

Wellbeing Lincs

Annual Consultation Report 2018/19

Published 13/09/2019

“You Said, We Listened”



Introduction to this consultation

1. In 2019 the Council introduced a 'You Said, We Listened' approach to consider feedback received through public engagement activities. This report contains the responses we received through this consultation and our responses to this feedback.
2. This report details the responses received for the Wellbeing Lincs consultation between 1st April 2018 to 31st March 2019.
3. The exercise was performed to seek feedback in respect of the service provided by the Wellbeing Lincs Team to users of the service.
4. On 1st April 2018 the Health and Wellbeing Service became part of the Wellbeing Lincs Service. Wellbeing Lincs is a countywide service, funded by Lincolnshire County Council, supporting adults across Lincolnshire to achieve confident, fulfilled and independent living.
5. In 2018/19 Wellbeing Lincs received 6,449 referrals. Their customers have access to a range of services and can receive more than one service at a time. The table below shows how many customers accessed certain services in 2018/19.

Service	Number of Customers
Trusted Assessments	5080
Customers required a period of Generic Support	5064
Small Aid/Minor Adaptations	562
Response call outs	755
Attended Resettlement calls	60

6. Whilst the areas of questioning are similar to the previous Health and Wellbeing Service feedback form, it should be noted that due to the changes in the service it is not appropriate to draw data comparisons. Effectively, the 2018/19 feedback findings are resetting the baseline for comparisons in future years.

Methodology

7. A questionnaire was sent out to all users of the service.
8. It should be noted that base data has been rounded to the nearest number (so may add up to between 99% and 101%).

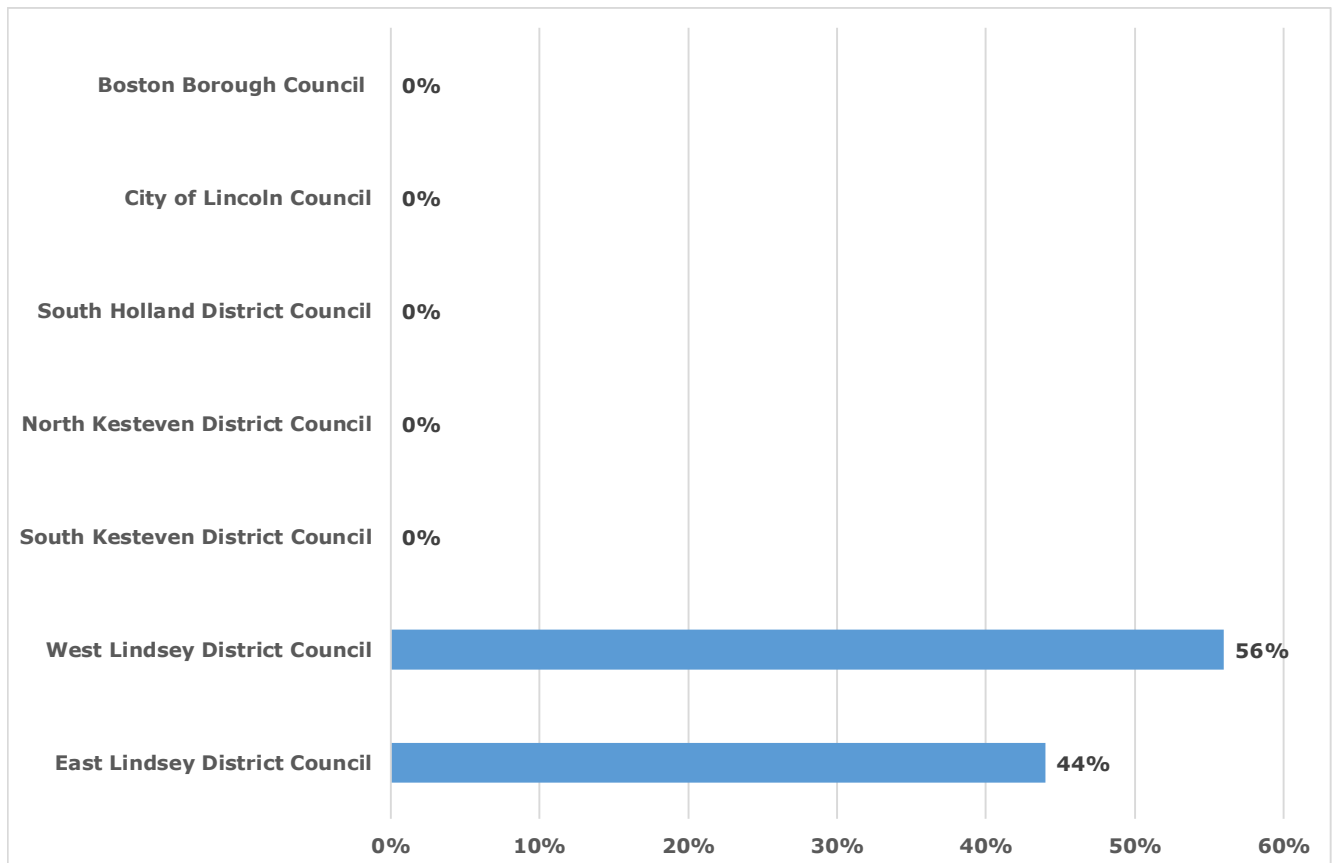
Response Rate

9. A total of 21 paper copies were received during the year. This response rate is very low considering the Wellbeing Lincs Service covers the whole of the Lincolnshire area and received an average total of 120 - 130 referrals per week during 2018/2019.

Results and Analysis

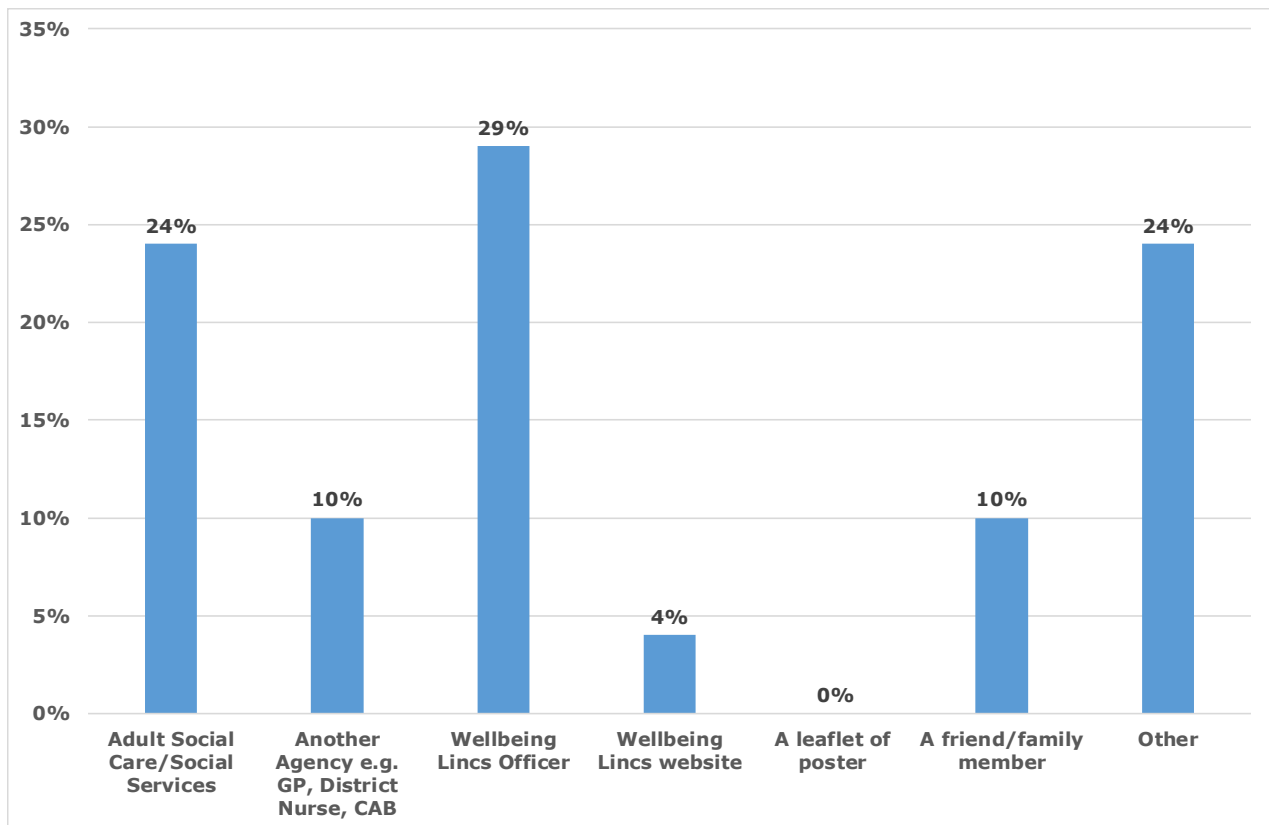
Local Authority Area

10. The chart below shows that 56% of all respondents that completed a Wellbeing Lincs feedback form lived in the 'West Lindsey District Council' area; with the remaining 44% living in the East Lindsey District Council' area. It is recommended that the service reviews the reason why there are no responses received from the other 5 District Council areas.



Officer Contact

11. The chart below shows how all respondents first became aware of the Wellbeing Lincs Service. The most popular ways were 'Wellbeing Lincs Officer', 'Adult Social Care/Social Service' and 'Other'.



12. Those respondents that stated 'Other' at 3.1. above were asked how they found out about the service. A full list is detailed below:
- West Lindsey District Council, Gainsborough
 - Age UK Lindsey
 - Hospital
 - LACE Welfare Officer
13. All respondents were 'Very Satisfied' with the time taken to contact them the first time, following their request for the service.
14. All respondents were given the opportunity to comment on the time taken to contact them the first time, following their request for the service; two comments were made. The first stated that the officers were lovely and provided a prompt service and the second stated that the Wellbeing Lincs Officer had provided an excellent response.
15. All respondents were 'Very Satisfied' with the time taken for a Wellbeing Lincs Officer to visit them, following their initial contact.

16. Comments were canvassed in respect of the time taken for a Wellbeing Lincs Officer to visit them, following their initial contact. The following comments were made:
 - A named officer explained every question I asked in great detail and in words that I could understand.
 - I was contacted very soon after I returned home from hospital and have been visited several times since.
17. All respondents considered they were 'Fully Involved' during their assessment of need with the Wellbeing Lincs Officer.
18. All respondents were asked if they would like to make a comment in respect of their involvement in the process; the main themes emerging were that the officers were very helpful and nothing was too much trouble.
18. 95% of all respondents were 'Very Satisfied' with the work carried out by their Wellbeing Lincs Officer to meet their needs; with the remaining 5% stating they were 'Fairly Dissatisfied'.
19. Comments were canvassed from all respondents in respect of the work carried out by their Wellbeing Officer to meet their needs. The main themes emerging were that the Wellbeing Lincs Officers were very helpful, efficient and explained things thoroughly.
20. A full list of comments received, together with the Wellbeing Lincs Team responses, where applicable, are detailed below:

You Said	We Listened
<p>A named officer was at all times very thorough, pleasant and very helpful.</p> <p>Polite, helpful and explained things</p> <p>Very efficient</p> <p>A named officer was great but could not help with certain things as he couldn't access information, but he did let me know where to look and ask for it; it couldn't be helped but would be great if the Wellbeing Officers could access legal help and were listened to by Social Services.</p> <p>A named officer has been a godsend. I'm very satisfied; she's taught me how to make 3 healthy meals. (Thank you)</p>	<p>We pride ourselves in having polite and helpful staff who go the extra mile for the service</p> <p>Looking at great links with social services</p> <p>This shows the differing support that wellbeing provides</p>

21. All respondents were given the opportunity to list any unresolved issues that were outstanding, if they had any. A full list, together with the Wellbeing Lincs Team responses, where applicable, are detailed below:

You Said	We Listened
Appeal ongoing, hope a named officer will help me again with form filling if my appeal fails	We always try to allocate the same support worker to returning cases
Getting released from tenancy for accessible housing. Getting care from Social Services.	Try our best to get positive outcomes for clients however we are restrained by rules and regulations of other agencies
Confidence building, mental health issues, anxiety and depression.	Other agencies not available to refer on to for more in depth Mental Health support
No unresolved issues. My key worker did a very thorough job.	Great

22. 80% of all respondents had been informed of how they could express their comments, complaints and compliments, including being given a comment card; with the remaining 21% stating they had not been informed.
23. 25% of those respondents that had not been informed of how they could express their comments, complaints and compliments, including being given a comment card, stated that they would like details of how they could.

Equipment Satisfaction

24. 45% of all respondents did require small aid equipment installing in their home; with the remaining 55% not requiring it.
25. All respondents that required small aid equipment installing in their home were 'Very Satisfied' with the speed the equipment was installed.
26. All respondents that required small aid equipment installing in their home were given the opportunity to comment on the speed it was installed. Two comments were made; the first stated that NRS (Disability Aids and Mobility Equipment Supplier) were delivered promptly and the second stated that a named officer took the time to install the equipment and made sure it was working correctly.
27. 78% of all respondents that required small aid equipment installing in their home were required to pay towards the equipment.

28. All respondents that required small aid equipment installing in their home and were required to pay towards it considered that the charges were reasonable.
29. All respondents that required equipment installed were 'Very Satisfied' with it.
30. All respondents that required equipment considered it had made a noticeable difference to them.
31. 69% of all respondents considered their Wellbeing Officer had discussed how to prevent trips and falls with them; with the remaining 31% considering that they had not.

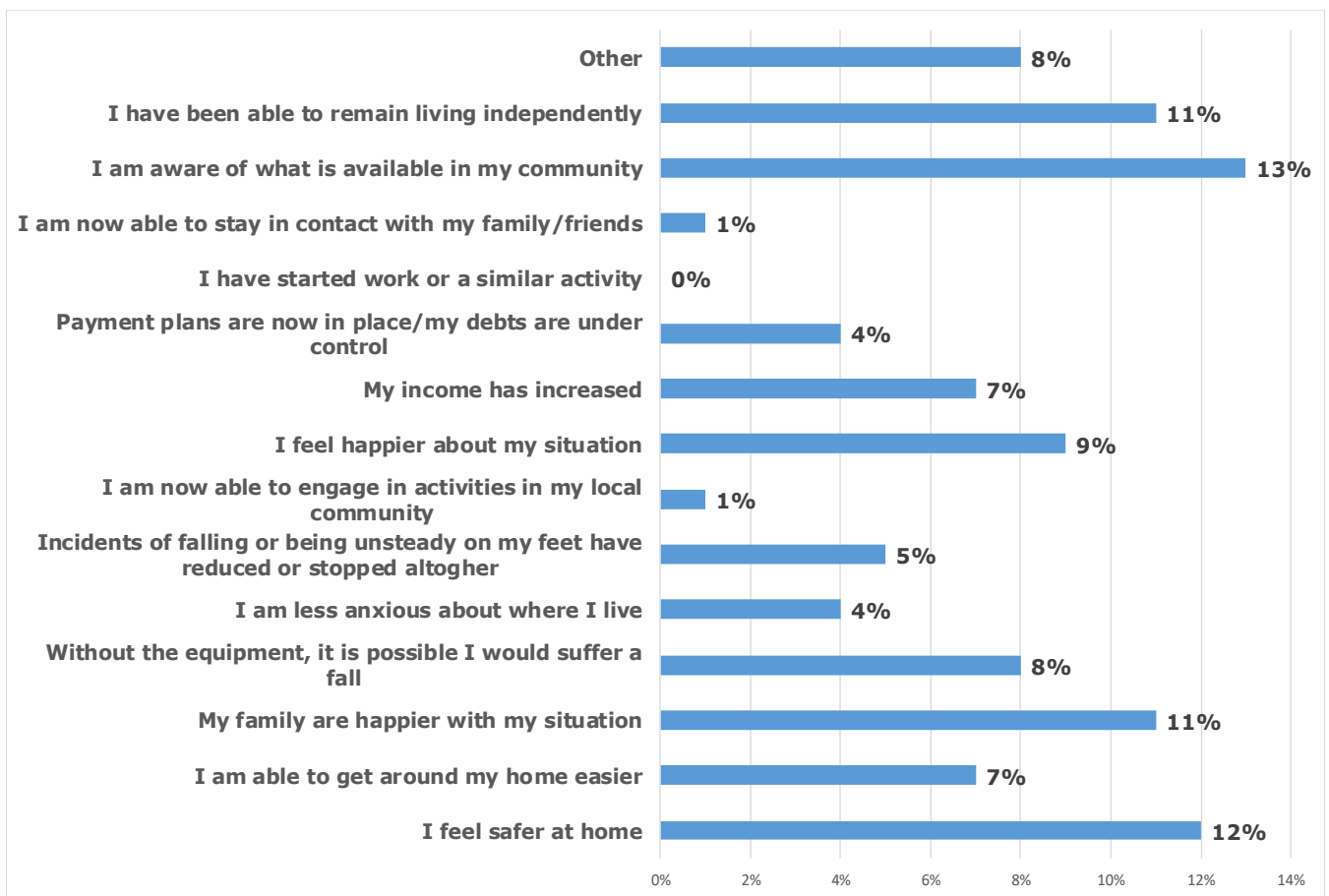
Overall Satisfaction

32. All respondents were asked how satisfied they were overall with the service they had received from the Wellbeing Lincs Team. 95% of all respondents were 'Very Satisfied'; with the remaining 5% stating they were 'Fairly Satisfied' with the overall service they had received.
33. All respondents were asked to provide their reasons for their answer at 5.1. above. The main themes emerging were that the Wellbeing Officers kept respondents fully informed, were clear, professional and explained things so that they were easy to understand. A full list of reasons, together with the Wellbeing Lincs Team responses, where applicable, are detailed below:

You Said	We Listened
<p>A named officer covered all aspects of the interview, she was clear and uncomplicated. Thank you for all your help.</p> <p>A named officer kept me fully informed at all times even coming to my home with correcting on forms when they could have been sent by post.</p> <p>My officer cared for both of us and made me feel that people do care.</p> <p>A named officer helped a lot and made some uncomfortable things very easy to talk about. He went off and looked into everything and explained and talked through it all so I could understand.</p> <p>Excellent and professional</p> <p>Nothing was too much trouble for them</p>	<p>All staff are engaged with the customers fully to find out what support is available.</p> <p>Because staff cover a certain area they are always local to the clients they support.</p>

You Said	We Listened
Hospital physios and occupational therapy had given advice prior to your visits	We work closely with other services to achieve a better outcome for the client

34. All respondents were given a number of statements and were asked if they were able to do any of them since the help they had received from the Wellbeing Lincs Service. The chart below shows that the most popular statements are 'I am aware of what is available in my community', 'I feel safer at home', 'I have been able to remain living independently' and 'My family are happier with my situation'.



35. All respondents stated that they would recommend the Wellbeing Lincs Service to family and friends. They were then asked to give a reason for their answer; a full list, together with the Wellbeing Lincs Team responses, where applicable, is detailed below:

You Said	We Listened
Nothing above applied as yet	
I am very grateful for the service. Thank you	Thank you
I know where I can ask for help with form filling	We are always happy to help with ongoing support
I know how and where to access legal help. I understand my rights with safeguarding. I feel I have somewhere to get help with care staff if I need it	All our staff have full safeguarding training to help with this
I am more able to manage my everyday life but still cannot walk too well	Pleased that you are able to manage better.

36. 61% of all respondents stated they would be interested in taking part in future consultations; with the remaining 39% stating they would not.

We Listened - Management response
<p>Thank you to everyone that took the time to complete this survey. The Wellbeing Lincs Team is committed to offering the most up to date and customer driven approach in providing the service. Your feedback helps us to continue to develop and improve the service.</p> <p>The feedback from this survey is very positive. We will be looking to increase feedback levels across Lincolnshire and will also be reviewing each area of the service to try and increase customer satisfaction levels even further.</p>

Contact:

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