

DRAFT REPORT ON THE RESULTS FROM THE DERBYSHIRE FIRST CONTACT SIGNPOSTING SCHEME CLIENT SATISFACTION SURVEY 2016

1. Scheme background

The [Derbyshire First Contact Signposting](#) Scheme First Contact is a free and universally available service for adults living in Derbyshire. It is managed by Derbyshire County Council (DCC) Adult Care and is utilised by a variety of organisations and professionals including Derbyshire Fire and Rescue Service (DFRS), Derbyshire Constabulary, health professionals, housing associations and voluntary sector workers who use the scheme to make referrals to other agencies.

The scheme provides an easy way, through a single contact, for Derbyshire residents to be put in touch with a wide range of local services that can support them. The scheme uses a single referral form with a series of 'yes/no' questions to refer people to [29 external partner agencies as well as 9 in-house Derbyshire County Council services](#) that can support health, independence and wellbeing.

The scheme was launched in certain areas of Derbyshire in 2009. In 2012 the scheme went countywide with one single referral form used throughout Derbyshire. In April 2016 the scheme was developed further with new referral pathways added.

Referrals into the scheme originate from four sources:

- paper or web form referrals – these referrals are mainly from professionals who use the scheme to refer their patients/clients/service users to other agencies but can also be referrals from people seeking help for themselves or a family member/friend
- via Call Derbyshire Adult Contact Plus Assessment – many of the First Contact questions are asked when a person contacts the main DCC call centre and a telephone assessment of their social care needs is completed
- via hospital discharge episode on FWi (Adult Care's case managements system) – a small number of the First Contact questions are asked when clients are discharged from an acute hospital setting (if Adult Care are involved in discharge)
- as part of a carers assessment – many of the First Contact questions are asked when a carer has their needs assessed by Call Derbyshire.

In 2015/2016 a total of 5454 people were referred into the scheme. This triggered 13109 onward referrals to partner agencies. This shows that most people who use the scheme are referred to either two or three of the services offered by partner agencies.

2. Survey Aims

The First Contact Signposting Scheme Survey 2016 aims to assess the satisfaction levels of the clients who have used the scheme throughout the year of 2016. The survey also hopes to gauge whether the scheme is successful in promoting the wellbeing, independence of Derbyshire residents and whether, in some cases, it delays the need for statutory care and support services.

The survey also hopes to identify how the scheme can be improved in the future and better meet its aims going forward.

3. Methodology and Approaches

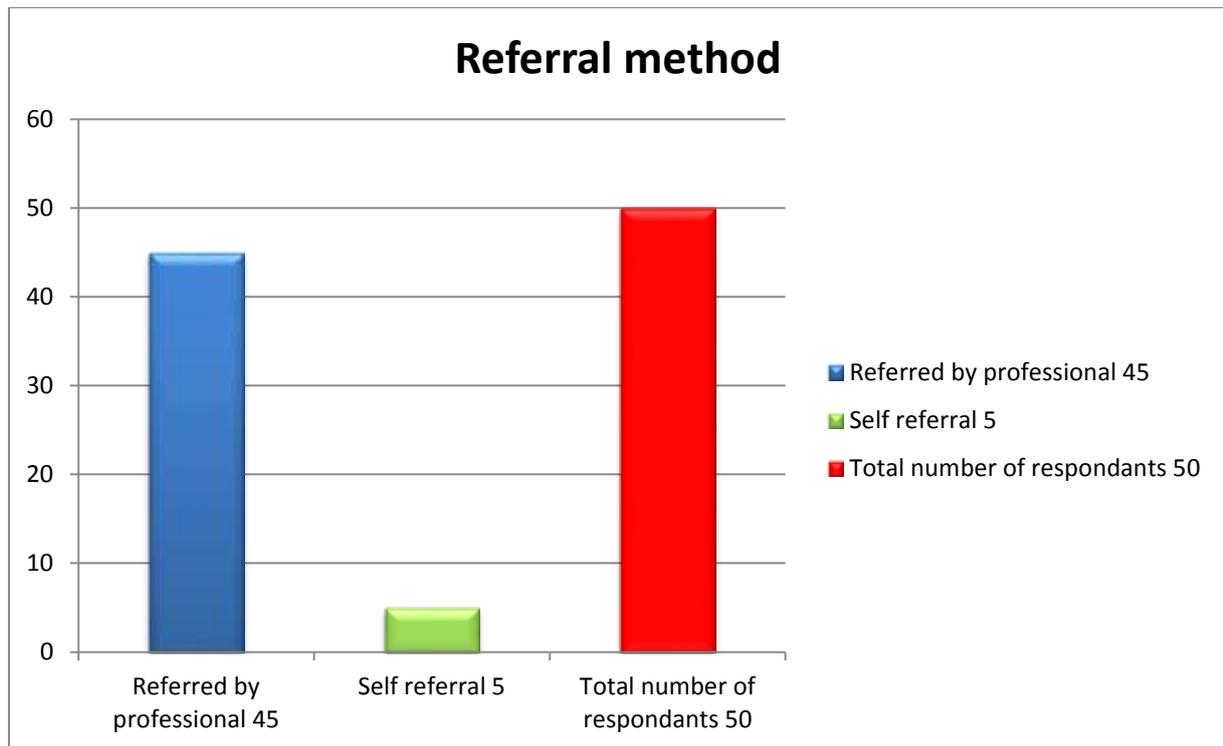
The First Contact survey was carried out between January and December 2016. Members of the First Contact Team aimed to interview 50 clients who:

- Referred themselves into the scheme using a paper referral form or the online referral form
- Had been referred by a professionals using a paper referral form or the online referral form

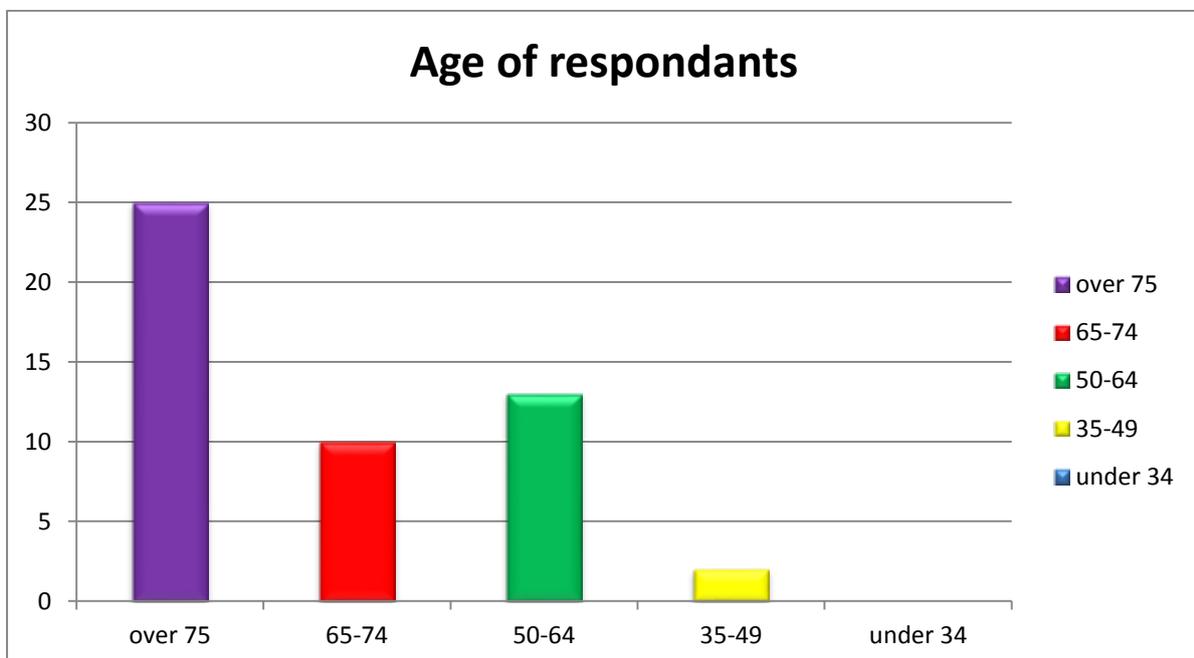
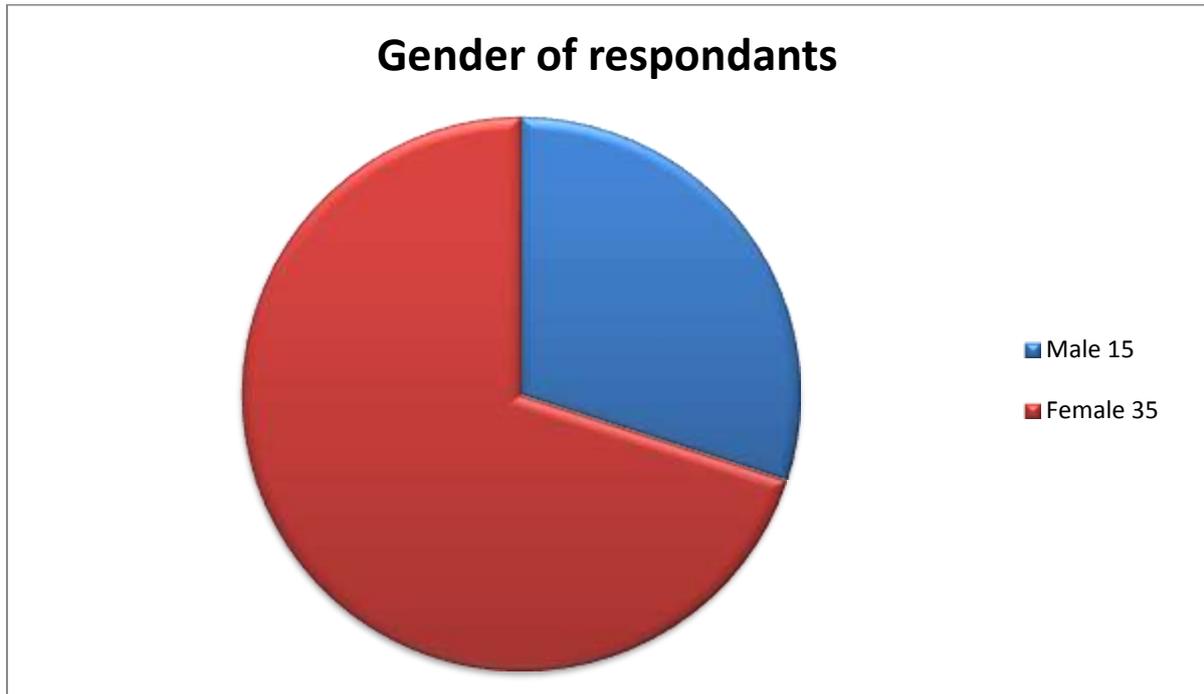
It was decided not to contact clients who had been referred via hospital discharge, Adult Contact Plus Assessment or a Carers Assessment. This was due to the fact the First Contact questions were asked as part of a wider assessment and it was felt it would be difficult to ensure that clients were only answering the survey questions based on their experience with First Contact.

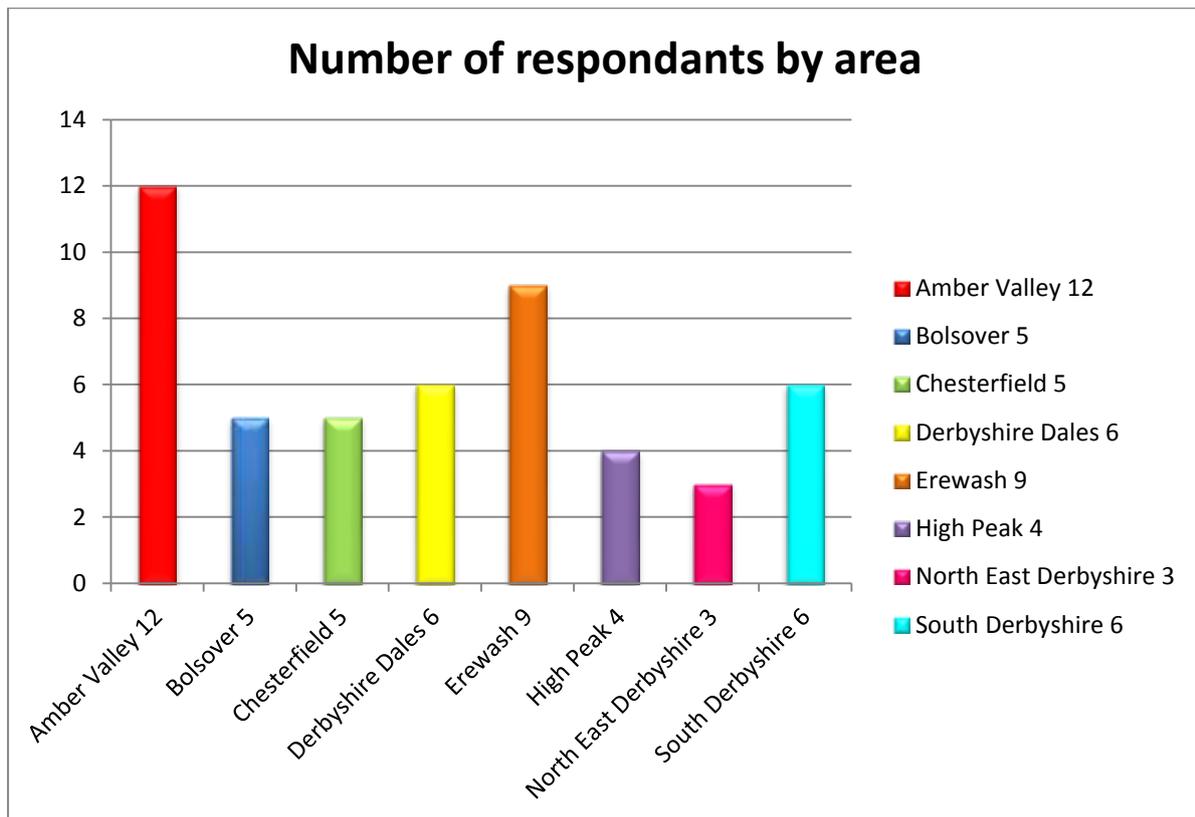
Clients that fit the criteria were chosen at random from the Adult Care database. A member of the First Contact Team then made contact to ask the survey questions. If a client was unable or unwilling to answer the survey questions they were not counted in the 50 survey respondents.

5 people who were surveyed referred themselves into the scheme, the other 45 people were referred by a professional.



4. Demographics





5. Questions Asked

Q1) How did you find out about the First Contact Derbyshire Signposting Scheme?

People referred by a professional (total 45)

Referred by:	Number	Percentage %
Derbyshire Fire and Rescue	16	36
GP	4	9
Health Worker	3	7
Police	19	42
Housing	1	2
Student Social Worker	1	2
Trading Standards	1	2

Self-referrals (total 5)

Found out by	Number	Percentage
Picked up booklet from library	1	20
Can't remember	1	20
GP gave me the referral form	3	60

Q2) Understanding of how the scheme works

a) People referred by a professional (45) were asked: **Was the scheme explained to you clearly?**

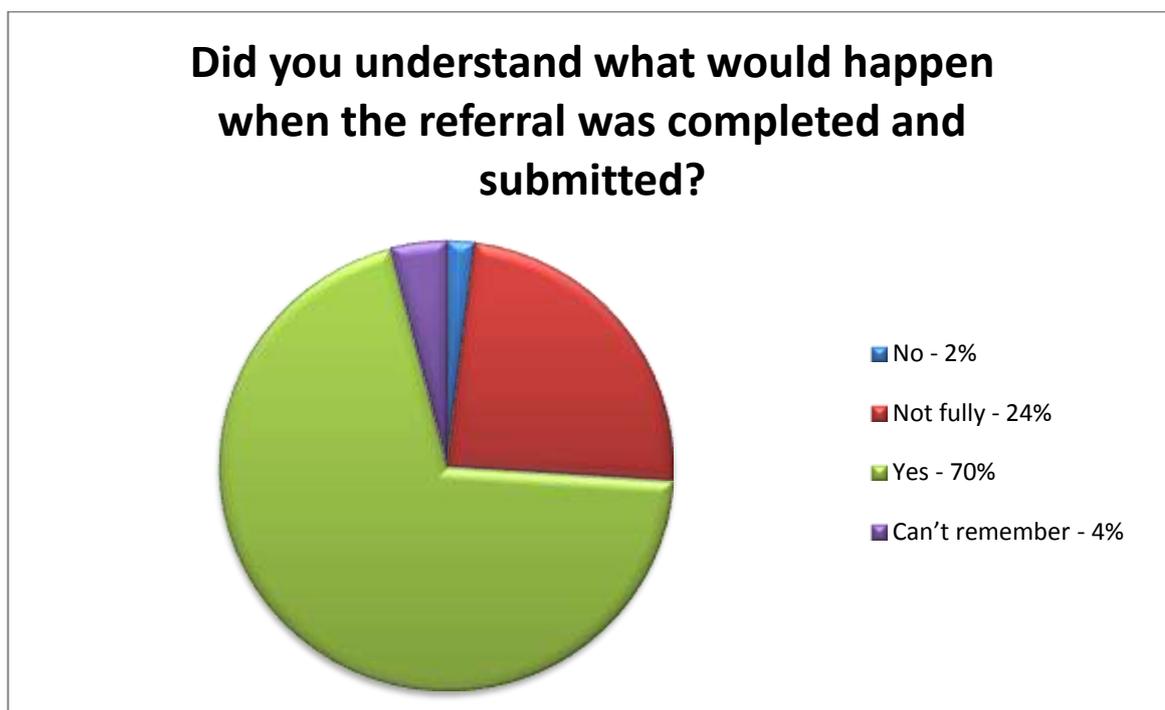
Answer	Number	Percentage %
No	3	6
Not sure	5	11
Yes	37	82

b) People who referred themselves (5) were asked: **When you found the First Contact web page or booklet, were you able to understand what the First Contact Scheme is and how it works?**

Answer	Number	Percentage %
No	0	0
Yes	5	100

Two people who self-referred stated that they found the information in the leaflet *very easy* to understand.

c) People who were referred by a professional and those who referred themselves were asked: **Did you understand what would happen when the referral was completed and submitted?'**



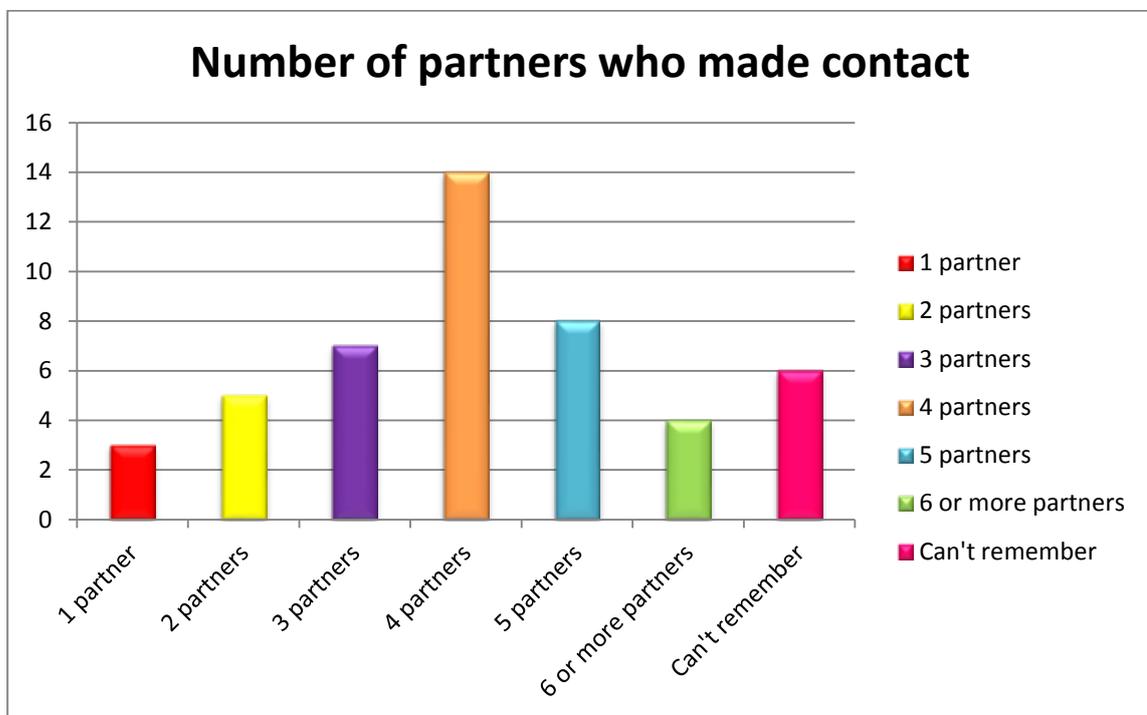
Some of people, who said 'yes' to Q2c, further stated that they understood using the scheme would:

- Get them some help around the home/staying at home (6)
- Get some support and information leaflets (3)
- Get help with fire safety (2)

Free comments

- Some of the questions did but others didn't. I think there is a good range though
- A lot of questions but I could see why they were all asked
- Yes - good range of different services
- Yes - lots of different services to help me at home
- I said at the time to the lady from DFRS that it is a great scheme
- Yes there was a good range of help on offer
- Yes the questions were definitely based around the kind of support we needed for dad
- I wanted a community alarm and some grabs rails so it was good for me
- Yes but it could have been clearer who'd get in touch

Q5) Can you remember how many partner agencies made contact with you (asked to both self-referrals and people referred by a professionals)



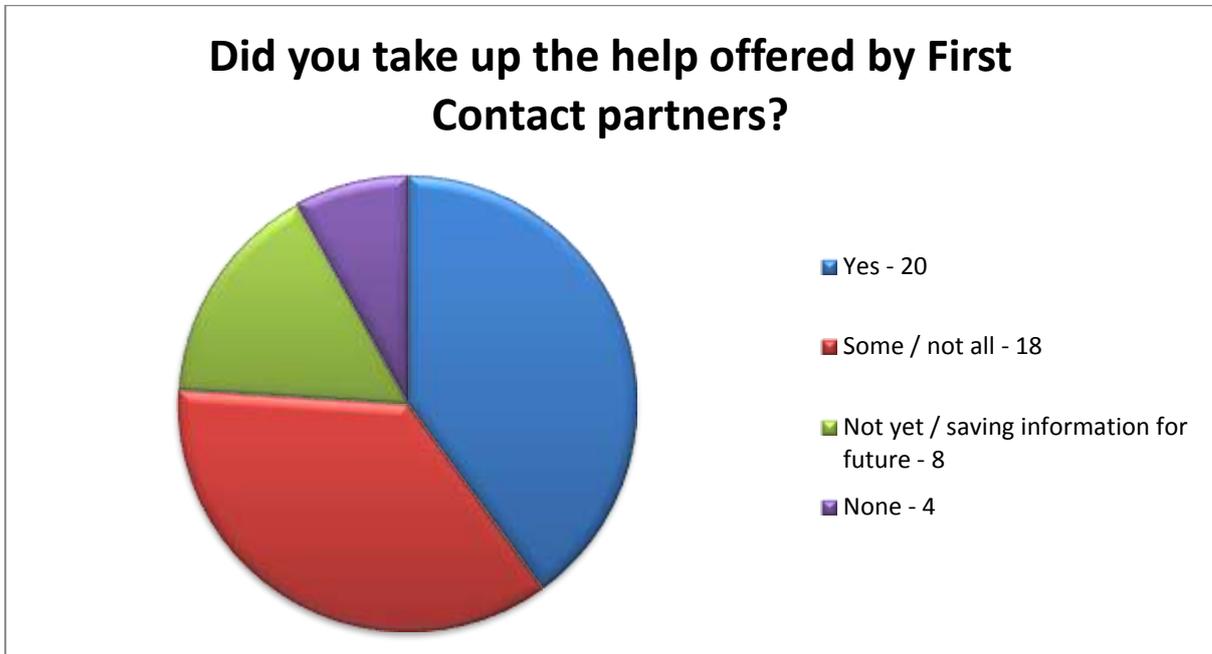
The majority of people reported that they were happy with the amount of partners who made contact.

Contact was made by a mixture of posted information, phone calls and home visits. Respondents seemed to have different opinions over which methods they preferred:

- I don't mind either way. It was nice to get leaflets so I can go over information in my own time but it was also nice to speak with people on the phone. They were very helpful
- I got contacted by phone - prefer this so I can explain what I need
- I was contacted by phone and leaflets in the post. Prefer post - not put on the spot
- Happy with either method. It's nice to get a phone call and it be followed up with something in writing, either email or letter so you can digest it later

- Most information came in the post. But I prefer to be called
- Both – I prefer to be contacted by post so my family could check it as I'm not very good on the phone and have a poor memory

Q6) Did you take up all the help offer by First Contact partners?



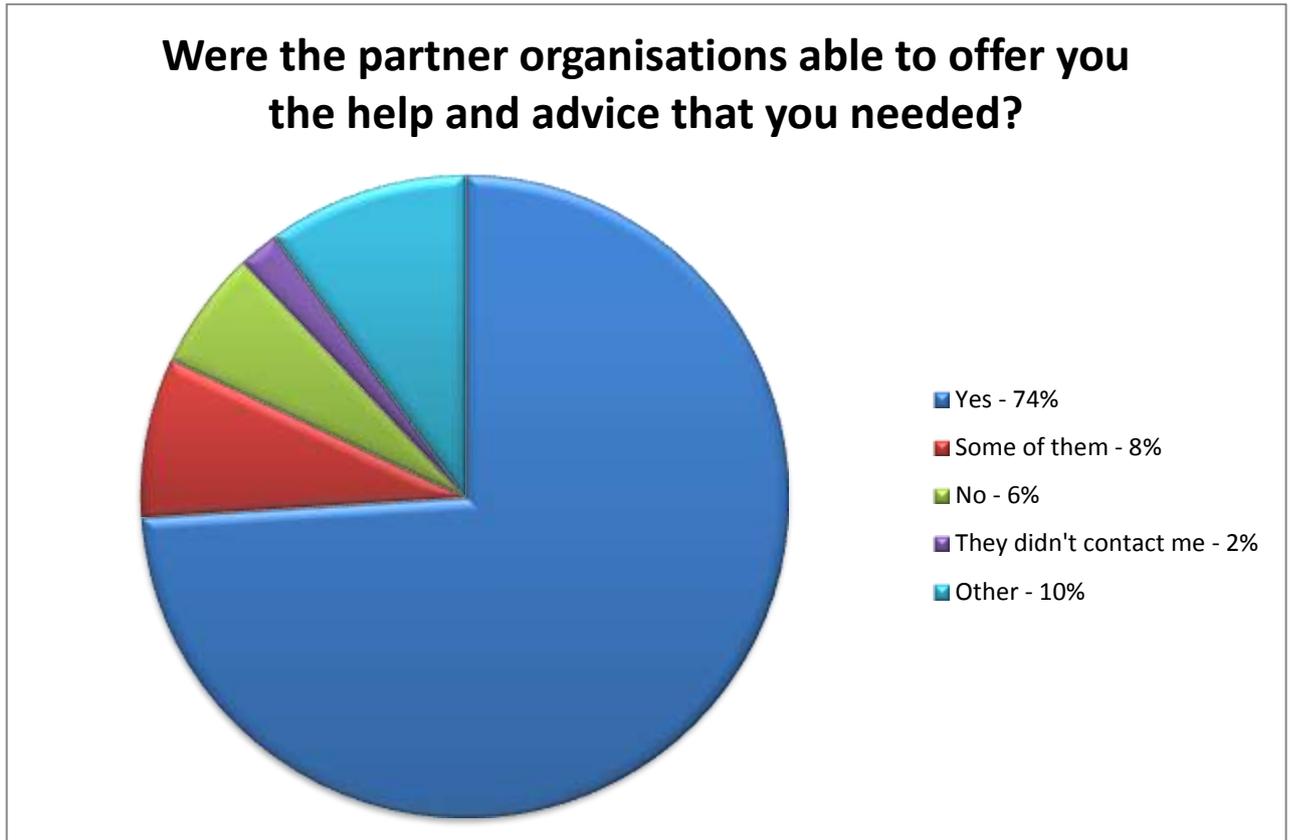
- Some. I completed the benefit check form but didn't hear back. I found employment so no longer needed support from Disability Employment Service or social and recreational activities. I started the no smoking classes but didn't finish the course
- Not all of it – I had a smoke alarm fitted, window locks and help to put myself on housing list in Derbyshire Dales. I haven't used community transport as I walk everywhere at the moment
- We didn't take up community transport as our situation changed. But Derbyshire Carers have arranged for us to have a lady come round each week to look after my wife
- Yes - I got the handy van to fit some grab rails and I got some advice about my heating system and energy tariffs that I plan to take up
- Yes - I've had smoke alarms fitted and used community transport
- Yes – I've had help to look for somewhere more suitable to live
- No, but I have kept the information safe for the future.
- Well I didn't need community transport because I'm still driving. I didn't get a call blocker because I don't get that many calls but the lady from Trading Standards was very good and left information. I also got my smoke alarm checked.

Q6a) If you didn't take up all the services on offer, why not?

- I felt better by the time I was contacted so didn't need befriending or anything like that
- The Handy Van Service was offered but I didn't take it up because I didn't need it

- I found work so no longer felt lonely or needed support
- Because I felt I didn't need it. I filled the form in when I was feeling down
- The activities weren't my kind of thing. I might look at doing an adult education course though
- I haven't taken up the falls alarm as I don't think I need it yet
- My circumstances changed – my partner never returned home so I didn't need a carer's assessment.

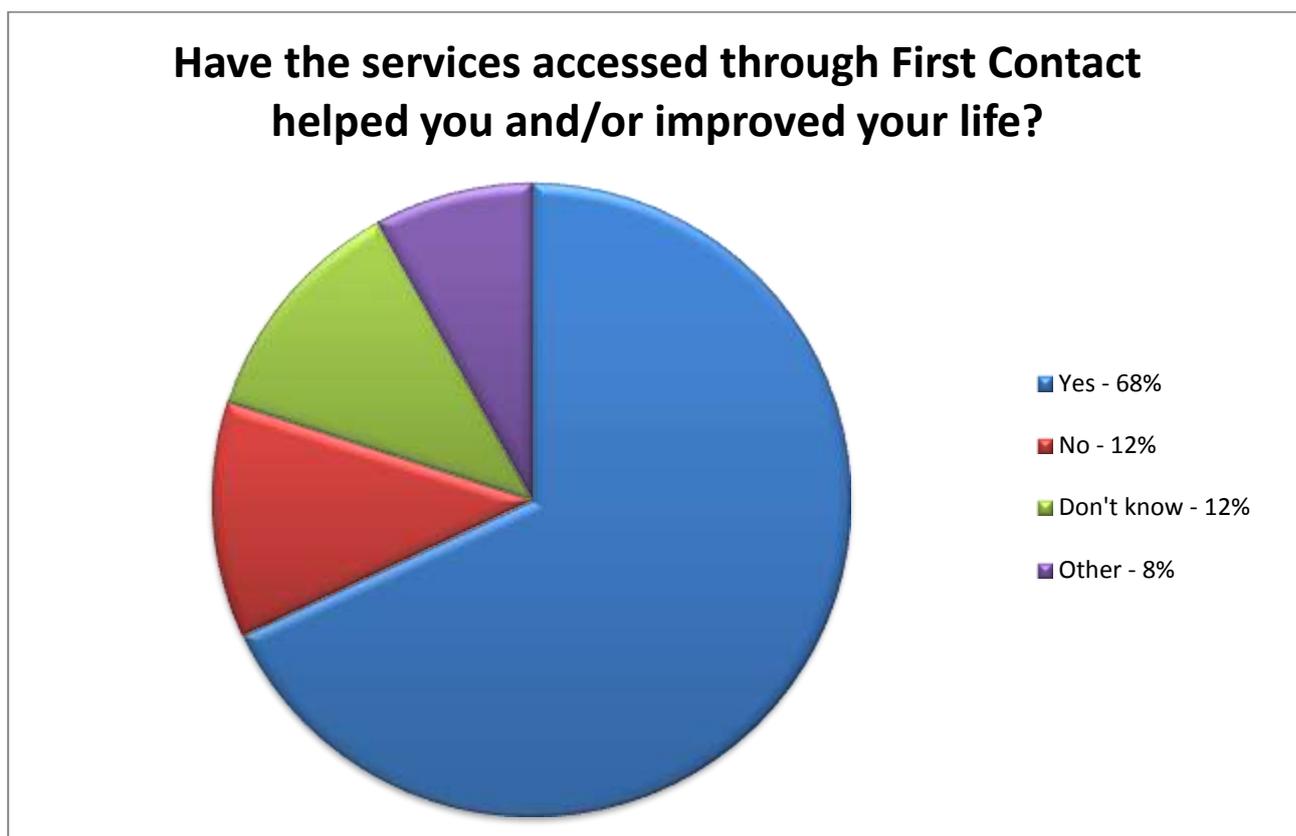
Q7) Were the First Contact Partner organisations able to offer the help and advice you needed?



Q7b) If no, what kind of help and advice did you need:

- I'd have liked someone to contact me about falls rather than being sent posted information
- It was information I'd had before
- Information about falls in the hospital.

Q8) Have the services accessed through First Contact helped you and/or improved your life?

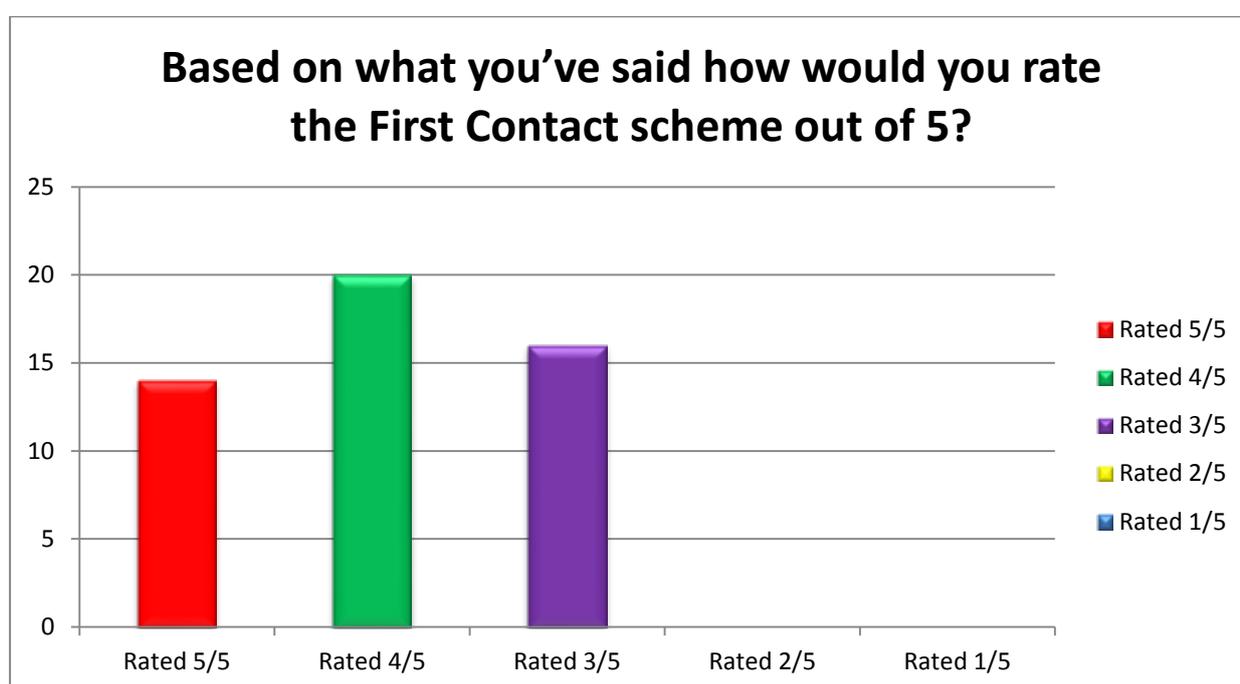


Q8b) If yes, how?

- Changing my energy tariffs has helped and so have the grab rails. I feel more secure coming in and out the house
- I feel happy knowing the services are there and I can use them if I want to
- I feel safe now smoke alarms have been tested
- I feel safer knowing the fire alarms work properly and I know how to contact the fire service in future if I need them again
- I have a greater variety of reading material which is important as I am stuck in the house a lot. I have also had my boiler services after HPBC warm homes contacted him. Also switched my energy supplier to save money. I just feel more comfortable knowing the options going forward.
- Feel safer with the smoke alarms and now my eyesight is failing it's good to know I can use community transport
- Dad now has a community alarm and working smoke alarms and I feel less worried about him
- Housing was great and gave info and advice. And social care were fantastic
- My house is less cluttered and I feel less at risk of falling
- From advice offered I have got a new heating system. I feel I can enjoy living at home again.
- The local council helped me find a builder who wouldn't rip me off. My smoke alarms are now working and house is secure.

- My home is secure and safe. Although I never took on carers role, I felt reassured that the support was there
- Yes, as although I've not got my roof fixed yet the conversation helped me figure out what I needed to do
- I didn't realise how many services were really out there to help
- I had some grab rails and now feel safer with the stairs and steps to get in and out of the house
- Window locks make me feel safer but my life won't be fully better until I'm living near my daughter
- The services made me feel safe and opened my eyes to the support in the local community.

Q9) How you rate the First Contact Derbyshire Signposting Scheme out of 5?



Q10) Would you recommend the scheme to family members or friends?

96% of respondents said they would recommend the scheme to family and friends. 2 respondents had already done so.

Q11) Can you think of ways the scheme could be improved?

- More publicity so people are aware
- I think the doctor could have explained it better - I didn't realise it was a multiagency scheme and thought it was just a social care thing. So making it clearer what the scheme is would improve it.
- Not really - only thing would be for partners who contact by phone only could follow up by letter
- I think there are too many questions
- Maybe make some of the questions a bit shorter but I'm being very picky
- Maybe make it clearer about who would get in touch to offer their services

- It would have been good to know exactly who was going to get in touch as it's easy to forget which agencies you are talking to on the phone
- More contact by phone rather than everything through the post
- More knowledge from referrers about who referrals go to and who will visit

6. Cases Studies

Mr P

A First Contact referral was made by a member of Derbyshire Fire and Rescue (DFRS) staff for Mr P who is 81 years old and lives in Heanor. The conversation between Mr P and DFRS resulted in referrals for:

- Help or advice arranging repairs to your home (Metropolitan Home Improvement Agency)
- Advice on benefits (Welfare Rights)
- Information on falls prevention (Age UK Strictly No Falling)
- Community/telecare alarm (Future's Homescape)

Metropolitan reported that they had given Mr P advice on heating and energy tariffs and their Handy Van Service had supplied him with a grab rail. A follow up call was made to Mr P who said

“Changing my energy tariffs has helped and so have the grab rails. I feel more secure coming in and out the house. I did want some help with repairs that the handy van can't do the work, but I was given advice on how to make sure I get the work done by a reputable firm. I didn't fill in the benefits form as I'm sure I'm getting all I need as my daughter helped me sort it all out. And I haven't got a falls alarm yet as I don't think I need one.

I received a mixture of phone calls and posted information. I don't mind either way. It was nice to get leaflets so I can go over information in my own time and keep them for future reference, but it was also nice to speak with people on the phone. They were very helpful.”

Since being referred to First Contact, Mr P has had no further contact with Adult Care.

Mr N and his daughters, Mrs S and Mrs K

Mr N is 89 years old and lives in Sandiacre. His daughters are his main carers but both live over an hour's drive away. Mr N is sight impaired and has macular degeneration. He was admitted to a community hospital after a fall. His daughter, Mrs S was given the First Contact booklet and referral form as part of an information pack given to her by the hospital.

She completed the form on behalf of her father requesting referrals for:

- Welfare benefits (Welfare Rights Service)
- Community Transport (Local Community Transport)
- Home library Service (DCC Libraries)
- Falls (Age UK Strictly No Falling)

- Managing Daily Living Activities (Call Derbyshire)
- Community Alarm (Making Space)

The Welfare Rights Team reported they had completed a benefits check and given Mrs S advice about Attendance Allowance. Community Transport and Age UK had sent information in the post. Call Derbyshire had completed an Adult Contact Assessment and passed the case to an area social work team for a further assessment.

As a result of this Mr N's house was fitted with a half step and grab rail to make it safer for him to get in and out of his property. He had also been supported to register with Sight Support Derbyshire.

A follow up call to Mrs S revealed:

'I thought the questions asked were definitely the type of support we needed for dad. We got some aids for dad and claimed Attendance Allowance with help from Welfare Rights. Dad got everything he needed. Without First Contact I wouldn't have known where to start. Filling in the form was easy and got us access to services. We thought there were services out there but didn't know where to go so First Contact made it easy'

Mr N has now moved to live nearer his daughter.

Mr W and Mrs W

Mrs W is 70 years old and cares for her husband, Mr W who is 72. They live near Ashbourne. Mr W suffered a brain injury a few years ago that left him with sight and vision impairments as well as mobility issues. At the time they were visited by Derbyshire Fire and Rescue, Mr W already had a care package in place and carers visited him at home twice a day to help manage his personal care needs. Mrs W provided care in-between times.

The couple were referred through First Contact for:

- Smoke alarm and fire safety (Handy Van)
- Home security (Community Safety)
- Managing daily living activities (Call Derbyshire)
- Community alarm/telecare (Making Space)

DFRS also carried out a falls risk assessment for Mr W and he was referred to a Derbyshire Community Health Services falls clinic.

A follow up call to Mrs W revealed:

"I got a smoke alarm for free and some general fire advice. The fire alarm makes me feel safer. I care for my husband so they helped me work out an escape plan to get us both out safely.

When DFRS visited I wasn't well but when Call Derbyshire contacted me things were better. So I didn't need their help. But they gave me some good advice and I know who to contact in future. I got 2 information packs through the post and the rest of the services rang me.

I haven't taken up the falls alarm as I don't think I need it but we did get a lifeline unit for my husband. Things are better because my husband has recently got a place at a day centre so I get a break from caring.”

DCHS reported that they had supplied the service to Mr W and he had been referred to community physiotherapist.

7. Tracking

From July 2016 the First Contact Team has started to keep a record of people referred in to the scheme who meet the following criteria:

- Referred by
 - Call Derbyshire Adult Contact Plus
 - paper / website First Contact referral form

- The referral resulted in no further action for Adult Care (signposting only).

The people would be tracked at 6 months and again at 12 months after the initial referral to see if they had any further contact with Adult Care. The purpose is to see if First Contact is delaying or preventing the need for care and support services.

At the time of writing this report, only 25 people had reached 6 months since their original referral into the scheme. Of the 25 people tracked, 24 people had had no further contact with Adult Care. One person had sadly died.

8. Conclusion

The First Contact Survey results are very positive and it is evident from some of the responses that people are mainly happy with the service. Some of the main themes were:

- The process of being referred / making a referral was okay
- The scheme was generally easy to understand
- Even if people felt they didn't need the help on offer straight away, they were glad they knew the services existed and had contact details for future reference
- People were happy to receive information packs through the post as it allowed them to revisit the information, get assistance from family and digest it at their own pace
- However, people still appreciated contact by phone
- Even if people only took up one or two of the services on offer, it could make a big difference to their life
- Small things such as grab rails or window locks improved people's lives by making them feel safe
- People weren't aware support was available and First Contact helped them access it
- Most people felt using the scheme improved their life

- The vast majority of people would recommend the scheme to a family member or friend.

Action points

Comment: 'The scheme could be improved if clearer information were given about what services the questions lead to'

Action: We have already done work to address this by developing the [First Contact Partner Directory](#) which gives more detail about the partners and the services they offer via First Contact. This booklet has been distributed widely at Call Derbyshire and to professionals around the county. (Over 3000 booklets distributed so far). Referrer can use the booklet to provide guidance and let people who what to expect from the services offer through First Contact.

Comment: 'It would have been good to know exactly which agencies were going to get in touch as it's easy to forget which agencies you are talking to on the phone'

Action: As well as the Partner Directory, the First Contact Team also now write a letter to everyone referred into the scheme detailing which services they've been referred for and which specific agency will be getting in touch. We delay sending referral to partners by 3 days to allow time for the letters to be delivered.

Comments: 'I think there are too many questions' and 'Maybe make some of the questions a bit shorter but I'm being very picky'

Action: The questions/ referral pathways were reviewed in April 2016 and it was felt that they all had merit. Some of the questions have since been re-worded to make them easier to understand. The questions will be reviewed again in the future and, if it is felt any no longer add value, they will be removed.

Comments: 'I think my doctor could have explained it better - I didn't realise it was a multi-agency scheme and thought it was just a social care thing. So making it clearer what the scheme is would improve it'

Action: The First Contact Team has delivered training and awareness raising sessions to approx. 550 professionals around the county since July 2015. This work is ongoing with many more training sessions planned over the next few months. Visits are also being made to Patient Participation Groups held in GP surgeries and other suitable groups to deliver presentations. It is hoped that this will ensure more professionals understand the scheme and how it works.

Comments: 'More publicity so people are aware'

Action: As well as delivering training to professionals, the Team continue to promote the scheme by:

- Ensuring the booklet/referral form is available at community venues (libraries, GP surgeries)
- Highlighting the scheme on the DCC website
- Running social media campaigns about the scheme at timely intervals
- Keeping partners engaged by publishing a First Contact email newsletter and holding regular partner meetings
- Raising awareness of the scheme to DCC staff, including hospital discharge teams
- Promoting the scheme on the new www.carersinderbyshire.org.uk website
- Promoting the scheme in publications such as the Adult Care Newsletter and Your Derbyshire

- Promote the scheme to local pharmacies and encourage them to display stocks of the First Contact leaflet in their premises
- Continue to build relationships with partners by holding regular forum meetings.

Comment: 'partners who make contact by phone could follow up by letter'

Action: As a result of bi-annual partner meetings and discussions with partners this now happens in most instances. For example, the Home Library Service will try and contact the person at least once. If they can't get an answer they will post the person a letter inviting them to contact the service.

Comment: 'all 5 partners I expressed interest in contacted me by post. I would have preferred some of them to phone me'

Action: The First Contact Team will continue to work with partners to:

- Provide as much information about each client as possible (partners have expressed that they feel more confident making contact by phone if they have information to suggest the client will really benefit from the service)
- Minimise inappropriate referrals (via training referrers)
- Provide accurate contact details and alternate contacts where available.

Hopefully this will allow more partners to make contact by phone as they will have more capacity and time to make phone calls.