

Older People's Evaluation of Community Care Assessment



Telephone
Survey

Social Services Department
Older and Disabled People's Services

2004 - 2005

Introduction

Consulting service users about their experience of our services is crucial to getting services right.

This report outlines the approach, findings and recommendations in relation to a telephone consultation survey with older people who had recently had a Community Care Assessment. The survey sought older peoples' views and feelings about how well the Department responded to them.

The information and findings from the consultation will be used to develop some written standards on what our customers can expect from an assessment. They will also serve as first steps in raising awareness with staff about important issues in delivering and maintaining good customer relations.

The survey took place during the last two weeks in September 2004 during Leicestershire's "Listening Month" for older people.

The purpose of the survey was to:

- Involve people directly in providing an evaluation of how they access community care services
- Introduce into Older and Disabled People's Services a system for listening to service users so that evaluating our approach to service user satisfaction becomes a common practice for all staff
- Provide the Department with clear information about how we currently perform and what standards service users expect from us.
- Provide information to assist the Department in developing a Customer Care Charter for older people

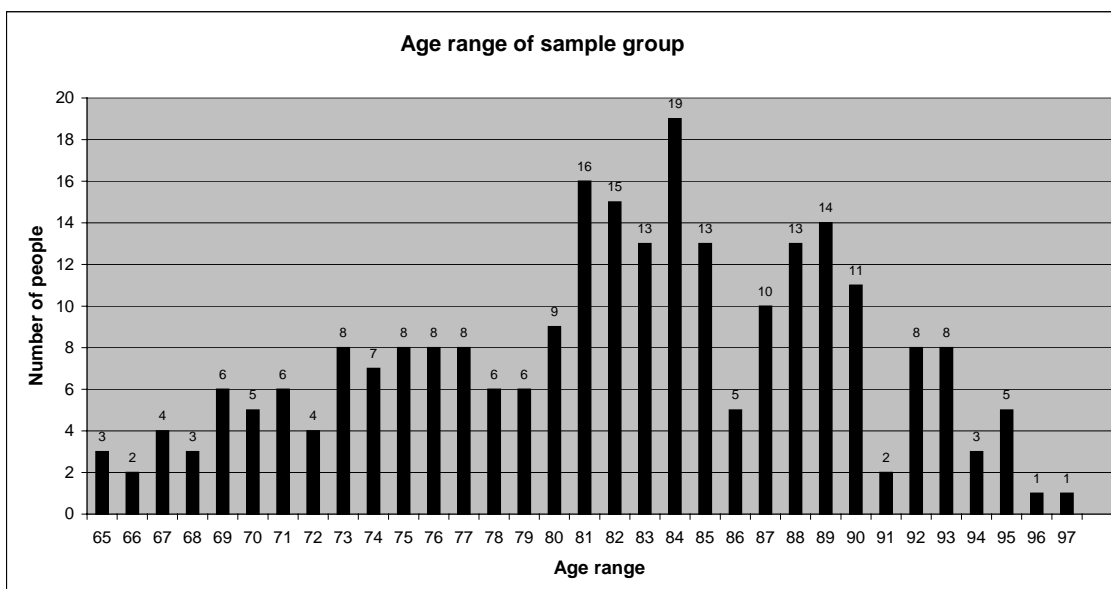
Methodology

- This survey was by telephone. Face-to-face interviews may well be the best way to consult with older people but this can be time consuming to implement.
- The people who took part in the survey may not receive the same levels of service – some may receive a home care service and have had an adaptation, others may only require a Mobile Meals service
- All service users were living at home, had agreed to take part and were considered as able to take part in a telephone survey

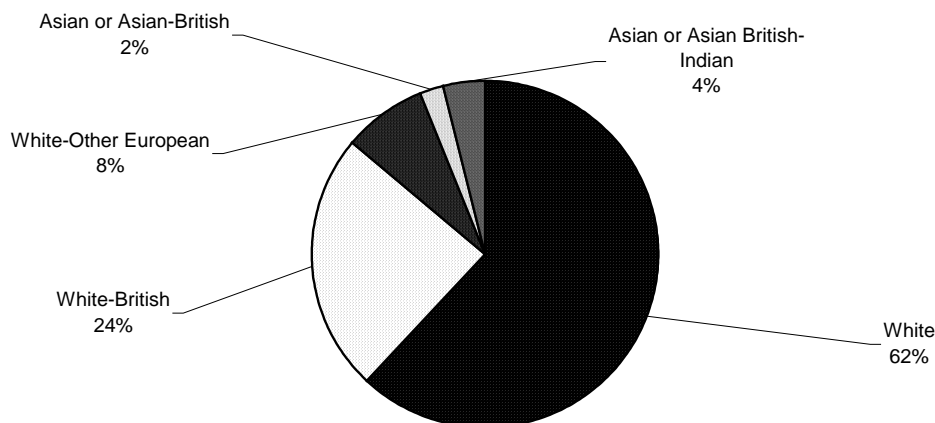
The Consultation Process aimed to:

- Undertake a telephone audit of 100 people who received an assessment in June/July/August 2004
- Recruit volunteers from across the Department to make the telephone calls. The idea was to give 5 telephone calls per volunteer. This brought a degree of independence to the survey and aimed to raise the profile of older people across the Department.
- Ensure representation of service users from as wide a group as possible, within the criteria. 250 service users were selected from SSIS. Local teams were then asked to ensure that people were not approached directly who would not be able to participate e.g. people with advanced stages of Dementia; and that carers of recently deceased service users were not contacted inappropriately.

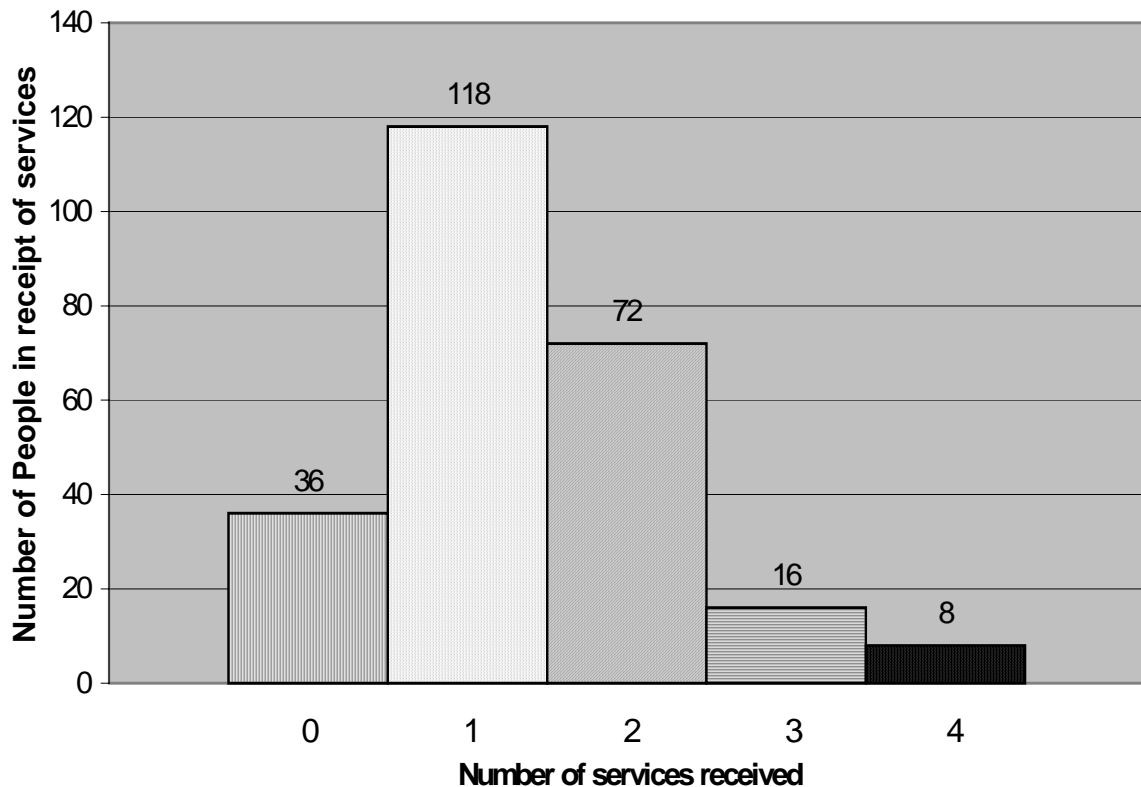
The sample group of 250 service users came from a wide age range and were in receipt of a variety of services.



Ethnicity of Service Users in sample group



Services received by Sample Group from Social Services



Delivering the Project

- The project plan was drawn up jointly by staff from Older and Disabled People's Services and was co-ordinated by the Communications Team.
- An advert/flyer was sent to all staff via e-mail, the Departments News Zone and Staff Bulletin seeking volunteers to assist in the survey (22 volunteers from across the Department were recruited).
- A questionnaire was devised by the Older People's Planning Officer and the Information Management Officer. This asked a series of specific questions. These questions included a list of possible responses aimed at providing the Department with the information required to assess customer relations and service user satisfaction. The questionnaire enabled specific comments to be recorded. This questionnaire was used by all volunteers to ensure consistency in approach.
- The Communications and Consultations Officer and Older People's Planning Officer delivered a training session for volunteers jointly. This session was introduced by the Assistant Director Older and Disabled People's services. It also covered key issues in good telephone communication and consultation, an outline of the assessment process and information on how to get and to record accurate and factual information.

- Service Users who were assessed during June, July and August 2004 were defined as the cohort for the survey. Local teams were asked to check the lists and ensure everyone was appropriate to be contacted. People with dementia who were considered unable to participate or those with particular circumstances like a recent bereavement were not included.
- The remaining service users were sent a letter telling them about the survey and giving them the option not to be included. The letter also provided reassurance about confidentiality and gave them the option for a relative or friend to take part on their behalf.
- Volunteers undertook the consultation over a two-week period, which fitted in with their normal working day. Confidential/quiet rooms were provided as necessary.

Collating the Information

- Of the original 250 service users identified to take part in the survey, only 65 chose not to take part; this meant we exceeded the anticipated target of 100 participants.
- We then attempted to contact the remaining 185 service users and were able to obtain responses from 120 participants.
- We had a varied response to the questions. Because of the way in which the questions were worded and how service users responded, we obtained far more qualitative data than quantitative.
- The number of service users who responded in a way that allowed us to quantitatively analyse the data was 79.
- Service users' direct comments were also typed up for each question under two columns headed positive and negative responses. These comments were then analysed by identifying the common themes.

Key Findings

Question 1

Did you find it easy to get in touch with Social Services?

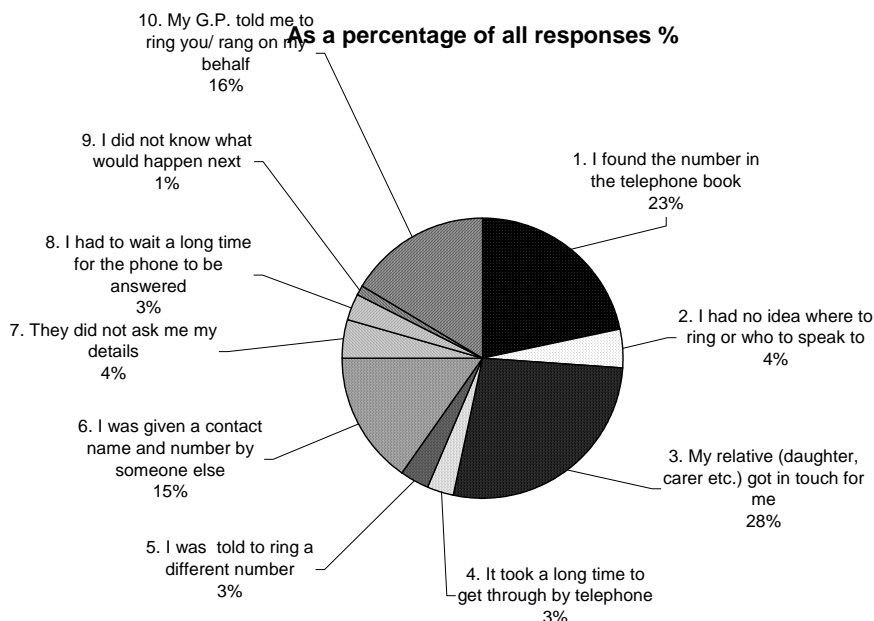
Data taken from pre-set possible responses

Most people found it easy to get in touch with Social Services. The most common responses showed that:

- **28%** of people contacted the Department through their relatives or carer
- **23%** of people contacted us by finding the number in the Telephone Book
- **16%** of people contacted us through their General Practitioner
- **14%** of people contacted us through a Hospital or other agency

Most people had a positive experience of contacting the Department because:

- The first number they rang was usually the correct one
- They were told from the beginning what would happen next



"Staff at Sheltered accommodation had a list of telephone numbers to ring for information"

"My daughter contacted Social Services they were really helpful"

"Mum had a fall and was admitted to hospital. Hospital arranged and contacted Social Workers"

"Rang the Hinckley office - knew them"

Data taken from Direct Comments

Comments to this question showed a mixed response depending on the individual's personal experience. There were 78 comments made in direct response to this question.

82% were positive comments from people about getting in touch with the Department

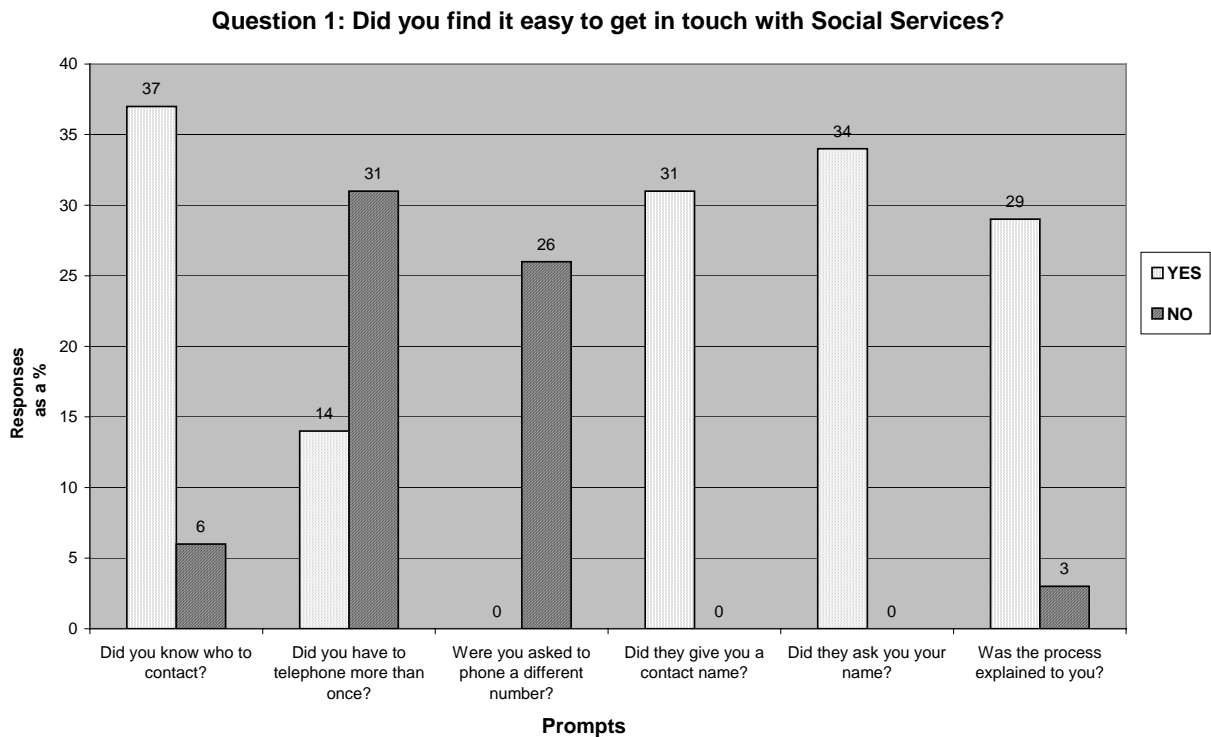
18% of the comments were negative:

- A small number of people commented on the difficulties they had in getting in touch with the Department. This included having to telephone more than once, waiting whilst on the line and one person stated that staff were not available to book an appointment
- A handful of people said they did not know how to start the process i.e who, where, when to contact the Department
- There were a small number of comments on the attitude of staff feeling that they were not treated with respect

"Response was slow."

"At first I didn't find it easy to contact anyone. It took me sometime to find the number in the phone book."

Data taken from responses to the prompts



Question 2

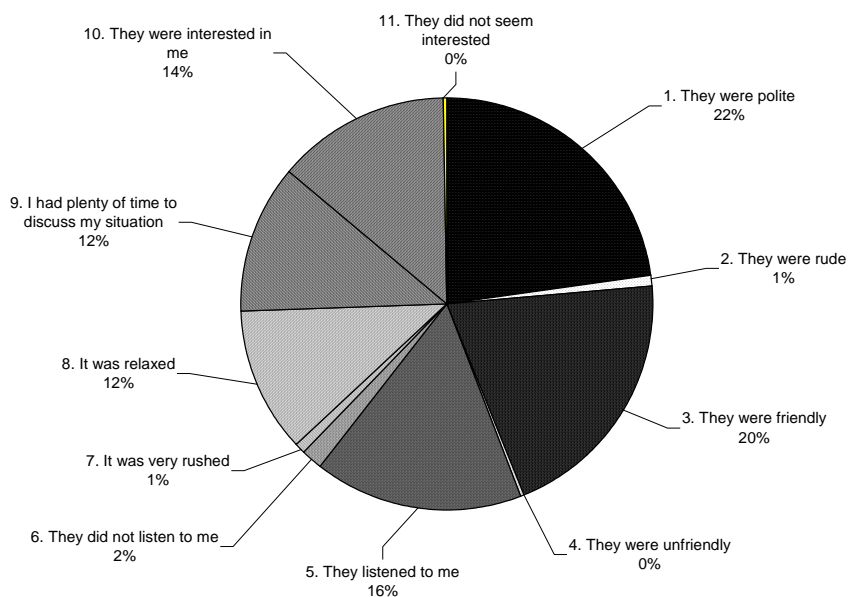
When you spoke to staff from Social services either by telephone or in person how did they come across?

Data taken from pre-set possible responses

97% of the responses indicated that service users found their contact with staff was a positive experience. Of these:

- 22% of people said that staff were polite
- 20% of people said that staff were friendly
- 16% of people said that staff listened to them
- 12% of people said that the communication was relaxed with plenty of time to discuss matters
- 12% people said that they were kept informed by staff

As a percentage of all responses %



Data taken from Direct Comments

Again, there was a mixed response to this question depending on each individual's personal experience. A total of 58 comments were made in direct response to this question.

90% were positive comments, which can be broadly categorised by the following:

- staff were nice, polite, friendly and sympathetic
- there was a clear explanation of process/instructions

"The Social Worker was a very nice person, very polite and friendly and knew what he was doing."

"The assessment process was very good"

"Excellent treatment"

10% of the comments raised the following issues:

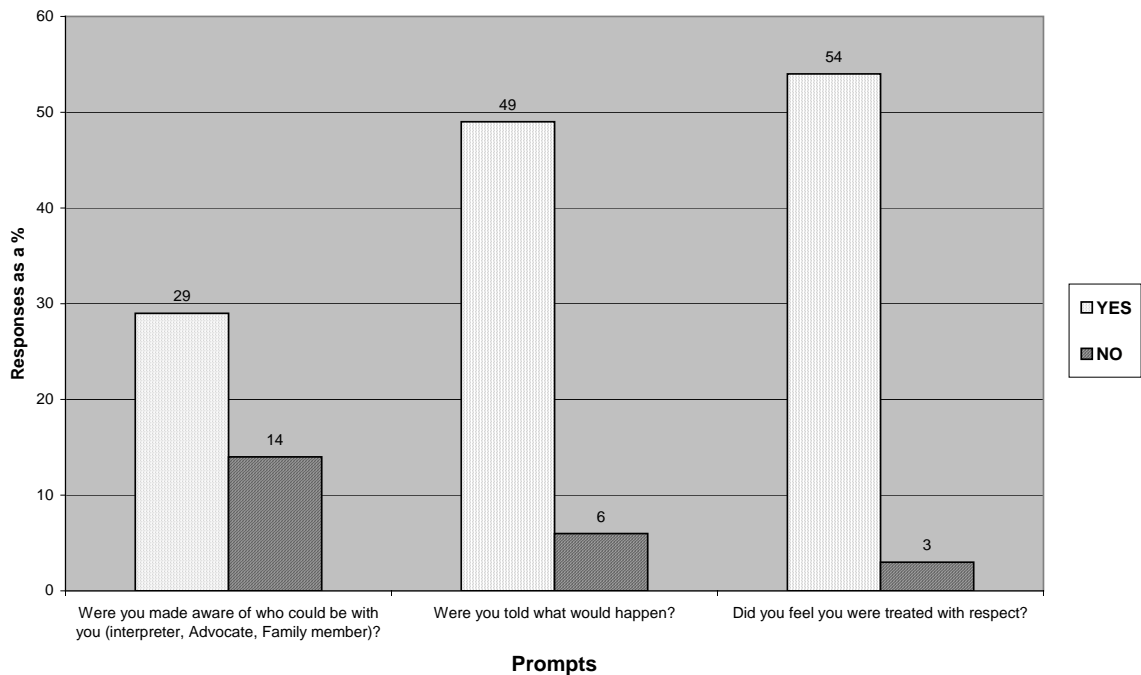
- A small number of people said they were unhappy with staff attitude and lack of information
- Some people said that their services were unsatisfactory these were comments about mobile meals
- One or two people said they spent a long time waiting and that calls were not returned

"Do not like meals very much, not very nutritious"

"After initial contact, no joy. Was not kept"

Data taken from responses to the prompts

Question 2: When you spoke to staff from Social Services how did they come across?



Question 3

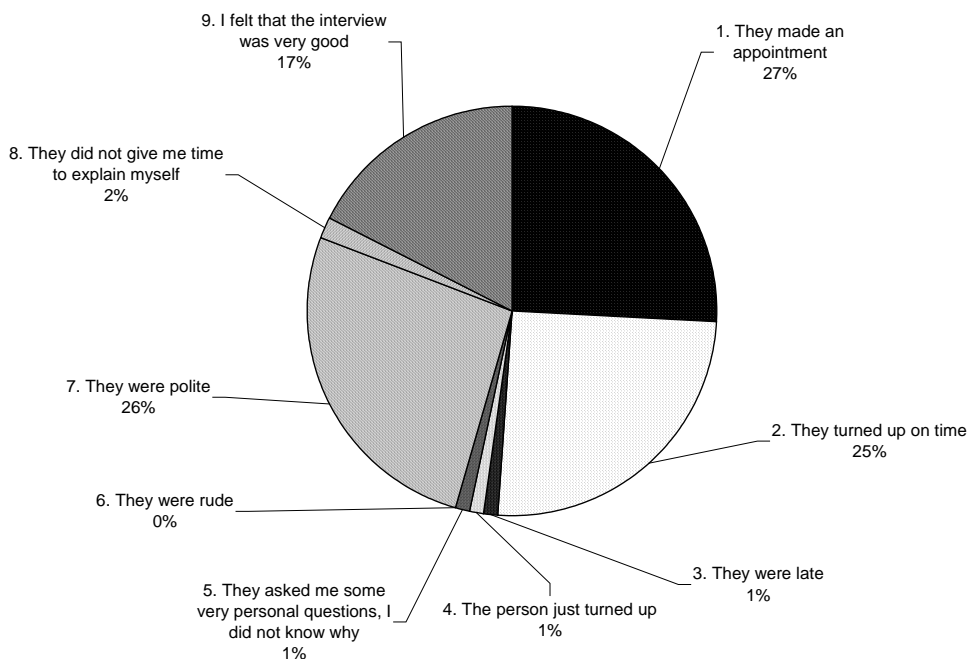
When you met Social Services staff did they behave well towards you? (This meeting might have been at home, in hospital, at family home etc)

Data taken from pre-set possible responses

94% of responses indicated that service users had a positive experience of their meeting(s) with social services staff:

- **26%** of people said staff made an appointment
- **26%** of people said staff were polite
- **17%** of people said the interview with staff was very good
- The majority of service users said they had been shown the social worker's ID.

As a percentage of all responses %



Data taken from Direct Comments

A total of 75 comments were made in direct response to this question.

88% of people were very positive in their comments to this question. Their responses fell into the following areas:

- Most people said that staff made appointments to meet with them and were punctual, polite and understanding

"Felt that we were dealt with very well. Always felt before that older people aren't listened to - spoke to both of us and wrote to both of us which made us both feel important"

"Professional, sympathetic, caring and patient"

- A number of comments were made specifically praising Social Services staff for their caring approach
- Most people felt that everything was explained to them very clearly

"Yes, Social Worker made an appointment, she was very polite, friendly. I really did feel quite comfortable speaking to her"

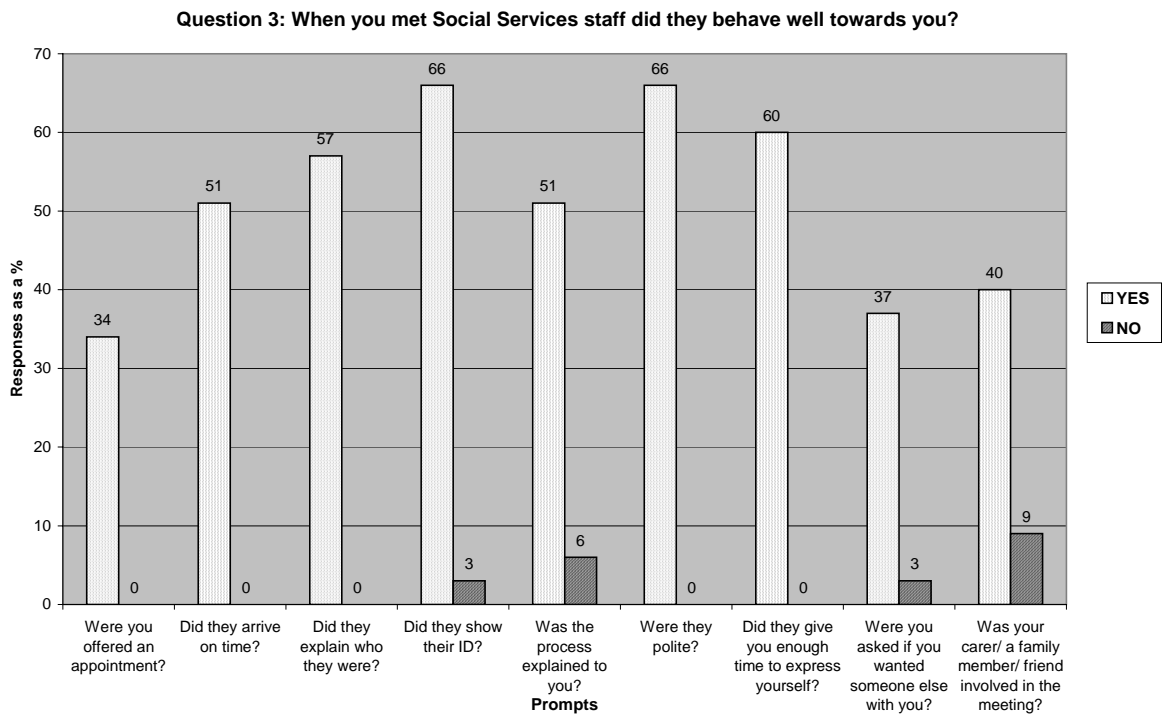
12% of the comments were negative:

- A small number of comments were made about staff being late for appointments (although staff did offer an apology) as well as the meals service being late sometimes
- One or two people were not happy, with the assessment. One person said it would have been better if their relatives had been present
- A handful of people said they were unhappy with Social Services' procedures - particularly the financial aspects as well as the questions they were asked

"Really fed up with Social Services"

"Did not understand fully why these questions were being asked"

Data taken from responses to the prompts



Question 4

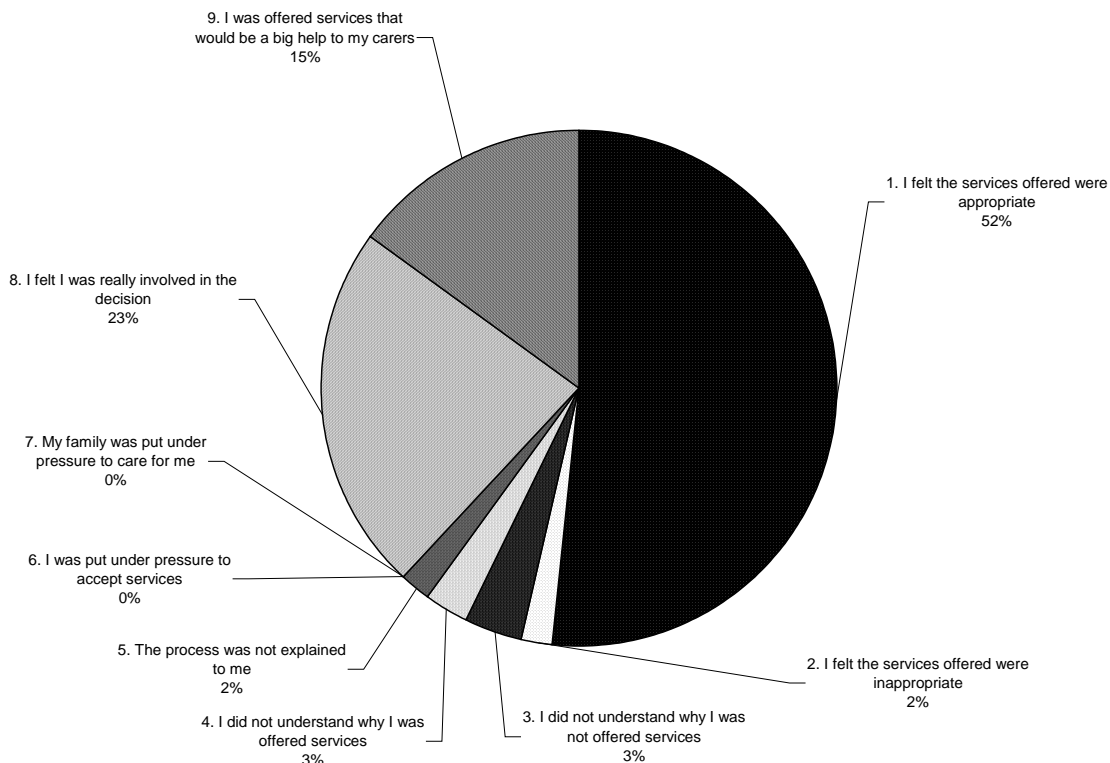
Did you feel that you got the right services or the right sort of information that you needed?

Data taken from pre-set possible responses

90% of the responses indicated that service users believed they had received the right services or information to meet their needs. Most people were happy with the services provided. The most common responses showed that:

- Most people felt that the services offered were appropriate
- **23%** of people felt that they were really involved in the decision
- **15%** of people felt that the services offered would be a big help to carers
- None of the respondents felt that they had been put under any pressure to accept services, or that their family had been put under pressure to care for them.

As a percentage of all responses %



Data taken from Direct Comments

A total of 83 comments were made in direct response to this question.

72% of people made positive comments about the services and information they received from the Department.

"We are very happy with the services we have got and all the information given was very helpful"

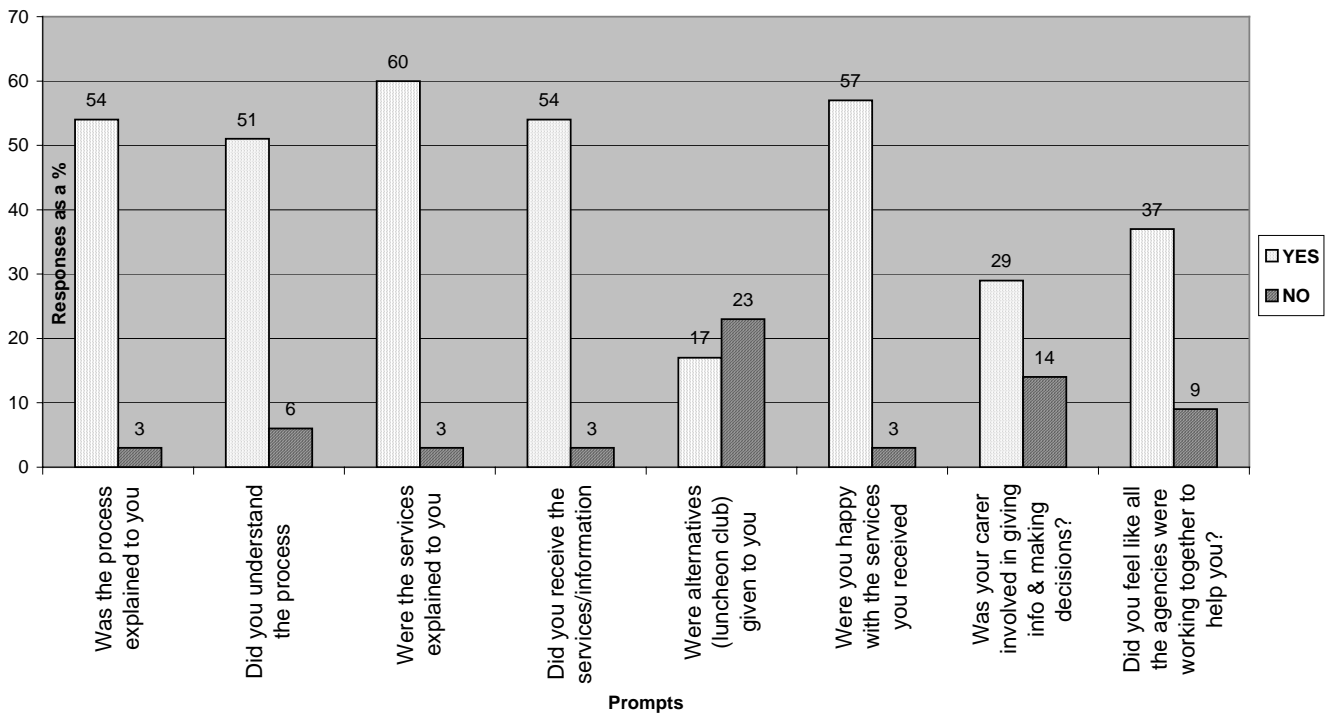
- **66%** of people were happy with the services provided and felt that they were offered the right advice and services
- **6%** of people said that they were happy with their services but felt that they would now like a review

28% of the comments made were negative:

- Some comments were made about the quality of the home care service. These include poor time keeping and inadequate care due to lack of time available to the care worker
- A small number of comments were made about the lack of information about progress in their case, and having to repeat information to several providers.
- A small number of people said that they were not happy with their services and/or their financial assessment.

Data taken from responses to the prompts

Question 4: Do you feel you got the right services or information that you needed



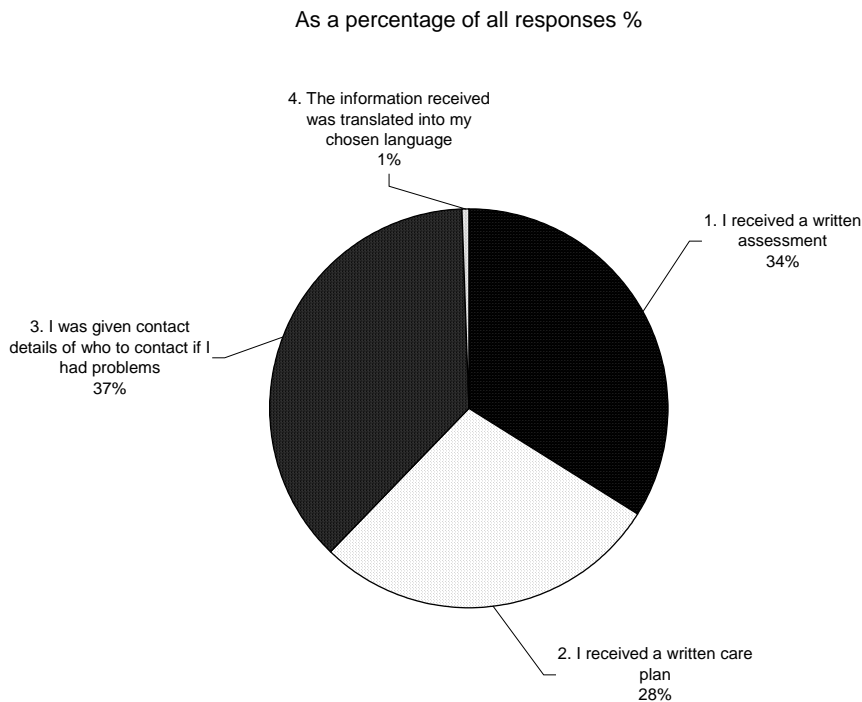
Question 5

Did you receive any written information from us and if so was it useful?

Data taken from pre-set possible responses

All of the service users indicated that they had received some form of useful written information from the Department. Most people were happy with the information they received. The most common responses showed that:

- **80%** of people said they received a written assessment
- **76%** of people said they received a written Care Plan
- **91%** of people said they received contact details in case of future problems
- The majority of people who were surveyed did not require information in alternative formats.



Data taken from Direct Comments

A total of 67 comments were made in direct response to this question.

64% of these were positive comments about the information they received:

- Most people said that they had received clear and comprehensive information on their services including assessments, care plans and information leaflets

"I have a folder full of information - including a contact name"

"As I have not been able to read or write I found the assessment / care plan very easy to understand, so thank you for that"

36% of the comments were negative:

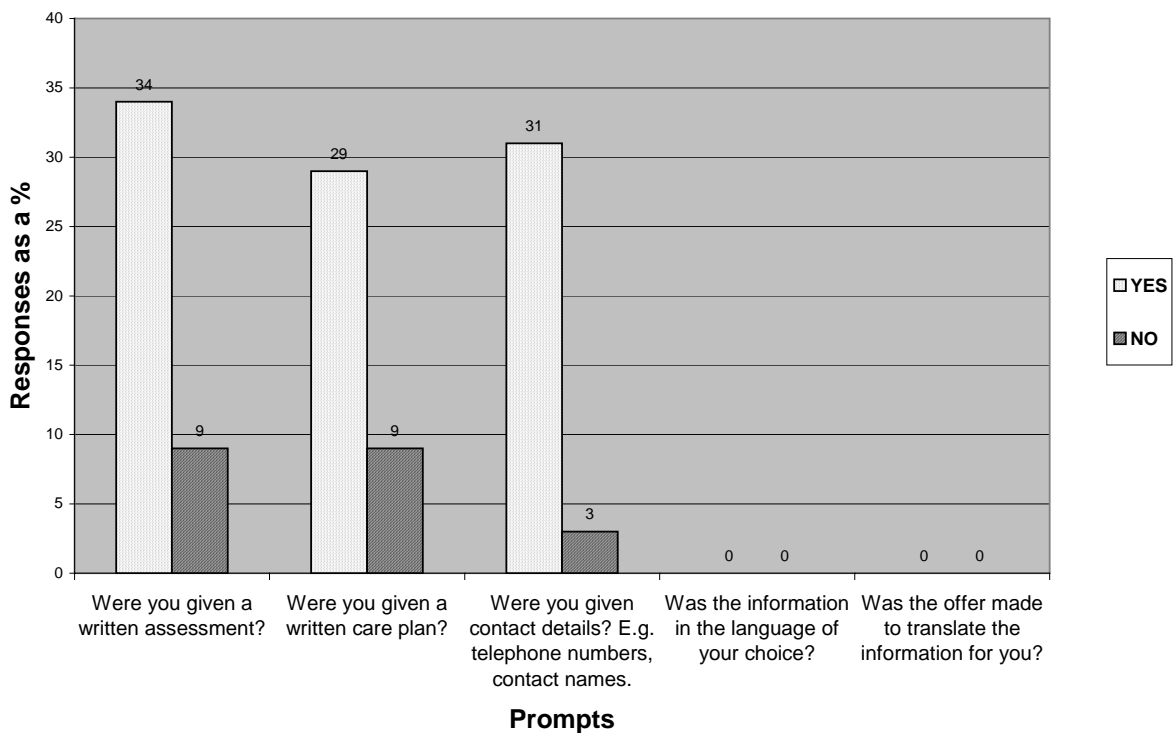
- A small number of people said they either didn't receive any useful information or were unsure about what information they had been given
- Some people raised concerns that the information they received was not accurate or easy to understand
- **5%** of people said that they did not fully understand the financial assessment forms and were not told about how much they may be charged

"Don't think I was given a copy of the assessment"

"Can't remember as I have dealt with so many different people"

Data taken from responses to the prompts

Question 5: Did you receive any written information from us and if so was it useful?

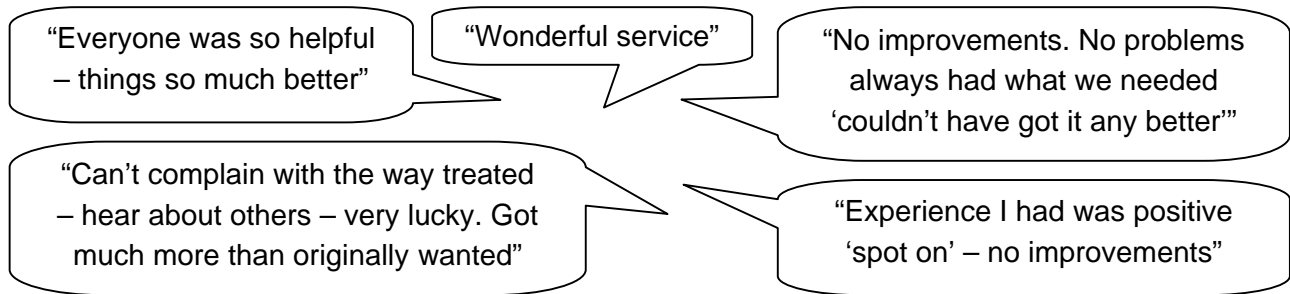


Question 6

Can you suggest one thing that we could do better to help other people in similar situations?

There was a mixed response to this question depending on each individual's personal experience.

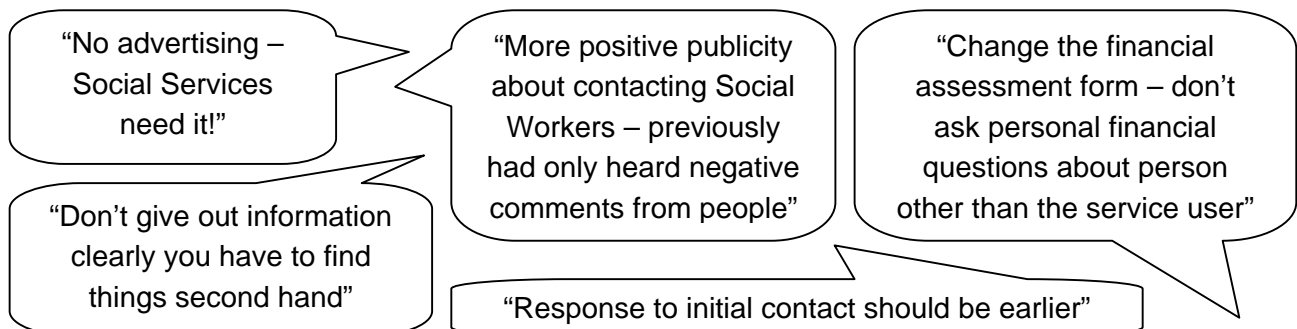
Where people's experience of the Department was positive there were no suggestions for improvement as people were happy with the service. Some of the comments were:



However **35 people** made suggestions for improvement these fell broadly into the following areas:

- **12** people made comments about the provision of more appropriate information to clarify the role of each agency ie benefit claims
- **4** people requested more positive publicity about contacting Social Workers and advertising the role of the Department
- **14** people made comments about specific services these included mobile meals, home care services/support services and financial forms. 3 people suggested a regular timetable for both meals and home care. Also the need to know which carer would be visiting if the usual care was not available and to let them know if carer would be late.
- **5** people said the Department's responses to initial contacts and waiting time for services could be improved

Comments included:



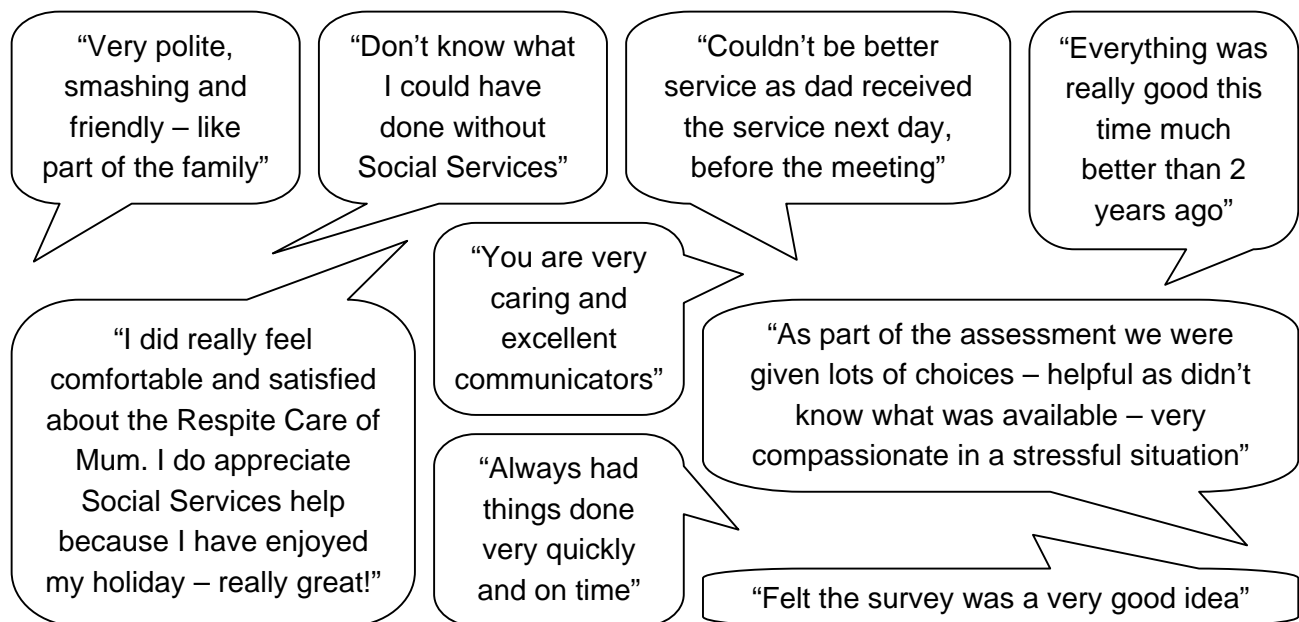
Question 7

Can you identify one thing that you think we did really well?

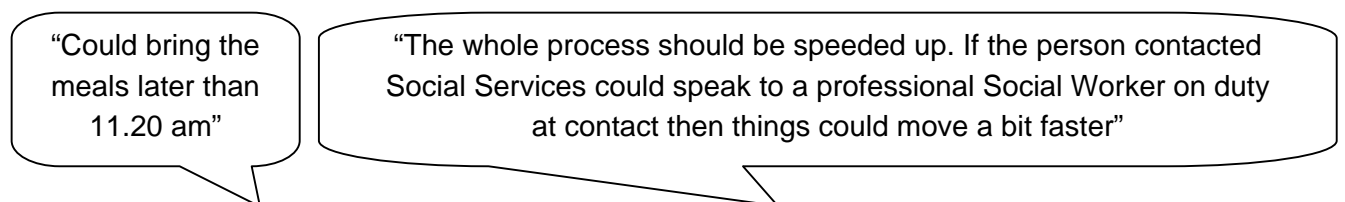
57 people made positive comments about the Department overall

These fell broadly into the following areas:

- **19** people commented specifically about customer care issues showing that they greatly valued the caring, polite and friendly approach of staff in the Department.
- **10** people commented on the promptness of the service received showing that they valued the speed at which their services were delivered
- **28** people commented on how happy they were about all aspects of their service



8 people could not identify anything the Department had done really well. The only 2 comments were:



Conclusion

This survey shows that overall there is a very high satisfaction rate with the way that we undertake community care assessments, that most people get the help that they need in a responsive way and that our staff are seen as professional, and polite and that the commissioning staff turned up when they were expected. Most people asked found the Department easy to get in contact with and were given information to help them. It is very important to recognise that more people said they had a positive experience of the assessment process than negative. Some of the things that service users said positively were:

- Experience I had was spot on
- everyone was so helpful – things so much better
- got much more than originally wanted
- no problems always had what we wanted
- like part of the family
- everything was really good, better than 2 years ago
- always had things done quickly and on time
- as part of assessment we were given lots of choices
- very compassionate in a stressful situation
- I really did feel comfortable and satisfied - really great

Staff involved in these assessments should take a pat on the back.

It would be possible to assume from this survey that we got it right all of the time but there were times when some people's experience did not meet the standards we would expect and it is from these that we need to learn how to improve

- 10% (1 in 10) people found it difficult to contact the Department
- 5% (1 in 20) were unhappy about staff attitudes
- 11% and 4% said home care and mobile meals respectively did not meet their expected standards
- 12% said they did not receive any useful information or that what they received was not accurate or easy to understand

The comments about how we can improve were

- Social services need to advertise
- Information needs to be clearer
- Earlier response to initial contact is needed
- Financial assessment needs changing
- Don't ask personal financial information of carers
- Positive publicity needed about social workers to counter negative image

This survey shows that we do get it right lots of the time but that there are several areas where we need to improve. We do need all staff to appreciate the need for good customer care and to ensure that all of our service users feel we have done the best that we can to meet their needs. The following actions are recommended from this report

1. The findings to be circulated to staff in Older and Disabled People's services and discussed at team meetings in January and February
2. The findings to be reported to Social Services management team
3. The customer care issues will be addressed in the context of the County Council's corporate approach and the Department's action plan
4. Training in assessment standards has been commissioned across all commissioning staff in our service area and is taking place in December and January
5. A charter for assessment standards to be drawn up in the service area and agreed with all commissioning teams and posters on display in area offices and GP surgeries etc.
6. To undertake some publicity with key agencies – Age Concern, PCTs, Alzheimer's Society, Carer's Development groups, Leicestershire Matters about how to get in touch with our Department
7. To introduce a customer feedback form to be returned to team managers following each assessment – to be used to evaluate performance against the standards

I would like to thank all those people involved in producing this survey including those staff who are delivering a very high quality service already, the volunteers who undertook the telephone survey for us, the communication and consultation staff who co-ordinated the survey and have produced this report.



Sheila Rochester
Assistant Director
Older and Disabled People's services

OLDER PERSONS TELEPHONE SURVEY - RESPONSES

79 Service Users responded in a way that corresponded directly with the responses on the forms:

Question 1

Did you find it easy to get in touch with Social Services?

	Response	Number of responses	As a percentage of all responses %
1	I found the number in the telephone book	16	20
2	I had no idea where to ring or who to speak to	3	4
3	My relative (daughter, carer etc.) got in touch for me	20	25
4	It took a long time to get through by telephone	2	3
5	I was told to ring a different number	2	3
6	I was given a contact name and number by someone else (who?)	11	14
7	They did not ask me my details	3	4
8	I had to wait a long time for the phone to be answered	2	3
9	I did not know what would happen next	1	1
10	My G.P. told me to ring you/ rang on my behalf	12	15

Question 2

When you spoke to staff from Social Services (either by telephone or in person) how did they come across?

	Response	Number of responses	As a percentage of all responses %
1	They were polite	67	85
2	They were rude	2	3

3	They were friendly	60	76
4	They were unfriendly	1	1
5	They listened to me	48	61
6	They did not listen to me	5	6
7	It was very rushed	2	3
8	It was relaxed	34	43
9	I had plenty of time to discuss my situation	34	43
10	They were interested in me	40	51
11	They did not seem interested	1	1

Question 3

When you met Social Services staff did they behave well towards you? (this meeting might have been at home, in hospital, at family home etc)

	Response	Number of responses	As a percentage of all responses %
1	They made an appointment	55	70
2	They turned up on time	54	68
3	They were late	2	3
4	The person just turned up	2	3
5	They asked me some very personal questions, I did not know why	2	3
6	They were rude	0	0
7	They were polite	56	71
8	They did not give me time to explain myself	4	5
9	I felt that the interview was very good	37	47

Question 4

Do you feel that you got the right services or the right sort of information that you needed?

	Response	Number of responses	As a percentage of all responses %
1	I felt the services offered were appropriate	60	76
2	I felt the services offered were inappropriate	2	3
3	I did not understand why I was not offered services	4	5
4	I did not understand why I was offered services	3	4
5	The process was not explained to me	2	3
6	I was put under pressure to accept services	0	0
7	My family was put under pressure to care for me	0	0
8	I felt I was really involved in the decision	27	34
9	I was offered services that would be a big help to my carers	17	22

Question 5

Did you receive any written information from us and if so was it useful?

	Response	Number of responses	As a percentage of all responses %
1	I received a written assessment	40	51
2	I received a written care plan	34	43
3	I was given contact details of who to contact if I had problems	44	56
4	The information received was translated into my chosen language	1	1

OLDER PERSONS TELEPHONE SURVEY - RESPONSES TO PROMPTS

35 Service Users responded to the prompts on the forms with direct yes/no replies:

Question 1

Did you find it easy to get in touch with Social Services?

Prompt		Number of responses	As a percentage of all responses %
Did you know who to contact?	YES	13	37
	NO	2	6
Did you have to telephone more than once?	YES	5	14
	NO	11	31
Were you asked to phone a different number?	YES	0	0
	NO	9	26
Did they give you a contact name?	YES	11	31
	NO	0	0
Did they ask you your name?	YES	12	34
	NO	0	0
Was the process explained to you, for example what would happen next?	YES	10	29
	NO	1	3

Question 2

When you spoke to staff from Social Services (either by telephone or in person) how did they come across?

Prompt		Number of responses	As a percentage of all responses %
Were you made aware of who could be with you (interpreter, Advocate, Family member)?	YES	10	29
	NO	5	14
Were you told what would happen?	YES	17	49

	NO	2	6
Did you feel you were treated with respect?	YES	19	54
	NO	1	3

Question 3

When you met Social Services staff did they behave well towards you? (this meeting might have been at home, in hospital, at family home etc)

Prompt		Number of responses	As a percentage of all responses %
Were you offered an appointment?	YES	12	34
	NO	0	0
Did they arrive on time?	YES	18	51
	NO	0	0
Did they explain who they were?	YES	20	57
	NO	0	0
Did they show their ID?	YES	23	66
	NO	1	3
Was the process explained to you so you understood why some questions were personal?	YES	18	51
	NO	2	6
Were they polite?	YES	23	66
	NO	0	0
Did they give you enough time to express yourself?	YES	21	60
	NO	0	0
Were you asked if you wanted someone else with you?	YES	13	37
	NO	1	3
Was your carer/ a family member/ friend involved in the meeting?	YES	14	40
	NO	3	9

Question 4

Do you feel that you got the right services or the right sort of information that you needed?

Prompt		Number of responses	As a percentage of all responses %
Was the process explained to you	YES	19	54
	NO	1	3
Did you understand the process	YES	18	51
	NO	2	6
Were the services explained to you	YES	21	60
	NO	1	3
Did you receive the services/information	YES	19	54
	NO	1	3
Were alternatives (luncheon club) given to you	YES	6	17
	NO	8	23
Were you happy with the services you received	YES	20	57
	NO	1	3
Was your carer involved in giving info & making decisions?	YES	10	29
	NO	5	14
Did you feel like all the agencies were working together to help you? E.g. social services/health/housing	YES	13	37
	NO	3	9

Question 5

Did you receive any written information from us and if so was it useful?

Prompt		Number of responses	As a percentage of all responses %
Were you given a written assessment?	YES	12	34
	NO	3	9

Were you given a written care plan?	YES	10	29
	NO	3	9
Were you given contact details? E.g. telephone numbers, contact names.	YES	11	31
	NO	1	3
Was the information in the language of your choice?	YES	0	0
	NO	0	0
Was the offer made to translate the information for you?	YES	0	0
	NO	0	0

OLDER PERSONS TELEPHONE SURVEY - QUESTIONNAIRE

SSIS NUMBER	«Per_Id_and_Indicator»		
Name of Service User	«Title» «Forename» «Surname» Age - «Age» years «Language»		
Telephone Number	«Tel_No»		
Assessment Date	«Assessment_Type» «Assessment_Start_Date»		
Services offered	«Current_Services»		
Divisional Office	«Assessing_Team_Name»		
	Contact 1st Attempt	Contact 2nd Attempt	Contact 3rd Attempt
Number of call backs			
Approximate time taken to complete consultation			
Introduction:			
<p>Hello, my name is [your name], and I am calling on behalf of Leicestershire Social Services. We wrote to you explaining that we were interested in your views regarding the Community Care Assessment and services offered to you.</p> <p>Are you able to spend approximately [time] minutes to talk about this?</p> <p>Can I just confirm some details before we begin?</p> <p>Is your name «Title» «Surname»?</p> <p>And your assessment was on [date]</p>			

Close:

Thank you «Title» «Surname», your views are important to us, and they will help us improve our services to the people of Leicestershire.

If you would like we will send you a summary of the survey, but the [Director [Assistant Director] will be writing personally to thank you for your contribution to this consultation.

Good bye

Telephone Staff

Name:

SSIS NUMBER	«Per_Id_and_In dicator»	Name of person telephoning	
Question 1			
Did you find it easy to get in touch with Social Services?			
Likely responses (tick ✓)		Prompts for Information	
I found the number in the telephone book	1	Did you know who to contact?	
I had no idea where to ring or who to speak to	2	Did you have to telephone more than once?	
My relative (daughter, carer etc.) got in touch for me	3	Were you asked to phone a different number?	
It took a long time to get through by telephone	4	Did they give you a contact name?	
I was told to ring a different number	5	Did they ask you your name?	
I was given a contact name and number by someone else (who?)	6	How long did you wait before you were answered?	
They did not ask me my details	7	Was the process explained to you, for example what would happen next?	
I had to wait a long time for the phone to be answered	8		
I did not know what would happen next	9		
My G.P. told me to ring you/ rang on my behalf	10		
Other comments			

SSIS NUMBER	«Per_Id_and_Indicator»	Name of person telephoning	
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Question 2

When you spoke to staff from Social Services (either by telephone or in person) how did they come across?

Likely responses (tick ✓)		Prompts for Information
They were polite	1	How did you feel staff spoke to you?
They were rude	2	Were you made aware of who could be with you (interpreter, Advocate, Family member)?
They were friendly	3	Were you told what would happen?
They were unfriendly	4	Did you feel you were treated with respect?
They listened to me	5	
They did not listen to me	6	
It was very rushed	7	
It was relaxed	8	
I had plenty of time to discuss my situation	9	
They were interested in me	10	
They did not seem interested	11	

Other comments

SSIS NUMBER	«Per_Id_and_Indicator»	Name of person telephoning	
<u>Question 3</u>			
When you met Social Services staff did they behave well towards you?			
(this meeting might have been at home, in hospital, at family home etc)			
Likely responses (tick ✓)		Prompts for Information	
They made an appointment	1	Were you offered an appointment?	
They turned up on time	2	Did they arrive on time?	
They were late	3	Did they explain who they were?	
The person just turned up	4	Did they show their ID?	
They asked me some very personal questions, I did not know why	5	Was the process explained to you so you understood why some questions were personal?	
They were rude	6	Were they polite?	
They were polite	7	Did they give you enough time to express yourself?	
They did not give me time to explain myself	8	Were you asked if you wanted someone else with you?	
I felt that the interview was very good	9	Was your carer/ a family member/ friend involved in the meeting?	
Other comments			

SSIS NUMBER	«Per_Id_and_Indi cator»	Name of person telephoning	
<u>Question 4</u>			
Do you feel that you got the right services or the right sort of information that you needed?			
Likely responses (tick ✓)		Prompts for Information	
I felt the services offered were appropriate	1	Was the process explained to you	
I felt the services offered were inappropriate	2	Did you understand the process	
I did not understand why I was not offered services	3	Were the services explained to you	
I did not understand why I was offered services	4	Did you receive the services/information	
The process was not explained to me	5	Were alternatives (luncheon club) given to you	
I was put under pressure to accept services	6	Were you happy with the services you received	
My family was put under pressure to care for me	7	Was your carer involved in giving info & making decisions?	
I felt I was really involved in the decision	8	Did you feel like all the agencies were working together to help you? E.g. social services/health/housing	
I was offered services that would be a big help to my carers	9		
Other comments			

SSIS NUMBER	«Per_Id_and_Indicator»	Name of person telephoning	
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Question 5

Did you receive any written information from us and if so was it useful?

Likely responses (tick ✓)		Prompts for Information
I received a written assessment	1	Were you given a written assessment?
I received a written care plan	2	Were you given a written care plan?
I was given contact details of who to contact if I had problems	3	Were you given contact details? E.g. telephone numbers, contact names.
The information received was translated into my chosen language	4	Was the information in the language of your choice?
		Was the offer made to translate the information for you?

Other comments

If you require information contained within this plan in another version e.g. large print, Braille, tape or an alternative language, please contact:

Tel: **0116 265 7404**

Minicom: **0116 265 7459**

Email: **social-services@leics.gov.uk**



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A copy of the plan can be found on the web at:
www.leics.gov.uk/social_services