

# FIFE TRAUMATIC BRAIN INJURY SERVICE

## USER LED SERVICE REVIEW

12 May 2008

In April of 2008, Fife Traumatic Brain Injury Service initiated a user and carer led service review.

The reasons for this were to ensure a quality and individualised service was being provided and to give clients and carers the opportunity to suggest changes and improvements to the service.

In the first instance, explanatory letters were sent to all current clients and carers, also to a random selection of former clients, inviting them to participate in a working group which would determine the methods of the review and analyse the feedback. 38 invitations were sent, 2 clients and 1 carer replied and agreed to form the working group (3%). 2 Social Care Workers and a Social Work Student also participated.

It was felt that a questionnaire would be the best way to obtain the information we required. A draft questionnaire based on the Scottish Accessible Information Forum (SAIF) was compiled for the working group to approve. These forms would be anonymous and sent with a stamped addressed envelope in an attempt to encourage a good return.

38 were sent out to the above groups and 9 were returned (24%).

All replies stated that staff members had the knowledge to meet their needs, and were polite, helpful and sensitive at all times. All respondents stated that staff were able to deal with enquiries or refer to another agency for more appropriate support e.g. Benefits.

All respondents stated that they were satisfied that staff based within the Team maintained confidentiality. No respondents had ever had the occasion or reason to utilise the complaints procedure.

89% of respondents were happy that the service was available at suitable times, the same percentage of individuals were happy with the flexibility of all working arrangements with the staff team.

89% said that FTBIS have done what has been asked of them and within the agreed timescales.

89% of respondents said they are kept informed of any changes to the service, or planned changes e.g. change of contact details, festive working hours etc.

89% of respondents felt that they are listened to, and have an influence on the support they receive.

23% of respondents stated they were unsure of what services FTBIS provide. As a result of this, Social Care Workers have produced an information folder for all clients, which contain the following: -

- Information about the service, aims of the service, complaints procedure and staffing.
- Basic brain injury information

- Information sheets re holidays, travel insurance, benefits,
- Useful contact details and websites, reading material.
- A calendar
- Personal plans
- Review reports
- Information for carers and families.

This is intended to be a tool which Social Care Workers will use as a point of reference to discuss issues with clients and to be a resource which clients can refer to as/when necessary.

While analysing the returned questionnaires, some respondents' stated they were unsure how to answer the questions as they did not understand what was being asked. These comments have been noted and any future exercises will reflect this finding.

Respondents were asked how they became aware of FTBIS and the response noted below: -

- social worker x 2
- Cameron Hospital x 1
- Momentum x 1
- Job Centre Plus x 1
- FTBIS x 2
- Daniel Yorath Centre x 1
- can't remember x 1

How long did users have to wait between referral and receiving services?

- Months x 3
- Few weeks x 2

- 6-8 weeks x 1
- Not sure x 1
- Are there any improvements you would like to see?
- No x 5
- More info re community resources for TBI

What difference has the service made to your life?

- Involvement with Safe Drive Stay Alive Initiative
- Able to meet others in the same position
- More active and more confident
- Made my life a bit easier
- Better organised
- My daughter goes out and about more than ever expected
- Improved quality of life
- We have a laugh
- Given me back my social confidence.

The working group discussed the findings and as a result of this, an action plan for the next 12 months was formulated.

1. To carry out as annual review using a less intensive questionnaire.
2. To carry out a service evaluation when support withdrawn.
3. To have a 3 and 6 month follow up via visit or phone.

4. To instigate a Carers group in a social/informal setting where carers can support each other. It would be anticipated that FTBIS would have a presence initially then withdraw.
5. To hold regular social get togethers for clients for peer support. E.g. Bowling.

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