



## **Sefton Community Equipment Service**

Community Equipment helps to ensure the independence of people with disabilities of all ages. The Council, along with South Sefton and Southport and Formby's Clinical Commissioning Groups have recently undertaken a review of Sefton's Community Equipment Store. It found that there is an increasing demand for Community Equipment.

The aim of this Consultation was to find out the experience of using the service and thoughts on:

1. The option of being able to collect some items of equipment from the store and/or other local places.
2. The option of some smaller items of equipment might not be collected when they are no longer needed.

### **The Consultation**

The plans for Consultation were considered by the Public Engagement and Consultation Panel on Friday 17th July. The consultation commenced on 21<sup>st</sup> August 2017 and ended on 29th November 2017.

Members of the public were able to view a copy of the proposed scheme on the Council's website and then complete an on-line questionnaire giving their views. There was also an Easy Read version of the questionnaire and the questionnaire could be completed over the telephone upon request and 1 survey was completed over the telephone with a member of the public who has a visual impairment. Information was also available on the website and shared via media releases and social media.

The questionnaire and background information was also sent to key stakeholders and partners:

- Healthwatch Sefton
- Sefton Pensioners Advocacy Centre
- People First
- Sefton CVS
- Southport & Formby Clinical Commissioning Group
- South Sefton Clinical Commissioning Group

The Sefton Pensioners Advocacy Centre also shared a report with the

Health and Social Care Manager on a Consultation undertaken on falls. The Health and Social Care Manager also responded to questions that had come in via Sefton Pensioners Advocacy Centre and a member of the public via the Clinical Commissioning Group.

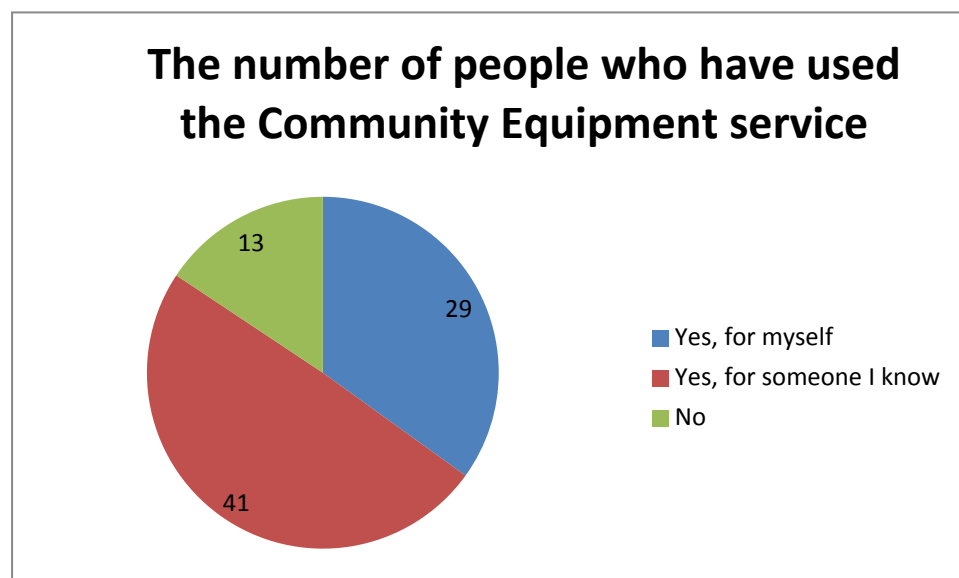
The Health and Social Care Manager also attended the South Sefton Healthwatch Champions meeting and information was forwarded to the Southport and Formby Healthwatch Champion meeting. At the South Sefton meeting, the following feedback was given:

- Would there were collection points across the borough
- Communication is important to support the service in the future
- Supporting people to stay at home is important, but may need a larger budget in the future to support this
- Preventative work is important around the area of falls prevention and falls prevention equipment
- There were offers from the voluntary organizations some of whom were willing to support the service in the future

## Consultation Responses

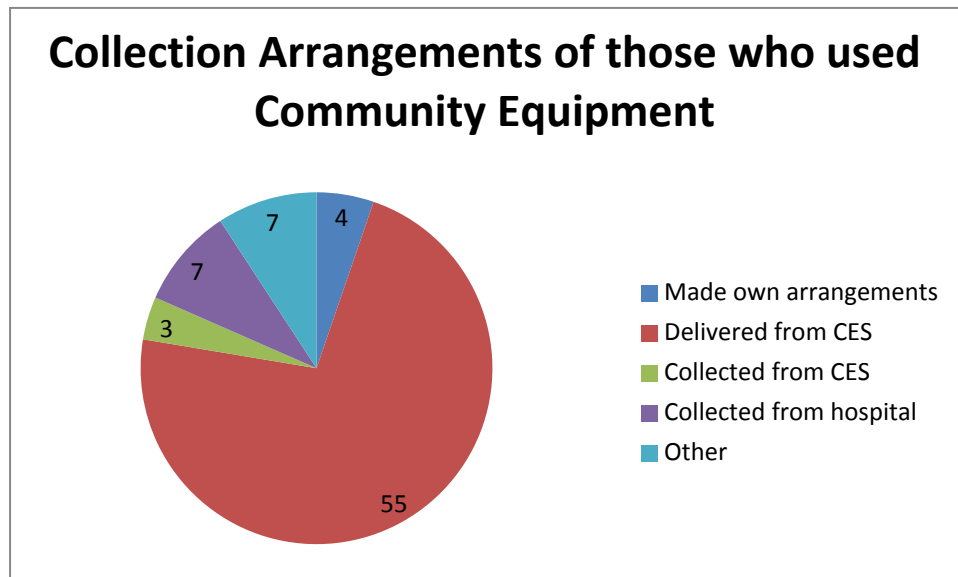
### Question 1

Have you used Community Equipment?



Question 2

Who arranged the equipment for you?

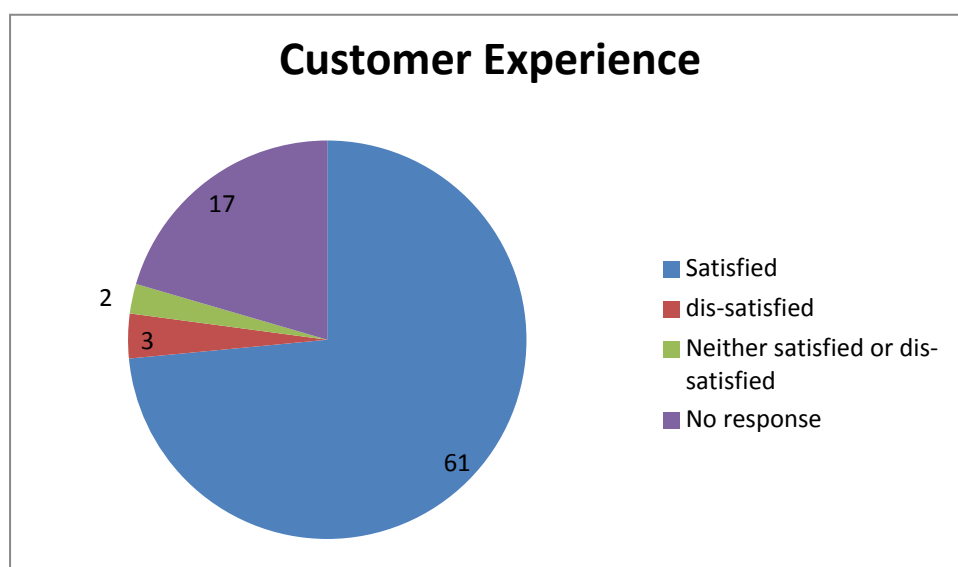


Other reasons listed:

- My GP
- OT makes arrangements
- Whiston Hospital arranged all equipment and was delivered to my home by Sefton Community Equipment Store
- Physiotherapy/Occupational Therapy
- Hospital ordered item
- Occupational Health arranged the procurement of the equipment

Question 3

What was your experience of receiving equipment?

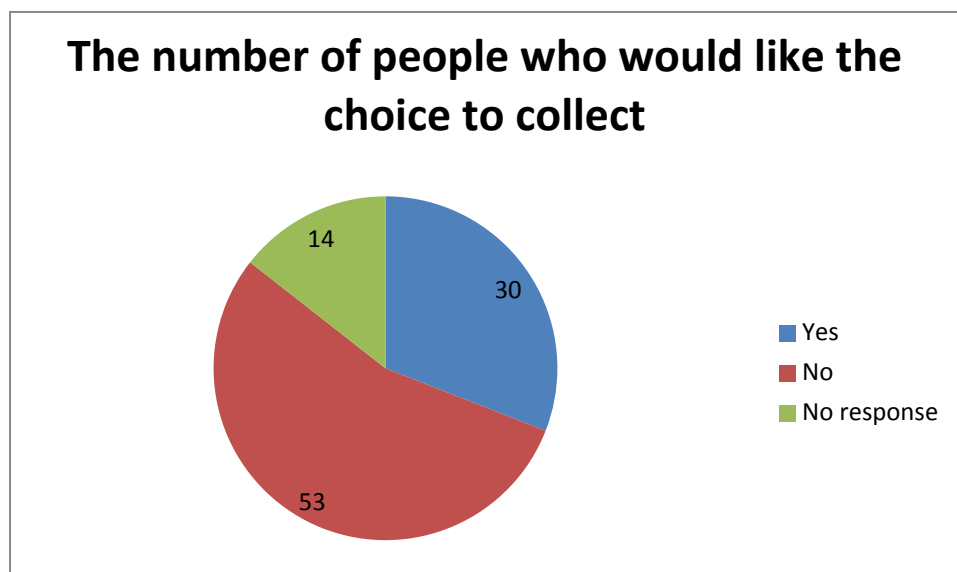


There were 25 comments given in relation to the experiences of using the Community Equipment Service. The key themes are:

- In the main, customers were satisfied with the Service, praising the professional attitude of the staff who work in the Community Equipment Service and the service delivered
- Some customers felt that the wait for equipment was too long
- Opportunities they suggested for the future could include the option of a delivery date and timeslots for customers

#### Question 4

Would you like to have the choice to collect small items of equipment?



There were 48 comments given in relation to the choice of collecting small items of equipment. The key themes are:

- Some people would be willing to pick up equipment as they believe it would be more convenient and would like the option to pick up from somewhere local
- Other people said they were unable to collect due to mobility issues and would need someone to collect on their behalf
- Those who have shown an interest to collect, would like the option to collect, rather than it be compulsory

#### Question 5

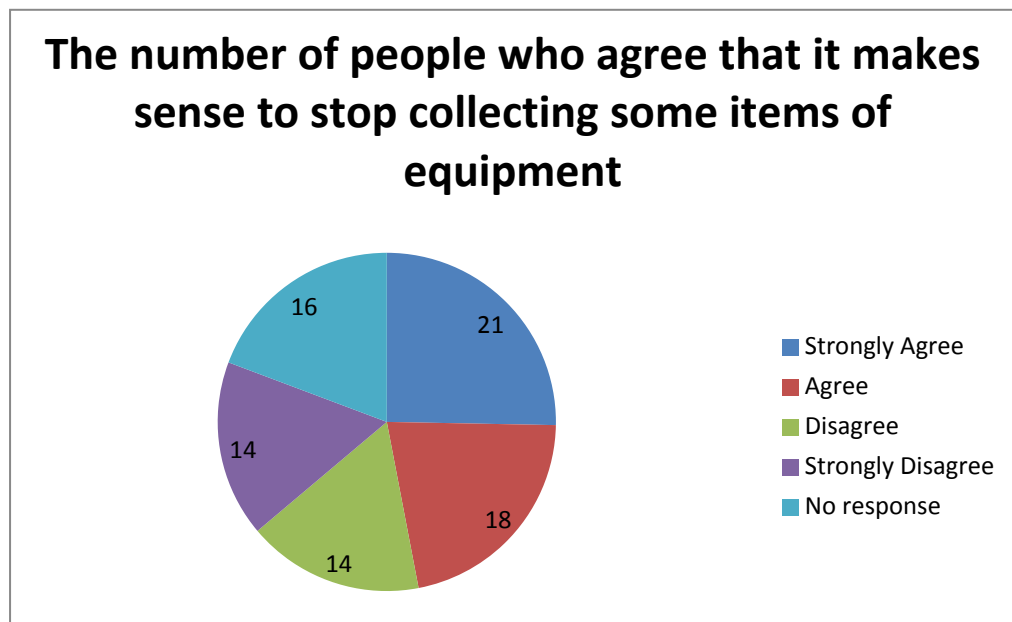
What could we do to make it easy for people to collect their own equipment?

There were 35 comments given in relation to the choice of collecting small items of equipment. The key themes are:

- Local collection points across the Borough, making use of existing local venues/amenities, for example, Day Centers, Council Buildings, Children’s Centers and Hospitals
- Flexibility for collection/returns – earlier/later times to collect and drop off and weekend collections for convenience would be welcomed, along with the option of timed slots
- Communication – emailing/texting the customers when equipment is ready to collect and creating awareness of collection points and opening times and having clear instructions

#### Question 6

Do you think it makes sense to stop collecting some items?



There were 53 comments given in relation to the choice of collecting small items of equipment. The key themes are:

- Recognition that collecting some items of equipment incurs a cost to the Council and also that if equipment is not collected it is disposed of and goes to the landfill
- Many people suggested that the equipment could be re-used/recycled and/or donated to charity
- If there is an expectation for people to dispose of equipment, clear information would be required as to what can be disposed of and the options available for disposal

- Some concern over not being able to dispose of equipment as not mobile or no access to transport

Respondents were also given the opportunity to tell us anything else about their experience of using equipment. The key themes are:

- Most people had a positive experience and felt the equipment was of help to maintain independence
- Some people felt that the equipment was not collected fast enough and some of the equipment that people received was faulty
- Some suggestions were given on how the service could be improved:
  - Physical and/or online catalogue
  - Emergency collection service
  - Small admin charge
  - Stickers/labels on equipment advertising which charities might be interested in the equipment