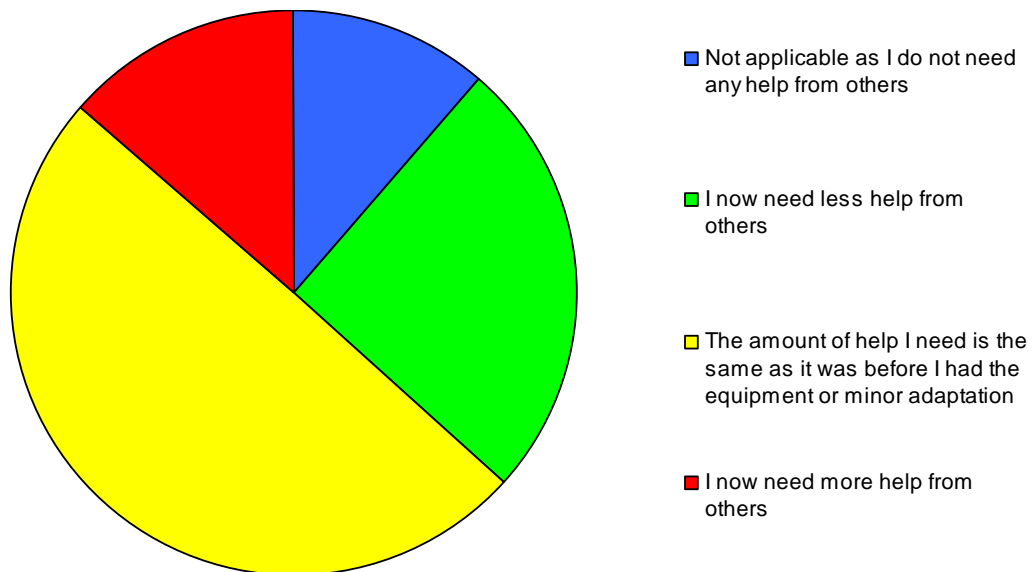


Figure 3.10 – Level of help required from others

- 3.22 The majority of respondents (51.19%) were able to complete the questionnaires themselves. Only 3.96% received help from their care worker or personal assistant while 41.69% received help from someone else, in most cases a relative.

4 Conclusion

- 4.1 The PSSUR survey for users of equipment and minor adaptations was undertaken during the first 3 months of 2008. An overall response rate of 68.62% was achieved. This is a relatively high rate of response when compared to previous PSSUR survey response levels and was probably due to the fact that clients within the sample were predominantly aged over 65 and more inclined to return a postal survey.
- 4.2 In general, the satisfaction levels of respondents were very high, with 89.74% of respondents being satisfied with the help that they receive from Social Services. Only 2.89% of respondents expressed dissatisfaction with the help that they received.
- 4.3 Responses suggested an efficient assessment process where time is not wasted conducting detailed home assessments for clients requesting low-level services. Examples of such non-assessed services include grab rails, stair rails and raised toilet seats.
- 4.4 Review rates appeared to be low, however this is likely to be due to the fact that clients participating in the survey had only received their equipment or adaptation within the previous three months and the recommended initial review point is between six weeks and three months after delivery.
- 4.5 A very large proportion of respondents (95.29%) felt that their equipment/adaptation has improved the quality of their life. This figure forms PAF indicator A0/D83 – Improvement to quality of life from equipment / minor adaptations and is in line with the previous year's figure of 95.12%.
- 4.6 Overall, responses to this survey have suggested a high quality and valuable service provided by Gateshead Council in partnership with Gateshead Equipment Service. The assessment, delivery and review process surrounding the equipment and adaptation services provided within the area have been well received by clients. More importantly, the equipment/adaptation themselves have helped improve the quality of life for a large number of people within the local community.

5 Recommendations

- 5.1 The results have shown that by issuing a reminder letter, the response rate has increased significantly (by almost 20%). It is therefore recommended that a minimum of one reminder letter is sent out to non-respondents during the course of future PSSRU surveys.
- 5.2 Although only two respondents chose to complete the questionnaire via telephone, it is recommended that this service is offered for all future surveys. It would be sensible to offer this service on the reminder letters rather than the initial letter as a preference would be to receive the completed questionnaire via post due to PM & ICT team capacity issues and the length of time it would take to complete each questionnaire via telephone. Specialist training for relevant members of the PM & ICT team may also be required.
- 5.3 It is recommended that the client details database that was used for this survey is refreshed and used for future PSSRU surveys. This database worked well and was used as an efficient 'booking in' system for completed questionnaires that were received. As before, the system should be made available to all members of the PM & ICT team to ensure that records remain up-to-date and accurate. This will save time by avoiding duplication and preventing reminder letters being sent to those who have already returned questionnaires.
- 5.4 To further improve the service for the end-user, it is recommended that the Council and Gateshead Equipment Service work closely together to identify possible ways of improving communication between themselves and the client. It is important that the client feels informed and appraised of the current situation throughout the process from the point of initial contact to the supply, delivery and review of the equipment/adaptation.
- 5.5 There are two key areas where communication could be improved;
 - (i) The assessment and installation of the equipment/adaptation
 - (ii) The review of equipment/adaptation
- 5.6 It can take considerable time to identify the needs of the client and, in addition to this, house surveys, plans and planning permissions may need to be sought for certain installations. Consequently the assessment for, and installation/delivery of equipment and adaptations will always be subject to delays over and above most other services provided by the Council's Social Services Department.
- 5.7 It is important that the service user is made aware from the offset of likely timescales involved with some of the equipment/adaptations provided by the Council. Additionally, it is recommended that regular updates (perhaps weekly) are given to service users who are awaiting delivery/installation of their equipment/adaptation. This will help to keep the service user informed, involved and up-to-date on progress (or indeed delays) while the worker can be updated on any changes in client circumstances prior to delivery/installation.
- 5.8 As discussed previously, the apparently low review rate can be explained by the recommended 6-8 weekly review stage. Without knowing this standard practice, the service user could well interpret this period as abandonment and a lack of ongoing support by the Local Authority after delivery/installation and indeed, they may feel

rather daunted with the prospect of a piece of equipment/adaptation that they are not familiar with.

- 5.9 One solution to this may be the introduction of an informal telephone call a week or so after equipment delivery or adaptation installation to check that the service user is happy and confident when using the new equipment/installation. This would help to alleviate any worries that the service user may have but also allow the early identification of any problems rather than waiting the full 6-8 weeks.
- 5.10 It is important that the service user feels supported throughout their entire interaction with the Council. By improving communication between the service user and the Council a more efficient and improved service will be provided to vulnerable people in the local Community.

6 Appendix A

Dear Sir/Madam,

We need your help. We would like to find out what you think about your social care services. In particular how you have found your community equipment or minor adaptation to your home and how these have affected the quality of your life. This is your chance to have your say.

Your reply is confidential and will not be passed on to your social worker or anyone else responsible for providing you with services. If you say on the form that you are being hurt or harmed by anybody, someone (but not your care worker) will contact you to talk about it.

If you like you can ask a friend or relative to help you complete the questionnaire. It would be better not to ask your care worker as some of the questions may be about the services they provide.

If you would like the questionnaire in a different format or would like to answer the questions over the telephone, please ring: Charlotte Hodges on (0191) 4332543 or Gary Lewis (0191) 4332397 from Monday to Friday between 10:00am and 4.00pm.

Yours sincerely,

Margaret Whellans

Margaret Whellans, Director of Adult Services and Housing

Equipment Quality and Outcomes Questionnaire

Introduction

We are contacting you because you have received some equipment or a minor adaptation to your home through Social Services during the last 4 months. We want to improve our services so we need to find out your views about the process by which your needs were assessed and what effect equipment or any minor adaptations to your home has had on your life.

What we would like you to do

We would like you to help us by taking a few minutes to answer some questions about the equipment or adaptations to your home provided by Gateshead Council. If you do not wish to answer the questions, this won't affect the services you receive.

What do we mean by equipment or adaptations to your home?

By equipment we mean items that help people to carry out activities that they were having difficulties with or were unable to do, such as a seat for the bath when it is difficult to get up and down.

By adaptations we mean changes to people's homes such as fitting a handrail to give extra support and reassurance.

What to do if you need help

If you would like, you can ask a friend or a relative to help you complete the questionnaire.

What to do if you have queries or would like to obtain information on the results

If you, or your friend or relative, have questions you would like to ask about the questionnaire, please contact either:

Charlotte Hodges on (0191) 4332543 Email:
charlottehodges@gateshead.gov.uk

Gary Lewis on (0191) 4332397 Email:
garylewis@gateshead.gov.uk

Why you were selected

Your name is just one of many that have been selected at random from Gateshead Council records of people who have received equipment or had a minor adaptation to their home in the last 4 months.

What will be done with the results of the survey

The results of this survey will help your local Council to see how well services are doing and whether improvements need to be made to equipment services. The results from all the councils in England will assist the Department of Health and the Commission for Social Care Inspection as they work on improving services nationally.

Confidentiality

Your answers will be treated as confidential: they will not be passed on to your social worker or anyone else responsible for providing you with services. You will not be personally identified.

The code found on the back page of this form is used for administration purposes only; to make sure that when you return this questionnaire we do not send you another one. However, if any of your replies cause us concern someone may contact you. This is the only circumstance under which this code will be used to identify you. If you feel you are at risk of serious harm you can also contact Mike Routledge, Safeguarding Adults Co-ordinator, in confidence on (0191) 4332345.

Sending back the completed questionnaire

Once you have completed the questionnaire please return it in the envelope provided by **21st March 2008**. You don't need to put a stamp on the envelope.

Thank you for helping us by completing this questionnaire

Section One
**Your most recent piece of equipment or
minor adaptation to your home**

Although you may have had equipment or an adaptation to your home previously, the questions in this section ask about your experience of being assessed for and receiving your last piece of equipment or minor adaptation to your home from Gateshead Council.

1. As you received equipment or a minor adaptation to your home from Gateshead Council in the last few months we would like to know, overall, how satisfied you are with the equipment/minor adaptation to your home you received from the Council?

Please tick (✓) **one box**

I am extremely satisfied

I am very satisfied

I am quite satisfied

I am neither satisfied nor dissatisfied

I am quite dissatisfied

I am very dissatisfied

I am extremely dissatisfied

2. How were your equipment and minor adaptation needs discussed with you?

Please tick (✓) **all that apply**

Somebody came to my home

I spoke to someone on the telephone

I had an assessment in a hospital

I went to a Disability Living Centre

I did a self-assessment on the internet

Other (please specify in box below)

3. How happy were you with the way those who discussed your needs treated you?

Please tick (✓) **one box**

Not applicable, I didn't talk to anybody

I was very happy with the way they treated me

I was fairly happy with the way they treated me

I was fairly unhappy with the way they treated me

I was very unhappy with the way they treated me

4. How much information about the different types of equipment/
minor adaptation to your home was made available to you?

Please tick (✓) **all that apply**

I was able to try out different types of equipment

I was able to look at a catalogue

I had advice from a professional

I had advice from a friend or family member

I did not have any information about the different types of equipment or
adaptations

5. Did you feel that you had a choice about what equipment or
adaptation to your home you had?

Please tick (✓) **one box**

Yes, I chose what I wanted

Yes, what I wanted played a role in what I got

No, what I wanted didn't really affect what I got

No, there wasn't any real choice

I didn't need a choice

6. How well were you kept informed by Gateshead Council?

By 'informed' we mean did the Council tell you everything you think you needed to know about when you could expect things to happen, whom to contact if there was a problem and so on.

Please tick (✓) **one box**

I was kept well informed of what was going on at all stages

I had enough information most of the time

I did not feel I had enough information

I never knew what was going on

7. What were you given as a result of Gateshead Council assessing your needs?

Please tick (✓) **all that apply**

A single piece of equipment

A number of pieces of equipment

A minor adaptation to your home

Advice

8. Did the length of time waiting for your equipment/minor adaptation to your home cause you any problems?

Please tick (✓) **one box**

No

Yes, but only minor problems

(please feel free to comment in the box below)

Yes, serious problems

(please feel free to comment in the box below)

9. How happy were you with the way the person delivering or installing the equipment/minor adaptation treated you?

Please tick (✓) **one box**

I was very happy with the way delivery staff treated me

I was fairly happy with the way delivery staff treated me

I was fairly unhappy with the way delivery staff treated me

I was very unhappy with the way delivery staff treated me

10. If your equipment needed to be set up or you had a minor adaptation to your home, was your home left neat and tidy?

Please tick (✓) **one box**

This does not apply to me as I didn't have an adaptation or any equipment that needed setting up

My home was left neat and tidy

My home was not left as neat and tidy as I would have liked

My home was left in a mess

11. Were you shown how to use the equipment / minor adaptation?

Please tick (✓) **one box**

No, but I did not need to be shown

No and I think I should have been shown

Yes, but not as well as I should have been shown

Yes I was shown, but later on I was unsure of how to use it

Yes, it was set up and demonstrated clearly and helpfully

12. Did anyone from Gateshead Council contact you afterwards to check everything was OK?

Please tick (✓) **one box**

No, I was not contacted

Yes, someone telephoned me

Yes, someone visited me

Yes, someone telephoned and someone visited me

Don't know / can't remember

13. How safe do you feeling using your equipment/minor adaptation to your home?

Please tick (✓) **one box**

I feel safe all of the time

I sometimes feel safe

I never feel safe

14. Have you stopped using any of the equipment or minor adaptations you recently received?

Please tick (✓) **all that apply**

No, I use all of the equipment I was given

Yes, I no longer needed it

Yes, it did not help me

Yes, I found it too difficult to use

Yes, I did not like the look of it

Yes, it broke or was damaged

Yes, I did not know how to use it properly

Yes, it has been replaced by a better piece of equipment

Yes, it felt unsafe

Other (please specify below)

Section Two: The Impact of your Equipment and Minor Adaptations

Questions in this section look at the impact all the minor adaptations to your home and equipment you use has on your life. Some of the questions ask directly about the impact of the adaptation or equipment, while others ask about your life more generally.

15. How long have you been using equipment or a minor adaptation to your home to help you with your daily activities?

Please tick (✓) **one box**

Less than 6 months

6 months to 1 year

1 to 2 years

2 to 5 years

5 to 10 years

More than 10 years

16. How has the equipment / minor adaptation affected the quality of your life

Please tick (✓) **one box**

It has made it much better

It has made it a little better

It has not had any effect

It has made it a little worse

It has made it a lot worse

17. We would like to know what areas of your life are helped by equipment or a minor adaptation to your home. (A single piece of equipment or adaptation may help you with more than one area of your life.)

Please tick (✓) **all that apply**

Getting around inside and out of your home
(such as small portable ramp, grab rails)

Moving around outside of your home
(such as portable ramps, outside grab rails)

Looking after your personal care needs
(such as grab rails, shower seats or bath seats)

Helping you prepare meals
(such as tap turners, trays, perching stool, mobility aids)

Helping you communicate and keep in touch with other people
(such as mobility aids, sound magnifier, an adapted telephone)

Helping keep you safe
(such as alarms, fall detectors)

Helping others care for you
(such as transfer boards, shower chair on wheels)

Helping relieve pain or make you more comfortable
(such as riser recliner chairs, electronic profiling bed)

Helping you have more control over your daily life
(this could be any piece of equipment)

Helping you undertake leisure and work activities
(such as talking books, screen readers and mobility aids)

18. We would like to know if you receive any other help from Gateshead Council

Please tick (✓) **one box**

Yes

No

19. Thinking about the control you have over your daily life, which of the following statements best describes your present situation?

By 'control over daily life' we mean you have the choice to do what you want when you want to, such as having meals, going to bed and getting up, going out etc.

Please tick (✓) **one box**

I feel in control of my daily life

With help I feel in control of my daily life

I have some control over my daily life but not enough

I have no control over my daily life

20. Thinking about the way you look and feel, which of the following statements best describes your present situation?

Please tick (✓) **one box**

I always feel clean

With help I always feel clean

I occasionally feel less clean than I would like

I feel much less clean than I would like, with poor personal hygiene

21. Thinking about the meals you eat, which of the following statements best describes your present situation?

Please tick (✓) **one box**

I am able to get the meals I like when I want

With help I get the meals I like when I want

I can't always get the meals I like when I want to, but I don't think there is a risk to my health

I can't always get the meals I like when I want to, and I think there is a risk to my health

22. Which of the following statements best describes how safe you feel?

Feelings of safety could be due to freedom from fear of falling or other physical harm.

Please tick (✓) **one box**

I have no worries about my personal safety

I have support to ensure that I have no worries about my personal safety

I have some worries about my personal safety

I am extremely worried about my personal safety

23. Thinking about your usual activities including leisure, doing things for others and paid/ unpaid employment, which of the following statements best describes how you spend your time?

Please tick (✓) **one box**

- I do the things I want to do
- With help I do the things I want to do
- I don't do many of the things I want to do
- I don't do anything that I want to do

24. Which of the following statements best describes your present situation with respect to your social life?

By social life we mean that you see the people you want to see as often as you want and feel part of a community

Please tick (✓) **one box**

- I have a good social life
- My social life is as good as it can be
- I have a social life but sometimes I feel lonely
- I feel socially isolated and often feel lonely

25. Thinking about getting around outside of your home, which of the following statements best describes your present situation?

Please tick (✓) **one box**

- I can get to all the places in my local area that I want
- With help I can get to all the places in my local area that I want
- At times I find it difficult to get to all the places in my local area that I want
- I am unable to get to all the places in my local area that I want

26. Which of the following statements best describes how much pain or discomfort you live with?

Please tick (✓) **one box**

I feel free from pain and discomfort

At times I feel some pain or discomfort

I often feel pain or discomfort

I am in constant pain

27. How well do you think your home is designed to meet your needs?

Please tick (✓) **one box**

My home meets my needs very well

My home meets most of my needs

My home meets some of my needs

My home is totally inappropriate for my needs

28. Has having equipment / minor adaptation to your home changed the amount of help you need from others?

Please tick (✓) **one box**

Not applicable as I do not need any help from others

The amount of help I need is the same as it was before I had equipment or adaptation

I now need less help from others

I now need more help from others

Section Three: About Yourself

The answers to the next group of questions ask you about yourself. They will be used to make sure that we have a balanced sample of service users.

29. Do you use any of the following pieces of equipment or adaptations to your home?

Please tick (✓) **all that apply**

I use a wheelchair

I have had a major adaptation to my home
(such as a chair lift or work on my kitchen/bathroom)

I use Telecare
(this is the use of sensors and alarms in your home to raise alerts)

None of the above

30. Do you receive any practical help on a regular basis from any friends, neighbours, a partner or family members?

Please tick (✓) **all that apply**

Yes, from someone living in my household

Yes, from someone living in another household

No

31. How is your health in general?

Please tick (✓) **one box**

Very good

Good

Fair

Bad

Very bad

32. Are you usually able to get in and out of a hardback chair?

Please tick (✓) **one box**

Yes, on my own without any equipment

Yes, on my own using equipment

Only with the help of someone else

No

33. Did you fill in this questionnaire by yourself or did you have help from someone else?

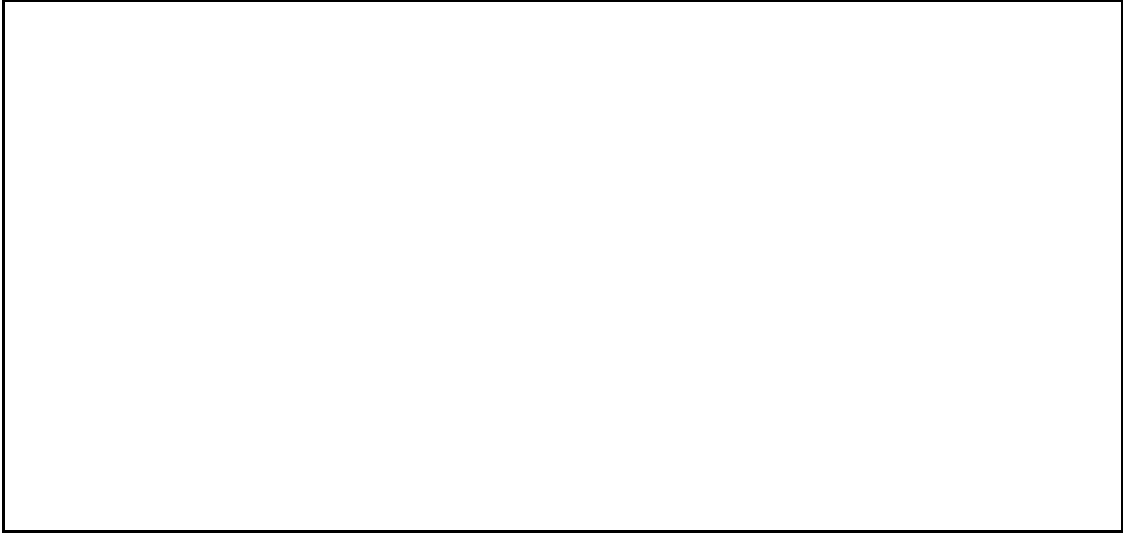
Please tick (✓) **one box**

I filled it in myself

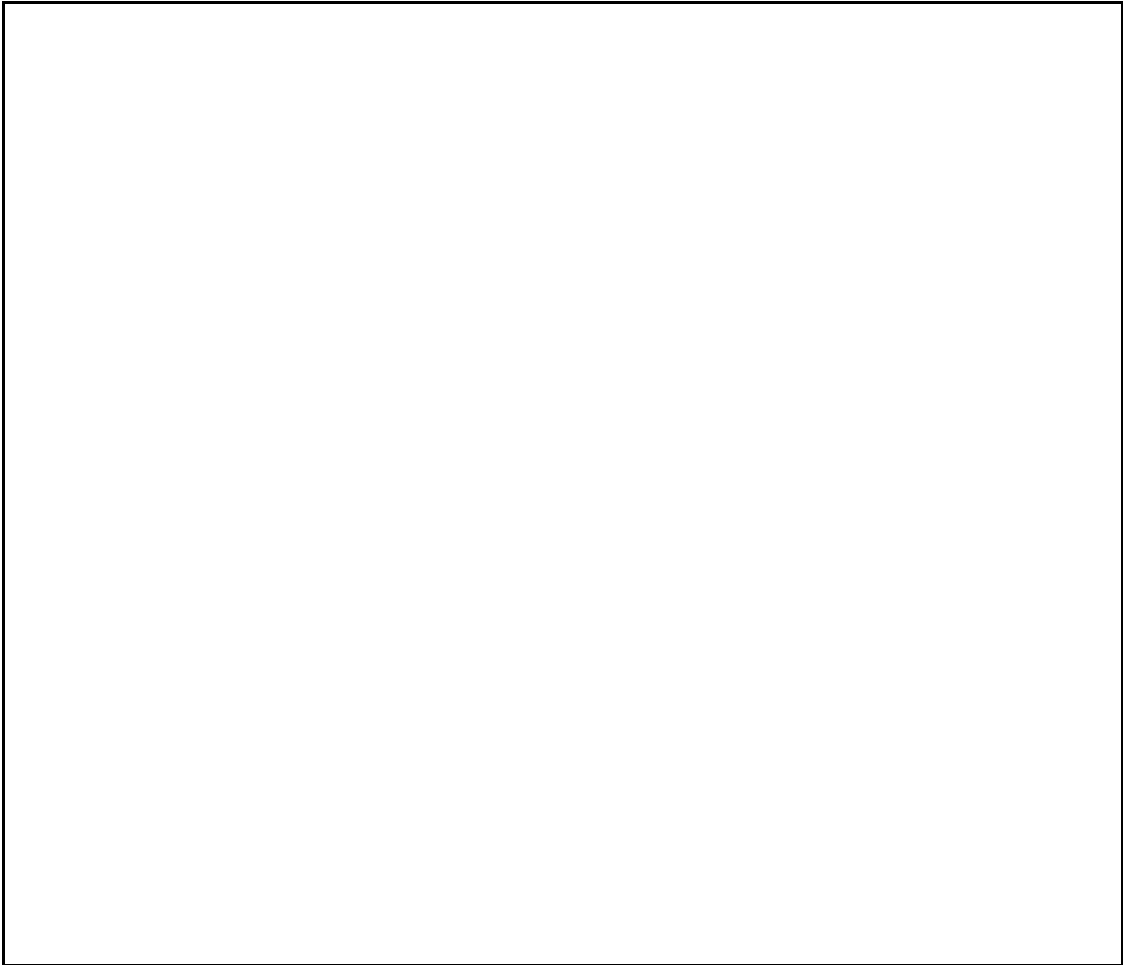
I had help from a care worker or personal assistant (PA)

I had help from someone else

34. Please provide your contact details (phone, email or address) in the space provided, if you would be happy for us to contact you to ask whether you would like to participate in further research on the same subject.

A large, empty rectangular box with a thin black border, intended for the respondent to provide their contact details (phone, email, or address) as requested in the question above.

35. Please use the space provided to write any other comments you'd like to make about your equipment or adaptation to your home or the services that provide them.

A large, empty rectangular box with a black border, intended for the user to write their comments. The box is currently blank.