



# Home Maintenance

(Incorporating Stafford Home Assist)

## Wellness and Reablement Client Survey Outcomes Report



## Background and Introduction

ACRO is a social justice organisation that has been providing services to the community for over fifty (50) years in Queensland responding to specific identified needs of individuals and groups including young people, older people, families, refugees, people who were incarcerated and women experiencing family violence. ACRO have developed and delivered programs to address the needs of the client group with whom they have worked in consultation with clients to ensure that the programs can best meet the needs of those they have been designed to assist and support. Programs currently being delivered include specialist housing programs for homeless families, welfare support for individuals and families and programs designed to support older people and people of any age with a disability to remain living independently at home. Since 1993 ACRO has been funded by the State and Commonwealth government to provide subsidised home maintenance and home modifications in eligible client's homes. These services are delivered by in house qualified trade staff and a number of registered sub contractors with government funding providing a subsidy primarily towards the cost of labour but may include material cost also to help ensure that client's health, safety and security issues can be addressed without imposing financial hardship on to clients.

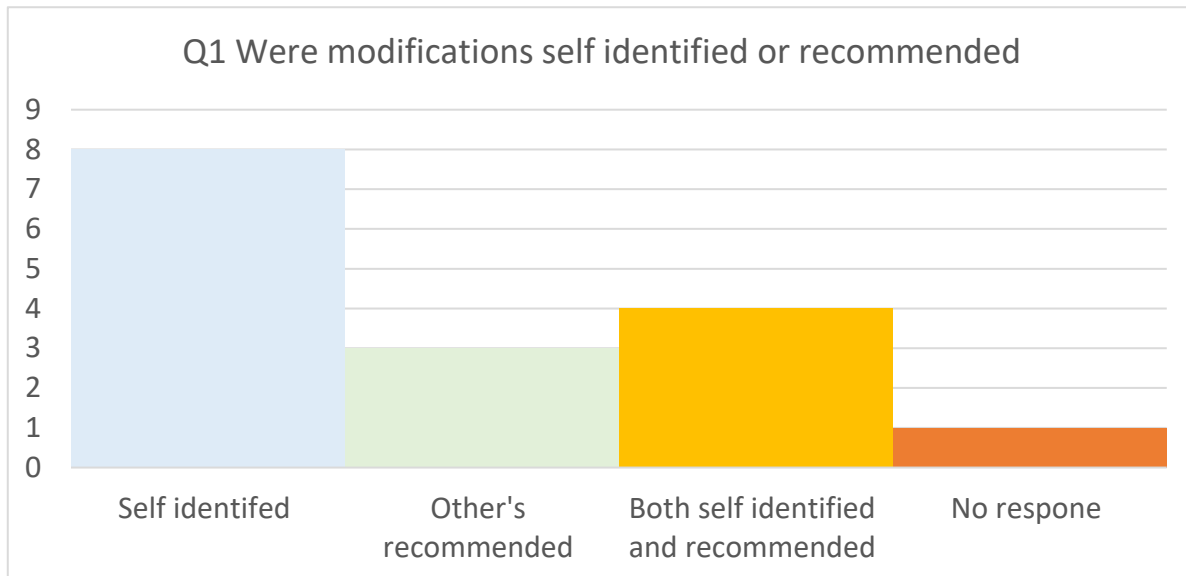
Over the last decade there has been an increasing focus on a wellness and reablement approach in service delivery practice particularly around home modifications. The wellness approach focuses on what a client can and wants to do rather than on what they may have difficulty with and is based on building capacity and increasing self-confidence by taking a "working *with* rather than doing for" approach and providing support to clients to assist them to attain their identified goals. Like wellness reablement aims to assist people to maximise their independence and autonomy through a usually time limited intervention to adapt to changed circumstances such as a functional loss or to regain confidence and capacity to resume activities.

To assist us to measure the impact of our home modifications services and to seek client feedback as part of our continuous improvement approach, ACRO designed this client survey to inform our current and future service delivery and provide an opportunity for our clients to provide feedback about their experiences and input directly into how services could be improved. Survey respondents were clients who are over 65 and registered through My Aged Care and who have chosen ACRO as their home modifications provider. ACRO staff or contractors have attended the clients homes after an occupational therapist assessment to firstly discuss the work to be undertaken and explain the process, a quote process is then undertaken to inform clients as to the subsidy that will apply and how much their contribution will be and the options for payment at the conclusion of the work. About four weeks after the modifications have been completed a wellness and reablement survey is posted or emailed to a random selection of clients with a covering letter explaining the surveys purpose and including a stamped self-addressed return envelope. The survey contains 25 questions in relation to their satisfaction level with the work undertaken and the tradesperson who completed the work; the impact of the modifications on their health and safety, capacity and functionality in their home, their assessment of the cost/value for money of the modifications and any unexpected positive or negative outcomes. What follows are the responses received.

## Installation

Were the modifications undertaken based on a need that you identified or recommended as being required? Please circle one.

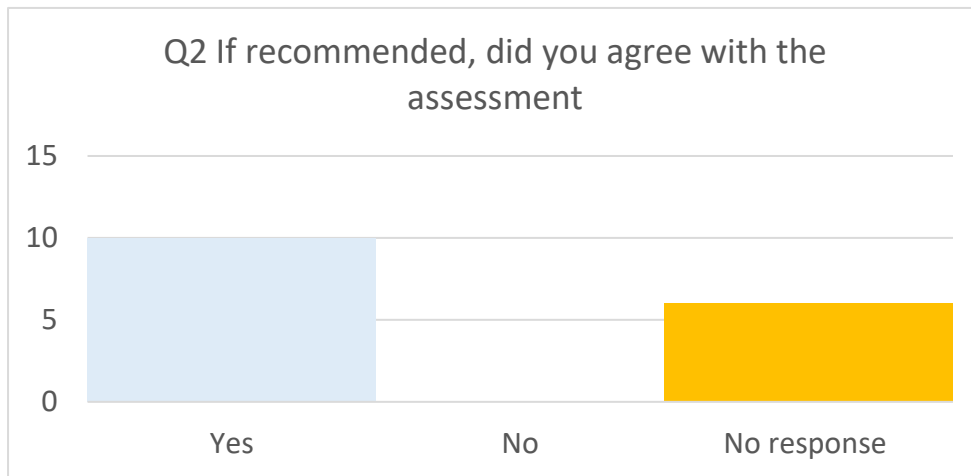
I identified      Others recommended (e.g. Occupational therapist, Tradesman etc.)



ANSWERS	RESPONSES	
Self-identified	50%	8
Other's recommended	18.75%	3
Both self-identified and recommended	25%	4
No response	6.25%	1
Total		16

If recommended, did you agree with the assessment? Please circle one

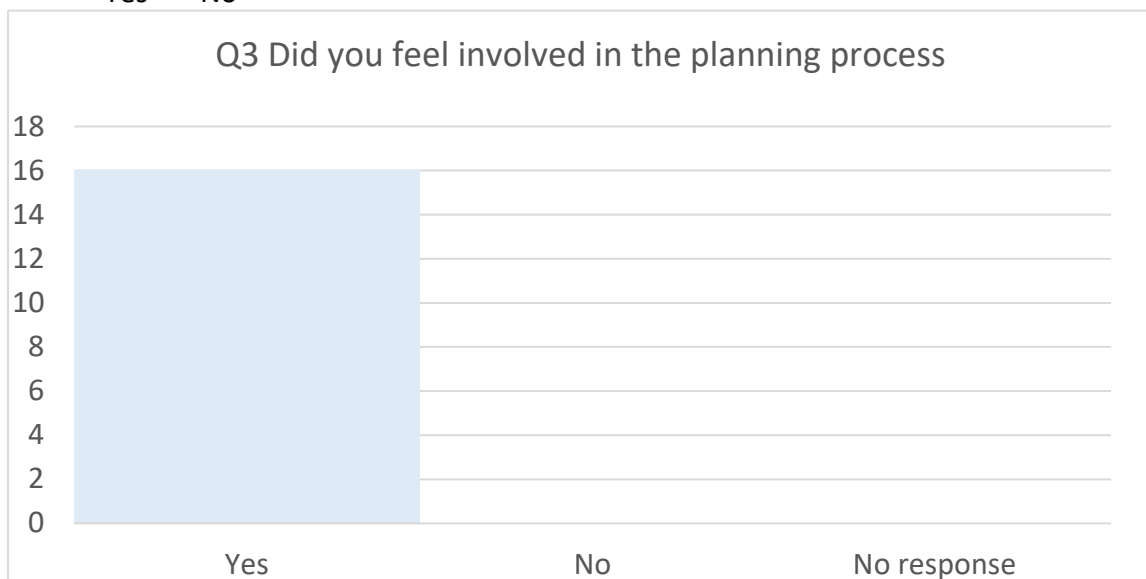
Yes No



ANSWERS	RESPONSES	
<b>Yes</b>	62.5%	10
<b>No</b>	0.0%	0
<b>No response</b>	37.5%	6
<b>Total</b>		16

Did you feel as if you were involved in the planning process for the modification?

Yes No



ANSWERS	RESPONSES	
<b>Yes</b>	100%	16
<b>No</b>	0.0%	0
<b>No Response</b>	0.0%	0
<b>Total</b>		16

If yes, how satisfied were you about that experience, (for example, did you feel as if you were listened to and were your recommendations taken into consideration).

All clients who received modifications were highly satisfied. All clients made it clear that the trades people carrying out the modifications were very polite and patient with them. The clients all thought that the communication between themselves and the trades person was excellent due to the fact all their opinions were taken into consideration, and processes pertaining to the installation were explained in detail.

*“The team doing the modifications were very easy to approach with any questions and were always willing to explain what they were doing”*

*“Our contractor who undertook the work was an excellent communicator who explained in detail the process “*

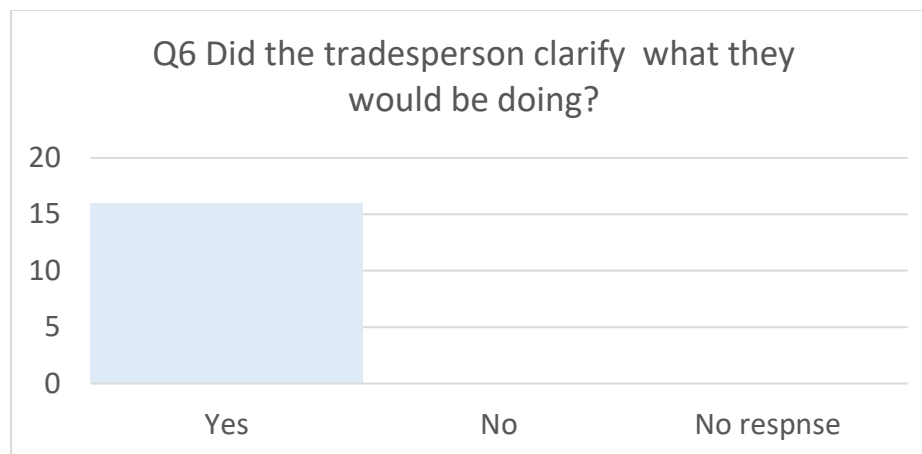
ANSWERS	RESPONSES	
Yes	100%	16
No	0.0%	0
No Response	0.0%	0
<b>Total</b>		<b>16</b>

*“The builder /installer was very helpful and kept me informed from the quote through to job completion”*

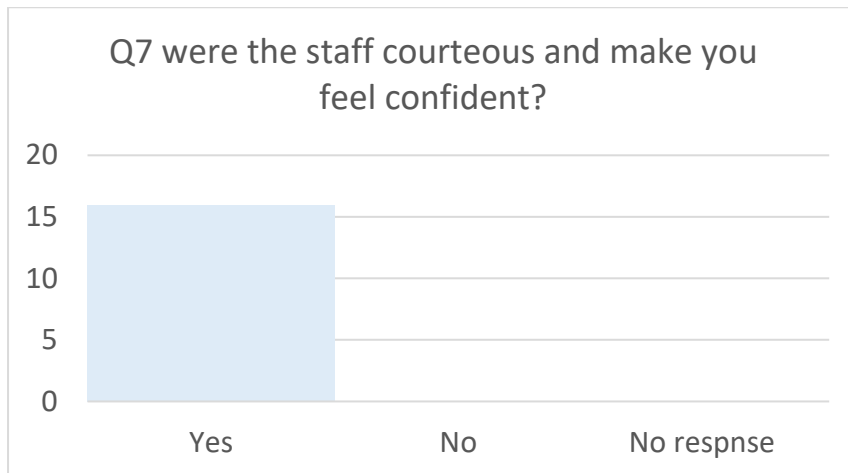
If no, how do you feel arrangements could have been improved to enable you to participate and feel more like a partner?

**NA**

Did the tradesperson undertaking the modifications clarify with you what they would be doing prior to commencement to confirm that the work was what you expected to be done?



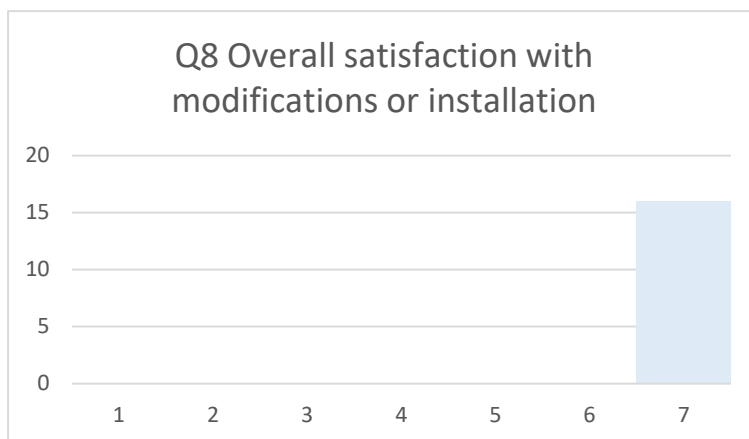
Were staff undertaking the modifications courteous and make you feel confident about the process being undertaken (ask questions of you, clarifying issues, acted collaboratively)?



ANSWERS	RESPONSES	
Yes	100%	16
No	0.0%	0
No Response	0.0%	0
<b>Total</b>		<b>16</b>

How would you rate your satisfaction with the installation or modifications undertaken?  
Please circle one number

1    2    3    4    5    6    7



Do you have any additional comments you would like to add about the installation?  
All clients who answered shared many of the same sentiments. Clients all thought that the installations were very helpful and made both a significant and positive difference to their lives. They also thought that the staff who carried out the work were very professional and carried out the work promptly. With some clients saying they would recommend said services to friends and family.

*“Our builder was extremely polite, listened to us and was excellent communicator”  
 “Your staff have been excellent to work with – very happy with their service and expertise”*

*“It was wonderful to know that trustworthy, competent people were looking after me and I was better able to afford it because of financial assistance provided. Been good to talk to /have work done by kind, helpful people “*

*“I feel very confident with the tradesmen and the quality of work they executed”*

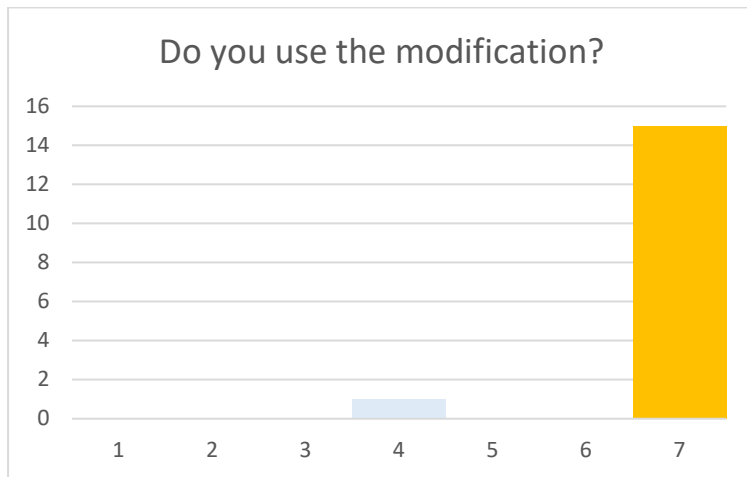
Do you have any suggestions on how we could improve the collaborative approach (working with you to meet your needs and goals)?

NA

**FUNCTION**

Do you use the modification and, if so, how regularly (Please circle one number and indicate how regularly separately)?

1      2      3      4      5      6      7      (How regularly?)

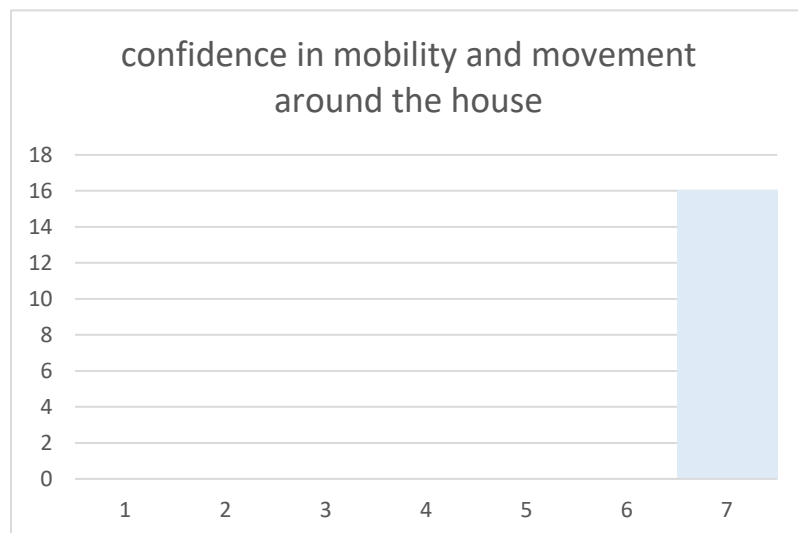


ANSWERS	RESPONSES	
1	0.0%	0
2	0.0%	0
3	0.0%	0
4	6.25%	1
5	0.0%	0
6	0.0%	0
7	93.75%	15
<b>Total</b>		<b>16</b>

Nearly all clients stated that they used the modifications daily, with some using the modifications multiple times a day. Others, depending on the modification still used the modification multiple times a week.

How significantly has the modification improved your confidence in terms of mobility or movement around your house? Please circle one number.

1      2      3      4      5      6      7



ANSWERS	RESPONSES	
<b>1</b>	0.0%	0
<b>2</b>	0.0%	0
<b>3</b>	0.0%	0
<b>4</b>	0.0%	0
<b>5</b>	0.0%	0
<b>6</b>	0.0%	0
<b>7</b>	100%	16
<b>Total</b>		16

Please outline how you feel that the modification has improved your confidence.

Nearly all clients stated that the modifications had greatly improved their confidence. For them the modifications had made them feel safer and securer around their homes whilst



simultaneously providing them with a new sense of independence, as many found it much easier to carry out daily tasks as they felt like they were now less likely to hurt themselves.

*“They give us an increased sense of safety in the bathroom and make it much easier going up and down the internal steps “*

*“They have increased our confidence in being able to do more for ourselves”*

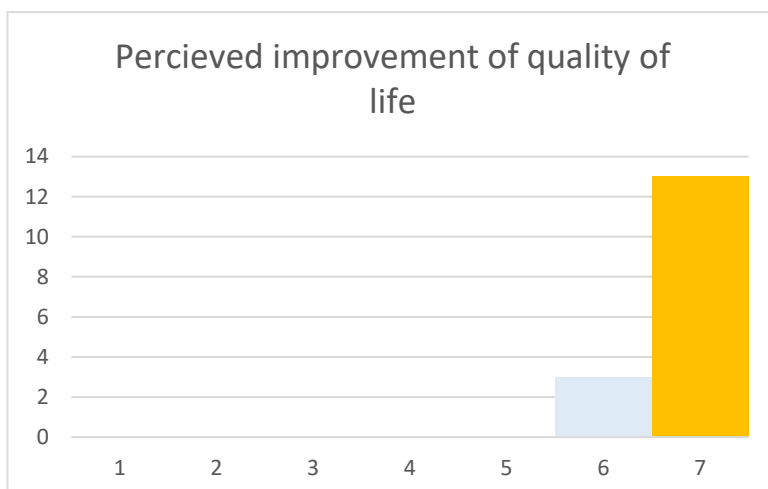
*“The modifications to the bathroom and toilet have increased our confidence in being able to use these areas without needing someone to check on us “*

*“I feel more confident going up and down the steps as I was afraid of slipping on the steps before the modification. Also the steps feel more solid”*

ANSWERS	RESPONSES	
1	0.0%	0
2	0.0%	0
3	0.0%	0
4	0.0%	0
5	0.0%	0
6	18.75%	3
7	81.25%	13
<b>Total</b>		<b>16</b>

How strongly do you believe that the modification has improved your quality of life? (Please circle one number)

1      2      3      4      5      6      7



Can you explain how the modification has (or has not) improved your lifestyle and what could be done, in your opinion, to improve this outcome for you.

All clients explained how the modification has improved their lifestyle. All clients commented that the modifications had greatly improved their confidence as many now felt

safe carrying out daily tasks with the modifications now in place. For many it also created a new sense of independence.

*“That I can function independently means that my family also benefits. I feel that I can do more outdoor things without constant supervision!”*

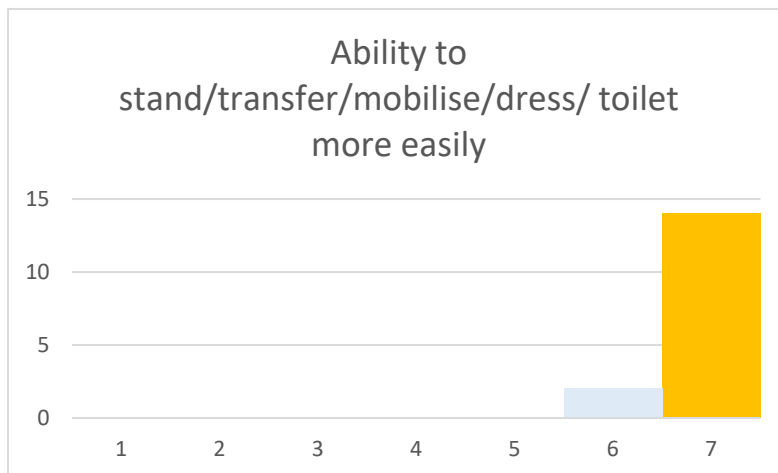
*“I feel more positive coming and going from my house – it genuinely makes for me feel better “*

*“I was always afraid of falling down the old steps. Now I have a landing, wider steps and railings – so safe. Now I can leave my house, do gardening, washing etc.”*

*“I feel safe again in the bathroom and the stairlift has changed life!”*

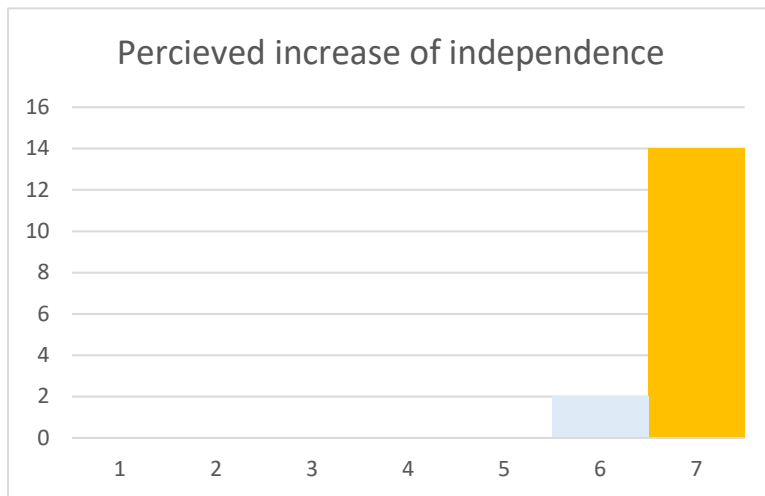
How strongly do you believe that the modification has enabled you to stand/transfer/mobilise/dress/toilet more easily? (Please circle one number)

1      2      3      4      5      6      7



ANSWERS	RESPONSES	
<b>1</b>	0.0%	0
<b>2</b>	0.0%	0
<b>3</b>	0.0%	0
<b>4</b>	0.0%	0
<b>5</b>	0.0%	0
<b>6</b>	12.5%	2
<b>7</b>	87.5%	14
<b>Total</b>		16

How strongly do you believe that your independence has increased as a result of the Modification?



ANSWERS	RESPONSES
<b>1</b>	0.0% 0
<b>2</b>	0.0% 0
<b>3</b>	0.0% 0
<b>4</b>	0.0% 0
<b>5</b>	0.0% 0
<b>6</b>	12.5% 2
<b>7</b>	87.5% 14
<b>Total</b>	16

Please outline how you feel your independence has been improved as a consequence of the modification?

Nearly all of the clients equated feeling more confident and safer around the house to their newfound independence. Many highlighted that now that certain risks and difficulties had been alleviated, they were no worried or as dependent on people, meaning they felt much more independent.

### SAFETY

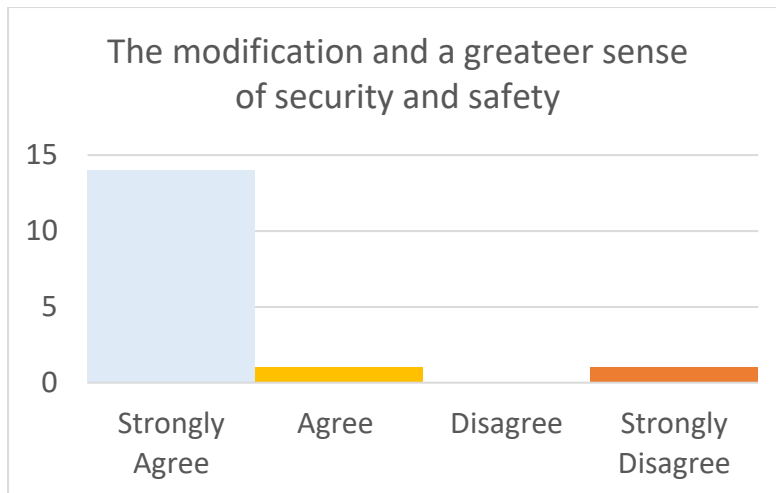
How strongly do you believe that the modification has given you a greater sense of safety and security? Please circle one.

Strongly Agree

Agree

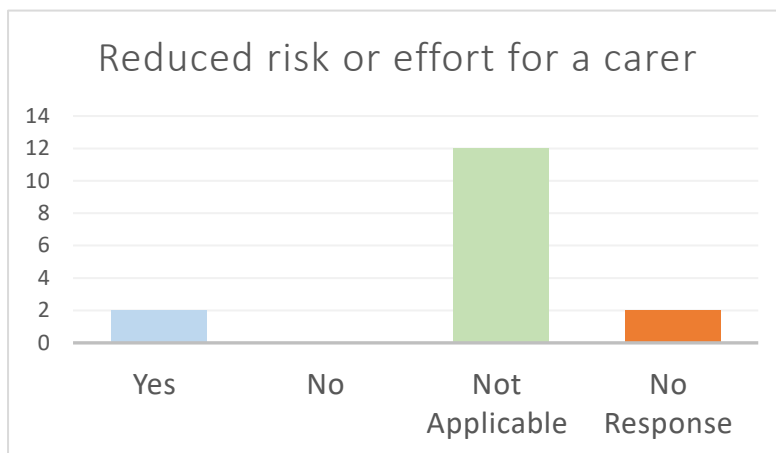
Disagree

Strongly Disagree



ANSWERS	RESPONSES	
Strongly Agree	87.5%	14
Agree	6.25%	1
Disagree	0.0%	0
Strongly Disagree	6.25%	1
<b>Total</b>		<b>16</b>

Do you believe the modification has reduced the effort or decreased the risk for your carer if you have one?

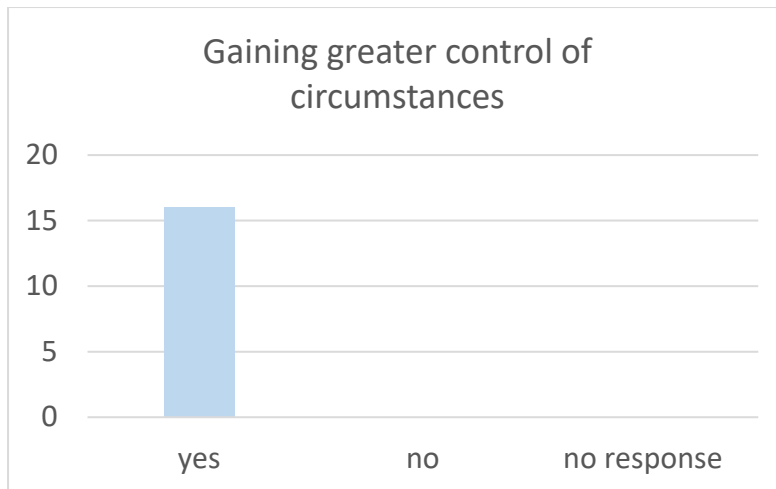


ANSWERS	RESPONSES	
Yes	12.5%	2
No	0.0%	0
Not Applicable	75.0%	12
No response	12.5%	2
<b>Total</b>		<b>16</b>

Do you feel you have gained greater control of your circumstances as a result of the modification?

Yes                      No

If yes, can you explain how you feel you have gained greater control of your circumstances?



ANSWERS	RESPONSES	
<b>Yes</b>	100%	16
<b>No</b>	0.0%	0
<b>No response</b>	0.0%	0
<b>Total</b>		16

All the clients felt that they had gained greater control of their circumstances. All the clients felt and or feel much safer now that the modifications are in place, which simultaneously has given them a greater sense of independence as for many the risk of injury has significantly declined.

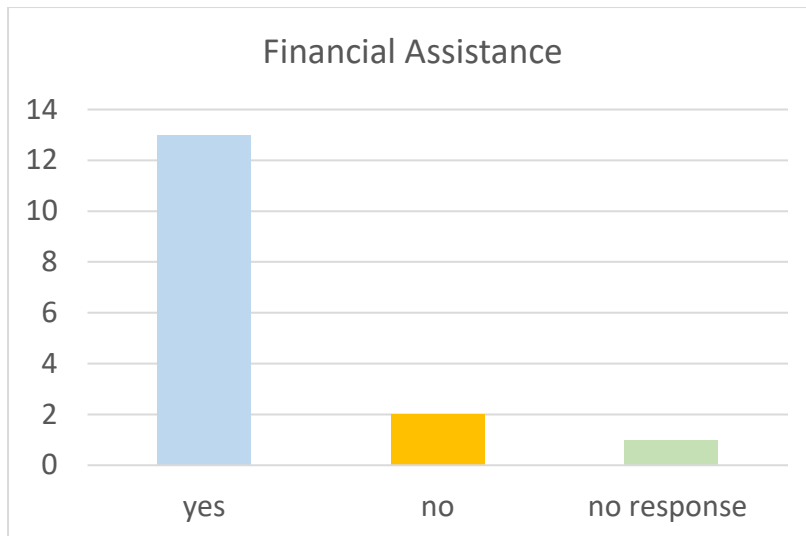
*“The old ramp was 46 years old and had loose boards and nails and was uneven at the bottom. The very nice young man has now made it perfect to enter my house and depart. I now feel safer going up and down the ramp”*

*“It would be impossible for me to shower now without the shower rails. I couldn’t walk down to my mailbox anymore but now I have my new railing I can “*

*“I had lots of difficulty in walking up the stairs and now it is a breeze especially after grocery shopping. Having the stair lift meant I could come home after my operation instead of going into transition care for 4-5 weeks. I don’t hesitate to go downstairs whenever I wish to as I do not experience any pain when using the stair lift. The safety features included are an added bonus.”*

## **COST**

Did you receive and financial assistance towards the cost of the modifications?



ANSWERS	RESPONSES	
<b>Yes</b>	81.25%	13
<b>No</b>	12.5%	2
<b>No Response</b>	6.25%	1
<b>Total</b>		16

How did the financial assistance provided (or not) impact on your decision to have the work done?

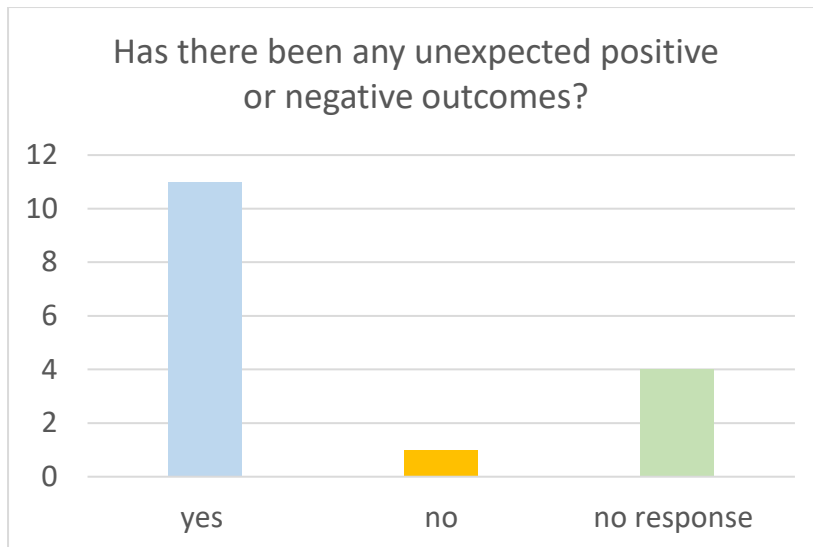
Whilst very few clients said the financial assistance had very little impact on their decision to have the work done a large majority said financial assistance significantly impacted on their decision as to whether or not to have the work done. For a large portion of the clients the financial assistance made the final decision of whether to have the work done or not a lot easier as it lessened or removed any financial burden. For many clients the financial assistance made it, so they did not have to wait to get the modifications. However, it should also be noted that a small portion stated that the modifications were imperative and would have needed to be done even if there was no financial assistance.

*“I wouldn’t have been able to have the renovations done without the financial help”*

*“After living in a number of countries in the world I realise how very fortunate the Citizens of Australia are “*

Has the modification created any unexpected positive or negative outcomes for you?

Yes                      No                      please explain if you could:



ANSWERS	RESPONSES	
Yes	68.75%	11
No	6.25%	1
No response	25.0%	4
<b>Total</b>		<b>16</b>

For nearly all the clients the modifications created many positive outcomes. While the work that was done exceeded many of their expectations, some were surprised just how easy the modifications were to use. For many of the clients the modifications meant they were now once more able to enjoy their homes and their daily activities. This newfound enjoyment correlated with sentiments of confidence, independence, and safety.

*“I am impressed that the work was done so well and promptly”*

*“The installation of the ramps/steps/rails have been the changes that have been most significant”*

*“Many of our circumstances are beyond our “control” – the hope is that we can thankfully and confidently use our remaining faculties to make the best of life”*

*“The knowledge that my “challenges” are of interest to ACRO gives me confidence to request assistance if I ever need it”*

*“Apart from the obvious safety aspects, my bathroom looks so clean, bright and modern that it gives pleasure just looking at it.”*

*“It’s also much easier to maintain and keep clean”*

*“My husband and I live in a high set house, 15 steps front and back. As we have aged with bad backs and knees having the steps secured and painted with non slip treatment has made it secure and has made a big difference”*

*“It has made a big difference to my accessing into my house.”*

*“Our contractor was very professional and explained things extremely well. The modifications have provided confidence in making things safer which has enable us to maintain some degree of independence still.”*

*“I don’t have to rely on others and I’m able to feel safe and secure because of the modifications. I am able to enjoy both my home and garden/going down to the driveway to get my mail etc., safe in the shower etc. “*

*“Would not have been able to stay in my home without the lift. Previously some days I was unable to climb or descend the stairs. “*

