
Wirral Sensory Service Consultation with Families

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Wirral Sensory Service Consultation with Families, July 2015

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Version History	Date	Author	Reviewer	Actions
1.0	June 2015	Peter Davies	Vanessa Ikin Helen Webster	Finalise questions
1.1	October 2015	Peter Davies	Sensory Service whole staff meeting	Reviewed feedback and report
1.2	10/12/2015	Peter Davies	John Highton	Formatting and layout

Report Overview

Abstract	In June and July 2015 two open events were held for families who have a child or young person with a sensory impairment. This was an opportunity to receive feedback on the Service, our mission statement and service leaflet.
Intended or potential audience	Internal <ul style="list-style-type: none"> • Commissioner of Specialist Services External (timing to be decided) <ul style="list-style-type: none"> • JSNA Bulletin • DMT (plus other departmental DMTs) • Wirral Vision Services Strategy Group • Relevant LA Heads of Service • Community & voluntary sector organisations, particularly those working in areas of disabilities
Links with other topic areas	This topic links with all topics where targeting of services based on deprivation or inequalities is customary Eye Health

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Background

In June and July 2015 two open events were held for families who have a child or young person with a sensory impairment. This was an opportunity to receive feedback on the Service, our mission statement and service leaflet.

- A. **Mission Statement.** Given a choice of three the most popular vote out of 11 who responded (6, 4 and 1) was for the following “Removing barriers to learning”. This will now be adopted.
- B. Three types of **leaflets** were presented for comments and preferences. The leaflet that had the least amount of text was the preference. 10 responses, (5, 4, 1).
Comments “Too much information is overload”, “Just need to know how to get hold of you”, “What you do and getting in touch”
- C. **Questionnaire** responses. 70 questionnaires were sent out to families that receive the highest intervention. Questionnaires were also made available at the two Open Evening Events held in July. There were 27 returns.

Results by survey question

1. How easy is it to contact us?

Excellent 5	4	Average 3	2	Can improve 1	Not answered
12	11	0	2	1	1

Comments:

- I usually contact through the school but lately by email which is much better
- Quite hard to get through and talk to you in the office because you are all busy people. You do get back to us asap though.
- Contact via text makes life easier
- Never had to but would know how to
- No number on internet
- I can always rely on a quick response from the team and am in contact weekly with X via our chat book.
- Can always get in touch
- The first time we needed to ring the phone rang out. As soon as we saw one of the team we were called back immediately.

2. Did we get back to you in a reasonable time?

Excellent 5	4	Average 3	2	Can improve 1	Not answered
17	8	1	0	0	1

Comments:

- Immediate replies
- We have had fast responses to my queries that we've had if no-one had been available to take our calls
- Very quick was worried and had no-one to talk to

3. How do you value our expertise?

Excellent 5	4	Average 3	2	Can improve 1	Not answered
18	8	0	0	0	1

Comments:

- Couldn't have done without you to be honest. He wouldn't be the lad he is without your expertise
- It's reassuring to speak to Vision Team about their experiences and how they feel our son is changing. The advice we have been given and the other services we have been signposted /referred to is invaluable.
- For parents of children who have difficulties, I believe it is very difficult to know where to begin to get help for your child. The Wirral Sensory Service and X in particular have been my lifeline to helping me understand my daughter and get the help put in place that she needs.
- In all aspects of help has always been given. Very happy.
- Superb, fantastic support

4. Do you think our input makes a difference?

Excellent 5	4	Average 3	2	Can improve 1	Not answered
23	3	0	0	0	1

Comments:

- Enables my daughter to access education
- Most certainly
- X is very helpful and knowledgeable and Mrs Y's support is invaluable
- Most definitely, since attending the Sensory room on a Friday morning we have noticed huge improvements in our son's visual attention
- Hub great
- Absolutely!
- Just having a friendly face on the end of the phone helps.
- It makes a big difference as we wouldn't get the excellent help if we didn't use this Service. It shows as my son is happy and content in all aspects of his life, home and school.
- He is starting to look more.
- Absolutely

Questions 5, 6, 7, 8, & 9 to be completed by pupil

5. What is your opinion about the support/help we give you?

Excellent 5	4	Average 3	2	Can improve 1	Not answered
19	5	1	0	0	2

Comments:

- The support XXX and I have received has been invaluable
- Helps me to access my lessons
- Would like to know when child been visited
- Not worried about school now
- I find your support and help us out where we have been turned down by others
- Without the support we have received our daughter would not have made the significant progress she has made today. She has a great relationship with the Vision Team and they know her inside and out too, which is great because it enables them to see what strategies or equipment could work best for her. A school teacher has 30 other children to deal with and easily misses the things in Sophie that need to be tweaked to help her.
- Especially explaining the hospital letters
- Immeasurable

6. Do you think our support sessions help you to learn?

Excellent 5	4	Average 3	2	Can improve 1	Not answered
20	3	1	0	0	3

Comments:

- I go and buy the toys that the team use

7. Do you feel more confident and independent because of our support/help?

Excellent 5	4	Average 3	2	Can improve 1	Not answered
16	5	3	0	0	3

Comments:

- Due to the support my daughter has been getting I can see her growing in confidence, which in turn fills me with confidence for her future.
- Didn't understand what would happen before – thought he would have to go to blind school
- Absolutely – come on leaps and bounds, especially confidence

8. Do you find the resources and equipment we provide or loan to you helpful?

Excellent 5	4	Average 3	2	Can improve 1	Not answered
21	3	0	0	0	3

Comments:

- I find the iPad which was funded by school on recommendation from Vision Support very helpful
- Days of week chart is useful
- Not aware what's available to us to use
- Seeing progress
- Monitor and low vision aid primary, iPad Secondary
- Monitor and sloping desk
- Sensory room, all the toys you show us and how to use them
- Yes, really great to have these on loan for weeks, so specific to his needs

9. What is the best thing we did for you

- I have received support in every aspect of ***'s schooling 11+, SATs and transition to high school. *** and her team are a constant and reliable source of support.
- support with getting to and from school in winter
- making me independent through many hours of mobility training (binoculars, trains, cane,
- being there for me
- support sessions
- listen
- met other Mums but not a toddler group SEN type thing
- Help us both in the right direction
- Talk
- Support in school
- visual stimulation
- iPad
- CCTV, looked at veins in a leaf
- Going to get a low vision aid
- sorting out an iPad
- A lot of other people may have just thought our daughter ticks this, that or the other boxes because of her needs, but X goes further to understand how her difficulties affects her and makes her feel so she can understand exactly what is needed for her.

Her specialist teacher knows our daughter and what works for her rather than her just being another case file number.

- Explain things, sort things out quick – help with phone calls and DLA form
- I was amazed at the immediate response to provide this Service within 2 days! Since then the weekly visits have been fantastic and the response to any needs/reports has been immediate – amazing support.

***Question 10, 11 &12 for the whole family**

10. In your opinion, what health and wellbeing issues matter to you the most now? Why?

Comments:

- Independent travel to and from school in low light
- To be as independent as possible
- Being happy in school
- Family are treated the same hearing/non-hearing
- Safety while x is away from the house by himself. Positive independent outings with his friends will help his confidence when embarking on future trips out especially with the summer holidays coming up.
- Help at key times, starting playgroup, school etc.
- Her balance and tantrums
- How hearing issues have impacted on speech and academic performance
- More social and emotional wellbeing help required at all ages
- The health and wellbeing of all three of my children is the utmost importance to me. The one issue I am constantly having difficulty with is finding answers regarding my daughter recently being diagnosed with mild dyslexia. The school have run an informal test on her and found her but no-one is able to tell whether/how a formal diagnosis can be made. Any help is gladly welcomed.
- Child's spatial awareness. She still has many bumps
- All the support he receives in school
- The number of appointments
- Confidence, socializing, strengthening sight

11. In your opinion, what health and wellbeing issues will matter to you most in the future? Why?

Comments:

- Independence
- He uses different modes of transport by himself and with others especially in busy crowded places with lots of noise and distraction. Scope to lose friends or way. I worry about him finding his way safely in the dark winter because his vision is greatly reduced. I am not worrying about girlfriends, college or jobs yet. We'll tackle those problems later.
- To be as independent as possible
- independent mobility
- Because they have an impact on education and participation in life and society
- More access to deaf facilities/group/networks
- Moving towards independence
- Anything that may arise in the future to do with my children is of utmost importance to me and I will hope I am able to help them all as and when anything occurs. I very much hope that we shall be able to continue to work closely with the team and they continue throughout year 5.

- Getting around on her own
- That he will continue to receive the support and will gain his own independence into adulthood.
- DLA
- confidence

12. Informing future service planning

What could make a difference? Suggest key changes that might improve outcomes for sensory impaired children and young people in relation to their own and family's health and wellbeing.

List as many as you want to record but please consider the list as:

a) Practical changes and ideas that could feasibly be achieved given local financial constraints

b) Aspirational or in 'an ideal world' scenario

Suggestions could also cover options for preventative measures as well as treatment options.

Comments:

- Speaking to other v.i. children as I got the opportunity to speak and advise another student in my school who was just starting. The 'do's and don'ts' and what's difficult in school. It helped both of us massively.
- Bus companies to have audio and visual 'next stop' prompts. Some already do but it is not across the board for various bus/train companies across England.
- 'Everyday life' mentors to help visually impaired teenagers navigate shops, queues, payment of goods etc. I know this falls to parents but often he behaves differently with me or relies on his sister to do things for him. As he matures he will have to shop by himself. I thought if he was to go shopping with someone else he may be more willing to do things himself and become more independent.
- Teaching sessions with all the girls class mates, hearing aids that they can handle. Explain the problems they can encounter.
- Knowing what services are available would be useful. The leaflet will be useful. Knowing what advice Hearing Support can give, for example, with regards to liaising with hospitals.
- Timetable of when child will be visited in school, diary of when visited, BSL group for children who aren't fully deaf, quicker review times for appointments (Dr Rangan's team do an amazing job)
- More help for moving towards independence i.e. road safety, home accessories (smoke alarms etc., using leisure activities independently e.g. cinema/swimming, shopping
- I think you are doing a great job, it is very much appreciated.
- Better communication between the school administration and actual teachers

Summary of Responses

A decision to target the 70 families with the highest support has resulted in 27 returns i.e. 39%. Although the return rate is good the overall number of returns is well below previous exercises (2013, 67 returns). In 2016 all families will be consulted. No additional comments or feedback has been passed to the Sensory Service via the Local offer web site.

Approximately 11% of parents found it difficult to contact the Service. This is about three times higher than in previous surveys and may partly be due to a reduction in permanent administration support at Liscard and also the slow updates/changes made to information on the Council web site signposting to the Service. However it is very re-assuring that a timely response rate feedback was 93% for good to excellent.

We see 96% of families valued the expertise from the Service as good to excellent. And may have been 100% but one parent admitted not completing the questionnaire fully due the short time of involvement.

Families thought our input made a difference from good to excellent; in fact 96% did, with 85% thinking we made an excellent difference.

The next set of questions, 5 to 9, was intended for pupil responses only. It appears that parents contributed to the majority of comments. The Service will look at improved design of the questionnaire or a separate questionnaire to ensure that the pupil voice is clear. Some parents have pre-school children and who have not received in-class/setting support as yet. 88 % thought the support/help was good to excellent and the same number thought this was good to excellent for learning.

Confidence building because of Service support/help was reported at 88% from good to excellent. 77% of pupils found the equipment/resources provided excellent with 88% finding it good to excellent.

A varied response to question 9, "*What is the best thing we did for you*", and this reflects the breadth of work carried out by the Service that includes: mobility training, toddler group; support in schools; equipment; visual stimulation and transition. It is also mentioned that 'being there' for families and taking time to listen is also valued highly.

Developing independence was the most common response to 'health and wellbeing now' (3 times) but other responses highlighted the importance of equality, specialist knowledge, targeted support and help to develop social and emotional wellbeing.

Issues important for the future included the most popular response (7) that developing independence was important but also access to networks, continued support/involvement from the Service and the building of confidence.

Suggestions for improvements to the Service included developing an understanding of visual impairment in the sighted peer group, improved audio and visual prompts on buses, mentors for everyday life (to improve independence of young people from their family), improved Service information, reduced waiting times for appointments in health, improved access to specialist equipment in the home, improvements in the community to allow independent access to activities and finally improved communication in schools around the needs of the pupil.

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