



Equipment Services Report 2021

Ali Macleod, Engagement Officer

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Introduction to the project



Working with Equipment Services and the CCG

- Part of Independent Living Services
- Focus on Equipment Services
- Loan equipment to help with daily living



Methodology and engagement

- Co-production of questionnaire
- Survey mailed out direct to a sample of 1500 service users
- Survey also shared online
- 49 enquiries received at the HWS office
- Team effort with data inputting remotely



Analysis



- 335 surveys received - 22% response rate
- 301 surveys completed manually
- 34 surveys completed online
- 1/3 of surveys were completed by a carer/family member, 2/3's completed by the service user
- Feedback was overwhelmingly positive about the service



Who did we reach?

92% of respondents completed demographic questions revealing that:

- 21% were aged under 60
- 73% had a physical or mental impairment
- 43% were male
- 7.5% did not identify as British
- 4.4 % identified as being Jewish



Quantitative feedback - What did they say?

- 92% of respondents said that the equipment meets their needs
- The vast majority rate all parts of the service as excellent, from enquiry at the Contact centre through to maintenance
- 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
- 80% say that they know what to do when equipment is no longer needed



Qualitative feedback - what did they actually say?

“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.”

“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.”

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

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



Qualitative themes

Returns

Confusion over how to return equipment, and which agencies had supplied equipment

Timeframes

Disappointment over delays with deliveries/installations

Family/carer involvement

Some family/carers had not been involved in needs assessments and deliveries

Comms

Service users had not been consulted nor kept updated

Training

Some service users had been dealt with in a rude manner



Our recommendations

Returns

Timeframes

Family/carer
involvement

Comms

Training

1. Service user agreement

Equipment Services:
Will implement user agreement as
soon as is practicable



Our recommendations

Returns

Timeframes

Family/carer
involvement

Comms

Training

2. Clear written communication regarding timeframes

Equipment Services:

- SCC website to be updated to include performance targets
- On line leaflet to be produced showing location of service, and uploaded on SCC and SRFT websites
- Contact all users as early as possible regarding cancelled collections



Our recommendations

Returns

Timeframes

**Family/carer
involvement**

Comms

Training

3. Involve carers/family members in the arrangement of assessments and deliveries

Equipment Services:
Will remind all prescribers, eg OTs, of the importance of including all information re families/carer involvement



Our recommendations

Returns

Timeframes

Family/carer
involvement

Comms

Training

4. All services need to be reviewed regularly

5. Start to collect email addresses where applicable

Equipment Services:

- Will endeavour to review service more regularly
- Have now started collecting email addresses



Our recommendations

Returns

Timeframes

Family/carer
involvement

Comms

Training

6. Emphasis on empathy and an understanding of the patient journey during all recruitment and training

**Equipment Services:
A comprehensive training package to be developed**



What happens next?

- Report and findings shared widely
- Use the experience/knowledge gained in this project to enhance the work that HWS does in relation to Adult Social Care, and in the short term, on the Domiciliary Care project
- Revisit our recommendations in December 2021 to track the impact of the report



Any questions?

Contact for further information:

Ali Macleod
Engagement Officer
Healthwatch Salford

E: Alison@healthwatchsalford.co.uk
M: 07410 976545

