

VCS (Voluntary & Community Sector) Organisations in Surrey

SURVEY NOVEMBER 2008

SEEKING YOUR OPINION: EQUIPMENT ADVICE CENTRES FOR SURREY

QUESTIONNAIRE RESPONSE

SID (Social Information on Disability) carried out a survey to gather the views of disability related VCS groups in Surrey, based on their experiences of providing services to clients.

380 disability related organisations were sent the survey by post (with freepost returns), and 50+ voluntary organisations from the Health & Social Sector were emailed copies of the questionnaire via the PACS forum mailing.

43 organisations responded to the Equipment Questionnaire. A response rate of just over 10%

1 DO YOU BELIEVE THERE IS A NEED FOR THIS TYPE OF SERVICE IN SURREY?

Yes: 20

23 respondents did not complete this question

COMMENTS:

- Definitely x 3
- Yes it would be a valuable provision
- Yes most definitely – an OT
- Absolutely, I have been in the position of looking for help in this way and was unable to get anything moving. British Red Cross used to deal with these things but has since cut back. I have seen many cases of bedbound people being made to suffer from pressure sores, just for the lack of a pressure mattress. This in turn means that they require more nursing, which impacts on funding and they are left in unnecessary pain and discomfort. There are private centres where you can access these items but they are very costly.

2 WHERE

SUGGESTED LOCATION	DEFINITELY	POSSIBLY	NO RESPONSE
Single Large Centre for the Country	3	15	25
A Number of Local Accessible Centres	37	5	1
Mobile Services	18	20	5
On-Line Services	20	13	10

OTHER COMMENTS:

- Helpline needed
- Accessibility is the key word
- Mobile for those who can't get out
- For public to access but would need an assessment prior to ordering to ensure career equipment provision

3 WHAT SERVICES

SUGGESTED SERVICES	DEFINITELY	POSSIBLY	NO RESPONSE
Offer Unbiased Advice	42	0	1
Include Access to Information/Advice Beyond Equipment	29	12	2
Occupational Therapist Advice	28	13	2
Technical Advice	36	6	1
Demonstration of Equipment	41	0	2
Servicing and Repair of Equipment	28	13	2
Social Services Approved Assessors to Prescribe Equipment	21	17	5
Access to Self-Assessment & Equipment Websites/Databases	22	16	5

OTHER SERVICES:

- Delivery & installation
- Need signposting to repairs. Physiotherapist medical
- Grants
- Re: last question* If 'accessible' for people with sensory loss & with 'triggers' for more specialist assessment.
- Manual handling adviser
- Specific advice on bathroom aids and new showers/baths etc
- Finance to purchase
- Advice re; grants DLF
- self assessment is a potential area for incorrect equipment being provided

4 WHAT EQUIPMENT

	DEFINITELY	POSSIBLY	NO RESPONSE
Have a Full Range of:			
SMALL ITEMS	39	2	2
LARGE ITEMS	24	16	3
Include Equipment Related to:			
HEARING EQUIPMENT	22	16	5
VISUAL IMPAIRMENT	23	15	5
CHILDREN'S EQUIPMENT	26	11	6

ANY OTHER SPECIFIC TYPE OF EQUIPMENT FOR WHICH THERE IS A NEED:

- Mobility scooters, stairlifts.
- Older people, rails, baths
- We say 'possibly' because a lot of equipment for V.I. people must be demonstrated, sometimes using specialist training.
- Stairlifts are difficult to access - cost/advice needed. Many people are worried about cost and disruption to their home.
- All types of disabilities for people of all ages
- Stairlift - trusted source, power wheelchairs
- Children need specialist assessment

5 TYPES OF SUPPLY

	DEFINITELY	POSSIBLY	NO RESPONSE
Direct Sale of Small Items of Equipment	35	3	5
Second-Hand Equipment	25	13	5
Hire of Equipment	23	15	5
Loan of Equipment	24	14	5
Ordering Facility	34	5	4
Disposal and Re-Use of Equipment	26	12	5

OTHER:

- Advice only + options for ordering.
- 2nd hand equipment, needs cleaning, PAT and so on.
- Some people prefer to hire items for a short time only

6 MANAGEMENT

RUN BY:	DEFINITELY	POSSIBLY	NO RESPONSE	NO (self-added)
Social Services With Health Services	16	16	11	---
Commercial Organisations	2	18	23	---
The Voluntary Sector	17	18	8	---
Centres Should be Self-Funding	3	22	18	---

OTHER:

- Link with intermediate care team