









Established in 1987

SUPPORTING PEOPLE IN THE RIBBLE VALLEY
 PROVIDING SERVICES, YOU CAN TRUST ENABLING PEOPLE TO REMAIN
 SAFE, SECURE, WARM, AND INDEPENDENT IN THEIR HOME

April 2023 To March 2024
 (Quarter 4 figures)

	
<p>Dealt with 515 (80)</p> <p>Independent Living Centre figures are not included</p>	<p>Total completed jobs:</p> <p>434 (87) jobs completed. Value of work £53,948.00 (£10,354.00)</p>
	
<p>Handyperson Support</p> <p>99 (20) essential repairs have been carried out</p>	<p>Minor Aids and Adaptations</p> <p>284 (51) adaptations completed. Value of work: £30,085.00 (£6,253.00)</p>
	
<p>Independent Living Centre</p> <p>331 (75) NHS prescriptions 260 (43) new and recycled disability aids sold.</p>	<p>Memory Matters</p> <p>224 (48) assessments. Ten were from the Ribble Valley, we accessed 8 dementia grants valuing £2,174.00</p>

CLIENT SATISFACTION

MAINTAINING HIGH QUALITY SERVICE – MAINTAINING CLIENT SATISFACTION

Client satisfaction is very important to us with all aspects of our service being monitored for quality. 100% of clients contacted felt our service was either excellent (97.83%) or very good (2.17%). We have had no complaints during the year and no suggestion(s) of how the service could be improved.

CASE STUDIES

Case study 1

Lady in her late seventies' lives with Alzheimer's and mobility issues, she has carers that call in twice a day to help her with meal preparation, medication is prepared for the day ahead and again for night-time. She has a bench shower over the bath and grabrails in place, but the carer is finding it increasingly difficult to help her into and out of the bath. She has adult children that live locally and who try to call daily but they work so sometimes this can be difficult. She can often feel lonely and misses the company of others. There are no emergency care plans in place should family/carers been unable to attend. She also needs to attend hospital appointments and the family struggle get take her there. Actions:

- Contacted Social Services and requested an OTs assessment for a grant for a walk-in shower.
- Made a referral was made to Carers link for emergency care plans and a carers assessment.
- Applied for a Blue Badge which was granted to help when she needed to leave her home.
- Referred to Electricity Northwest to be put on their Extra Care register.
- A Ribble Valley dementia grant was accessed and products including a dementia radio (to alleviate loneliness) handy reacher and touch bedside lamp were supplied.

Case study 2

Gentleman in his early eighties lives in a large house with his wife who is his main carer, he lives with vascular dementia but has also suffered a stroke and had COPD and diabetes. His mobility is very poor and when he falls his wife needs assistance to help him stand. She did originally ask if the grant money could be used to have a wet room installed as her husband is very incontinent and she needs to bath him numerous times daily, however we explained to her that this grant was for daily living aids and not large adaptations. She then explained that her husband's mobility was so poor indoors that a wheelchair was needed. She explained that her own health was not great and moving her husband around was causing her increasing difficulties. Actions:

- Due to the request for a wet room and wheelchair referrals were made for an OT service to advise on the most suitable wheelchair.
- Referral made to Ribble Valley District Council for a wet room.
- A referral was carried out for Carerslink involvement for emergency care plans and a carers assessment.
- Referred on to Electricity Northwest to be put on their Extra Care register.

Once the OT had visited and advised on the correct wheelchair, this was supplied through the Ribble Valley Dementia Grant along with other smaller aids.

These are comments from Age UK who handled the ladies case - "As always, a brilliant service and you always go above and beyond, thanks for all you do for our clients."

"Thank you for offering the advice that you did it was appreciated at the time."

"The lady I spoke to was very understanding as at the time I was poorly myself, thank you for your help."

"You have been really helpful to us both and thank you for the aids as they have helped."

"It's good to know that there are people that will help you when needed."

"My dad is still doing fine, and we are now how emergency care in place, your advice is appreciated."

"Your help with the attendance allowance form was invaluable, thank you so much for going through it with me and explaining how to fill the form in."