

REPORT

To: SOCIAL WORK COMMITTEE (OPERATIONS AND SERVICES) SUB COMMITTEE	Subject: PHEW: INVOLVEMENT OF SERVICE USERS AND CARERS IN MONITORING / EVALUATION	
From: DIRECTOR OF SOCIAL WORK		
Date: 29 JUNE 2005	Ref: MW	

1. Purpose of Report/Introduction

To advise Committee of the involvement of service users and their carers in commenting about the residential respite service available at PheW, Short Break Centre, Motherwell.

2. Background

- 2.1. Residential respite is available to provide carers with a break from their caring responsibilities. The main provider of residential respite for children and adults with learning disabilities in North Lanarkshire is PHEW, Short-Break Centre, Motherwell.
- 2.2. In March 2001, Social Work Committee was informed of plans to develop this respite care service for children and adults with learning disabilities in North Lanarkshire. The new respite service was to be based in Motherwell, replacing two units located in Coatbridge. In December 2002, the service, operating from a purpose-built unit was opened.
- 2.2.1. The new unit has increased provision from 11 to 14 beds and currently provides respite 363 days a year. It can accommodate up to fourteen people, in any of the following combinations:
- 14 adults or 14 children / young people
 - 8 adults in one living area and 6 children /young people in the second living area or 6 children / young people and 8 adults.
- The service is provided within flexible accommodation and is purpose built to a high specification. It is fully accessible for people who use wheelchairs.
- 2.3. The service is fully utilised (with the exception of very short notice cancellations) and the cost of the service is competitive when bench marked against similar services. Inspection reports from the Care Commission and the department's own monitoring of the service are very positive.
- 2.4. PheW has quality assurance arrangements in place, and has given a high priority to obtaining the views of people using the service and their carers. At the end of each period of residential respite both the person and their carer are asked to anonymously complete a postal guest / carer satisfaction survey.

- 2.5. The questionnaire for people using the service has been designed using graphics. The pictures depict the area of care/activity and the response is given by ticking a sad/happy face. It is intended that people should complete the forms assisted by their carers. Staff from Phew are also available to assist, however an unbiased view is more likely to be expressed when the questionnaire is completed at home.
- 2.6. Carers have a similar questionnaire to complete which requests their views on the quality of care provided, the range of activities offered, information provided in advance and during a person's stay, and the availability of the resource.
- 2.7. An analysis of 117 guest satisfaction surveys for the period April 2002 to February 2004 indicated a consistently high satisfaction rate. People indicated that they were:
- 85.1% happy with food
 - 80% (average) happy with a range of activities. Where lower than 80% this usually reflected a lack of availability, eg. 63.5% for swimming
 - 92.1% happy with staff
 - 78% happy with other guests
 - 92% happy with accommodation.

For the same period 108 carer satisfaction surveys were analysed. The information collated demonstrated similar high satisfaction levels. Carers expressed themselves:

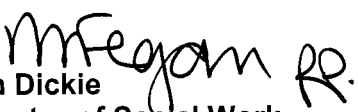
- 90% happy with the range of activities
 - 96.4% happy with the accommodation
 - 96% happy with the helpfulness and assistance of staff towards the person cared for and themselves
- 2.8 The few negative comments from carers were generally about the lack of availability of respite and particular dates for this.
- 2.9 The information collated from the questionnaires is used for service improvement and development, and has resulted in a more varied food menu, and a standardised format for feedback to carers following a period of respite.
- 2.10 Carers are represented on the Short Break Centre's Board of Management, and the Centre's open day and Annual General Meeting provide both the opportunity for carers to participate and have information updated.
- 2.11 Given that Phew has now been in operation for two years, there is some recognition of the need to review and improve the existing methods for the involvement of service users and carers in service monitoring and quality improvement arrangements.

3. **Financial/Personnel/Legal/Policy Implications**

- 3.1. There are no financial/personnel/legal/policy implications for the department raised within this report.

4. **Recommendation**

4.1. Committee is asked to note the contents of the report.


Jim Dickie
Director of Social Work
6 June, 2005

*Questionnaires attached for information.

For further information on this report please contact Susan Taylor Manager, Community Care (Adults) 01698 332171 or Mary Wilson, Service Manager, Community Care (Adults) on telephone 01698 332172

PHEW Respite

Centre

49 Hope Street

Motherwell

ML1 1BS

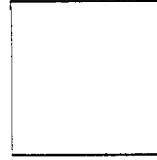
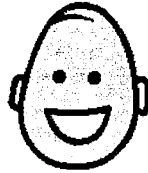
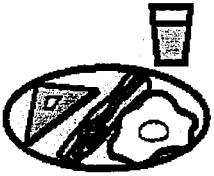
Guest

Satisfaction

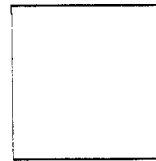
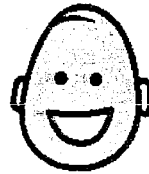
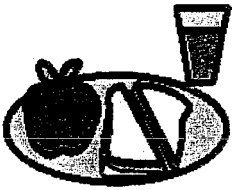
Survey

Food

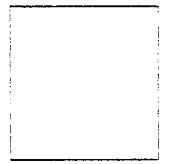
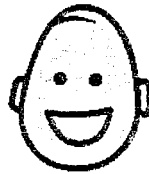
breakfast



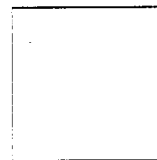
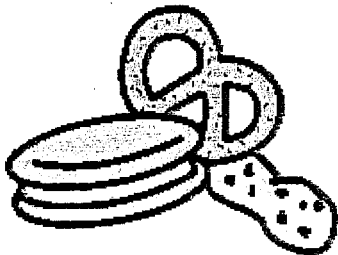
lunch



dinner

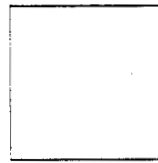
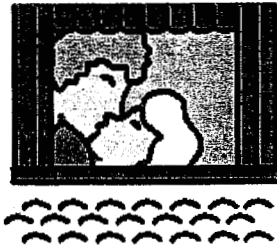


snack foods

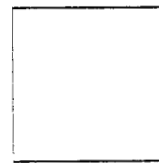
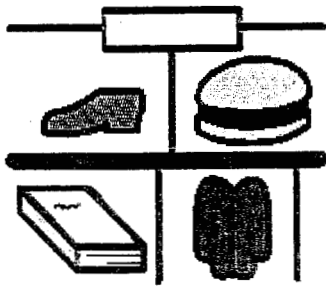


Activities

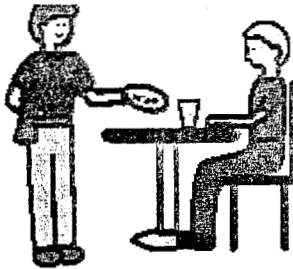
cinema



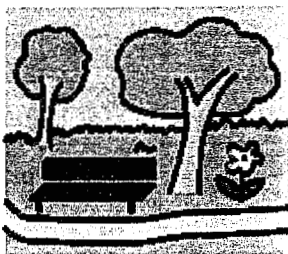
shopping centre



Going out for meals

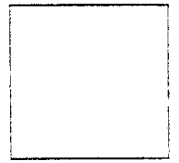
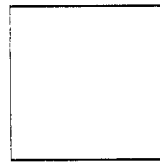
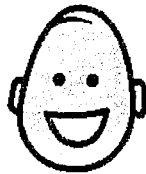
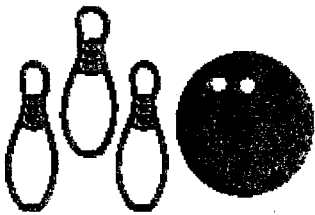


park

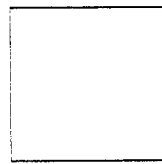
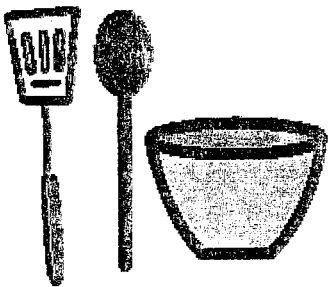


ACTIVITIES

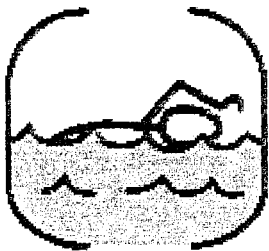
bowling



cooking

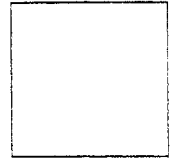
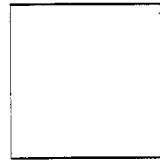
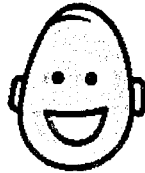
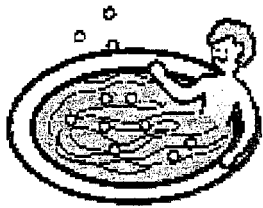


swimming

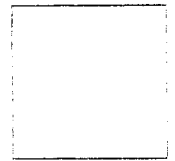
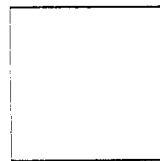
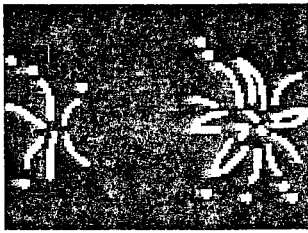


ACTIVITIES

hydrotherapy pool

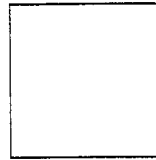
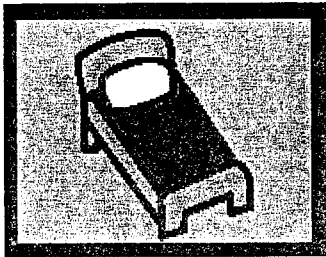


multi-sensory room

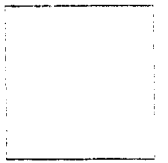
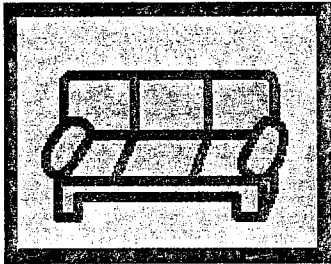


Accommodation

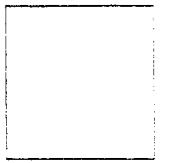
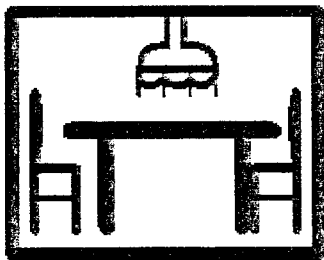
bedroom



living room

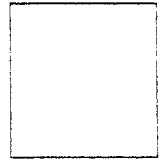
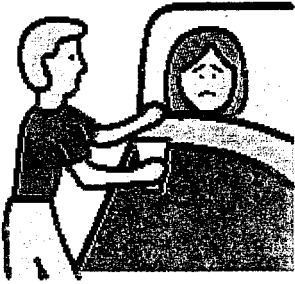


dining room



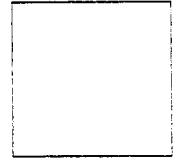
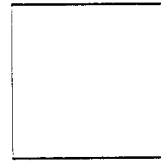
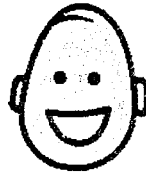
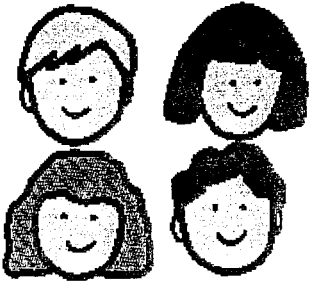
PHEW Employees

take care of



Other Guests

people



Thank you for your time.

Please return completed questionnaire in the envelope provided to:

PHEW

49 Hope Street

Motherwell

ML1 1BS

Phew Respite Centre

Carer Satisfaction Survey

The purpose of this questionnaire is to provide a detailed picture of the views of those carers who have a family member or someone they care for receiving a respite service from Phew. The information you give us through this questionnaire will enable us to continually review and improve the services we provide. In answering these questions you are not committing yourself to anything. Once completed, the information contained in the questionnaire will be treated as highly confidential.

Please indicate your choice by inserting a tick into the appropriate box

It should only take about 5 minutes to complete.

1. Did the timing of the respite offered to you by Phew meet your needs as a carer

Yes[]₁ Partly[]₂ No[]₃

2. Did the length of the respite episode offered to you by Phew meet your needs as a carer

Yes[]₁ Partly[]₂ No[]₃

3. Did you find the standard of the accommodation provided by Phew satisfactory

Yes[]₁ Partly[]₂ No[]₃

4. Did you find the range of activities offered by Phew to the person you care for satisfactory

Yes[]₁ Partly[]₂ No[]₃

5. Are you satisfied with the assistance and helpfulness of staff towards the person you care for

Yes[]₁ Partly[]₂ No[]₃

6. Are you satisfied with the assistance and helpfulness of PheW staff towards yourself

Yes[]1 Partly[]2 No[]3

7. Were you satisfied with the amount of information requested regarding the guest prior to the respite stay with PheW

Yes[]1 Partly[]2 No[]3

8. Were you satisfied with the feedback you received from PheW after the respite visit was over

Yes[]1 Partly[]2 No[]3

9. If any problems were to arise during the respite stay, would you be confident that these would be resolved

Yes[]1 Sometimes[]2 No[]3

10. Do you have any other comments or suggestions in relation to the respite service provided by PheW

Thank you for your time.

Please return the completed questionnaires in the envelope provided to:

PHEW
49 Hope Street
Motherwell
ML1 1BS