

CHRISTOPHER GRANGE VISUAL REHABILITATION CENTRE - SERVICE USER OUTCOMES REPORT

2014 - 2017



Abstract

The outcomes achieved and distance travelled by people living with sight loss during their time at Christopher Grange Visual Rehabilitation Centre between 2014 to 2017.

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CHRISTOPHER GRANGE VISUAL REHABILITATION CENTRE - SERVICE USER OUTCOMES REPORT 2017

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1. Introduction

- 1.1. Christopher Grange Visual Rehabilitation Centre has undertaken an evaluation of the overall benefits and outcomes achieved by service users over the last 3 years, between 2014 to 2017.
- 1.2. Since 2010, Christopher Grange Visual Rehabilitation Centre has been recording service user outcomes including: service user general feelings, their ease of managing at home and their confidence when out and about. This is recorded both on entry as a new service user and on exit from the services of the Visual Rehabilitation Centre. By analysing both the entry and exit outcomes we can measure the distance travelled by service users.

2. Key Definitions

- 2.1. As utilised by the Department for Education and Employment (DfEE)* to measure soft outcomes, within this report this is referred to as the 'Distance travelled'.

- 2.1.1. DfEE definition of Distance Travelled¹:

The term distance travelled refers to the progress that a beneficiary makes towards employability or harder outcomes because of the service intervention. The acquisition of certain soft outcomes may seem insignificant, but for certain individuals the leap forward in achieving these outcomes is immense. A consideration of distance travelled is very important in contextualising beneficiaries' achievements.

3. Key Recommendations

- 3.1. Following analysis of the recorded data the following key recommendations are made:
 - The outcome and distance travelled information within this report is used to demonstrate the impact of Christopher Grange Visual Rehabilitation Centre on people living with sight loss (service users) in Liverpool during 2014 to 2017.
 - The findings are used to direct and adapt future service provision to meet the needs of service users.
 - Entry and exit questionnaires continue to be completed with service users as a key evaluation tool.
- 3.2. It is crucial to establish a baseline of soft skills, aptitudes and attitudes from which individual service user progression is measured. Christopher Grange Visual Rehabilitation Centre conduct an Entry Questionnaire with each service user during the initial assessment phase of their visual rehabilitation.

Mode	Frequency	Percentage
Entry Questionnaire	33	53%
Exit Questionnaire	29	47%
Other	0	0%
Total	62	100%

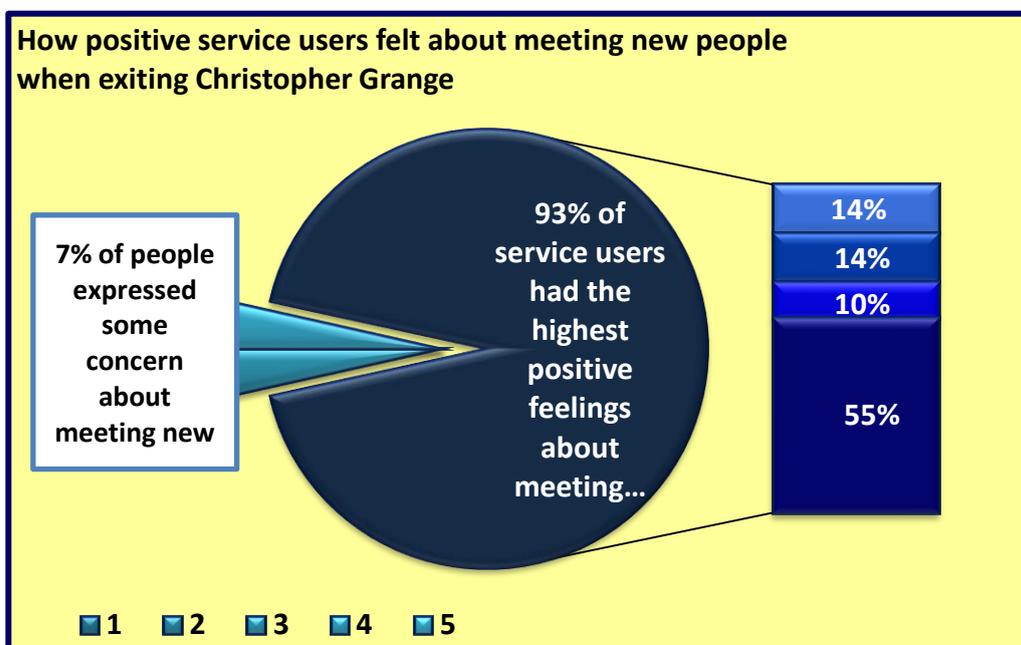
4. Service User Questionnaire Analysis

4.1. The following sections of this report give an overview of the key benefits and distance travelled by all service users during their time with the Visual Rehabilitation Centre between 2014 to 2017. Service users are asked to score their general feelings, how they manage at home and safety when out and about with (1) being the lowest and (10) being the highest for each evaluation question asked.

5. Service User - General Feelings

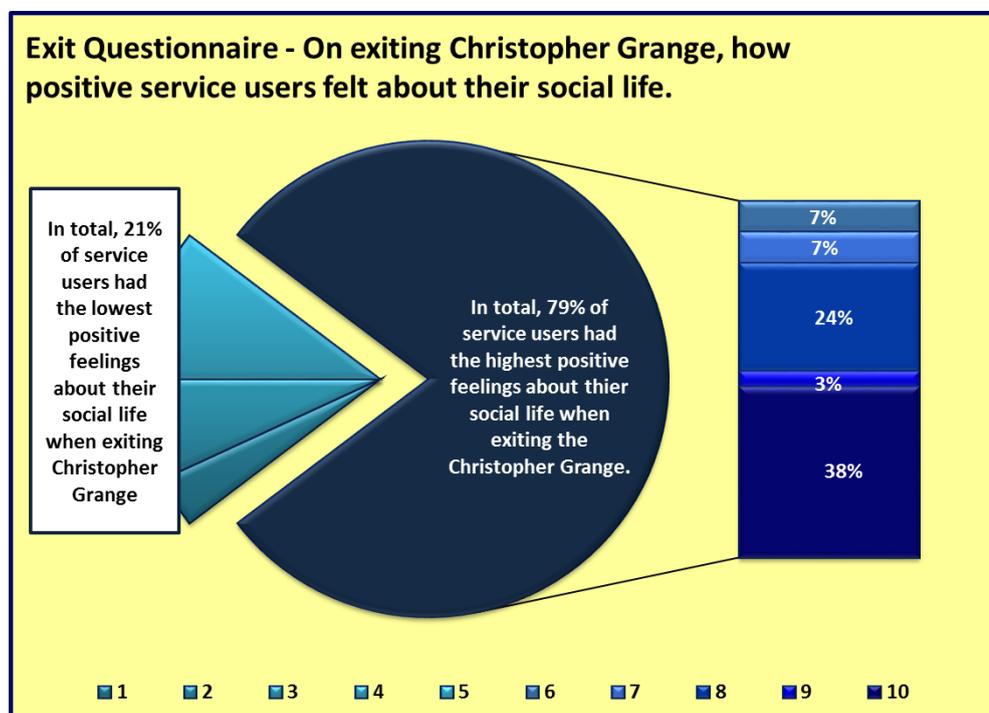
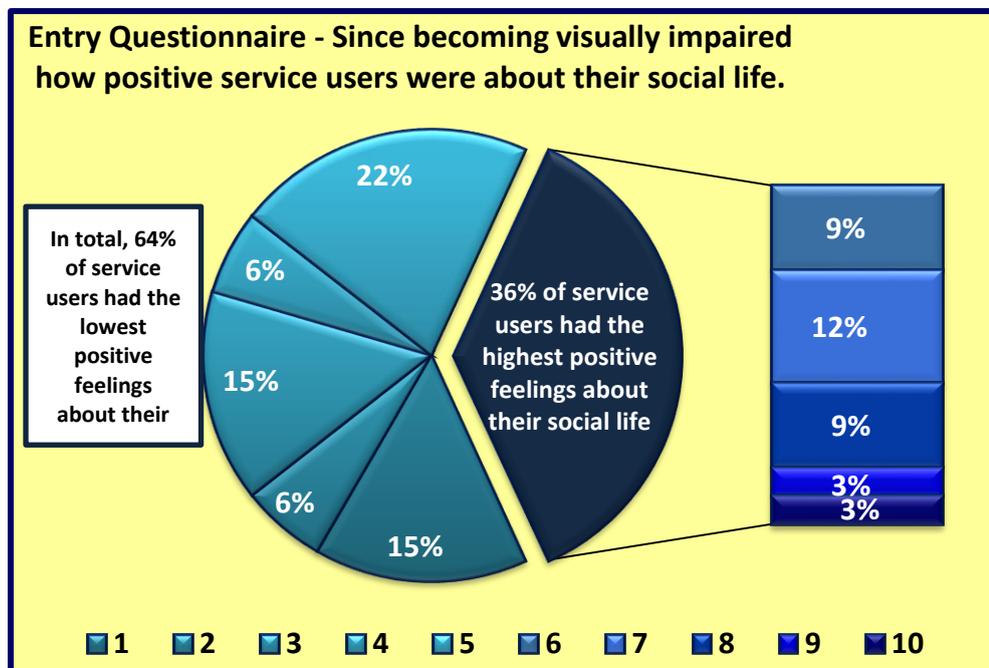
5.1. How positive services users felt about meeting new people.

5.1.1. In total, 93% of service users had positive feelings about meeting new people when exiting services of the Visual Rehabilitation Centre.



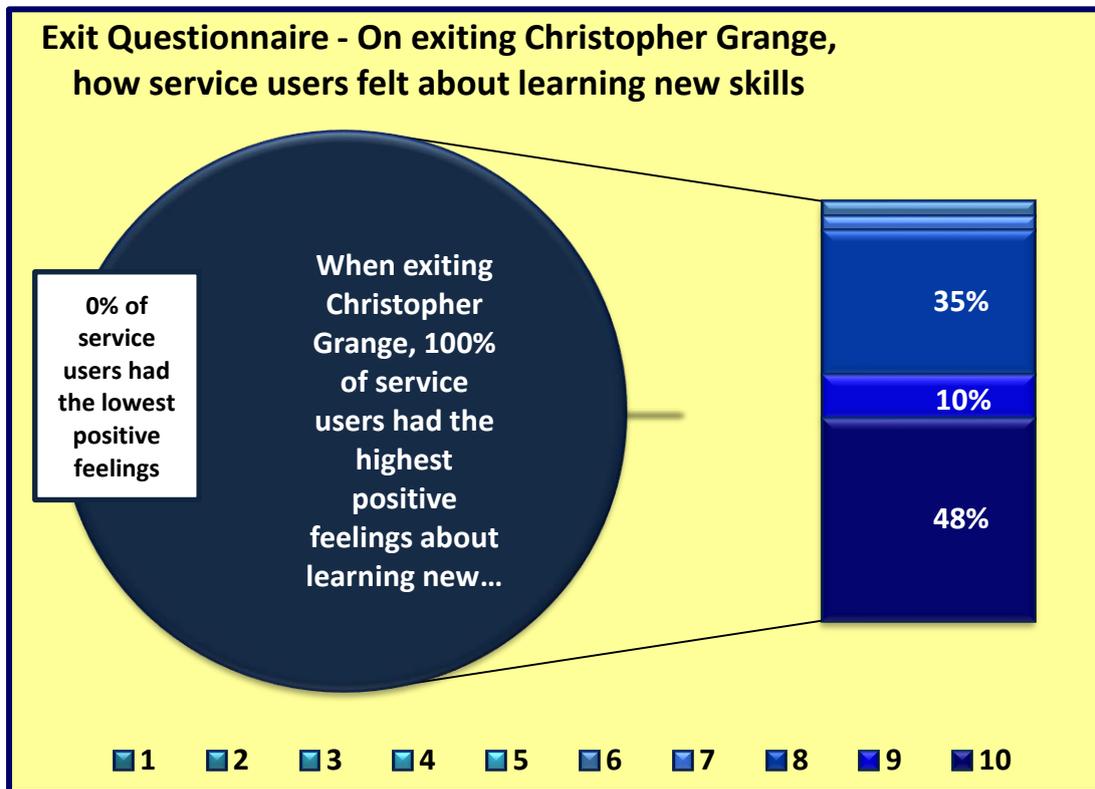
5.2. Since becoming visually impaired how positive service users felt about their social life.

5.2.1. As demonstrated in the graphs below, following the support and rehabilitation provided by the Visual Rehabilitation Centre there is an overall improvement in service user positivity about their social life since becoming visually impaired of 43%.



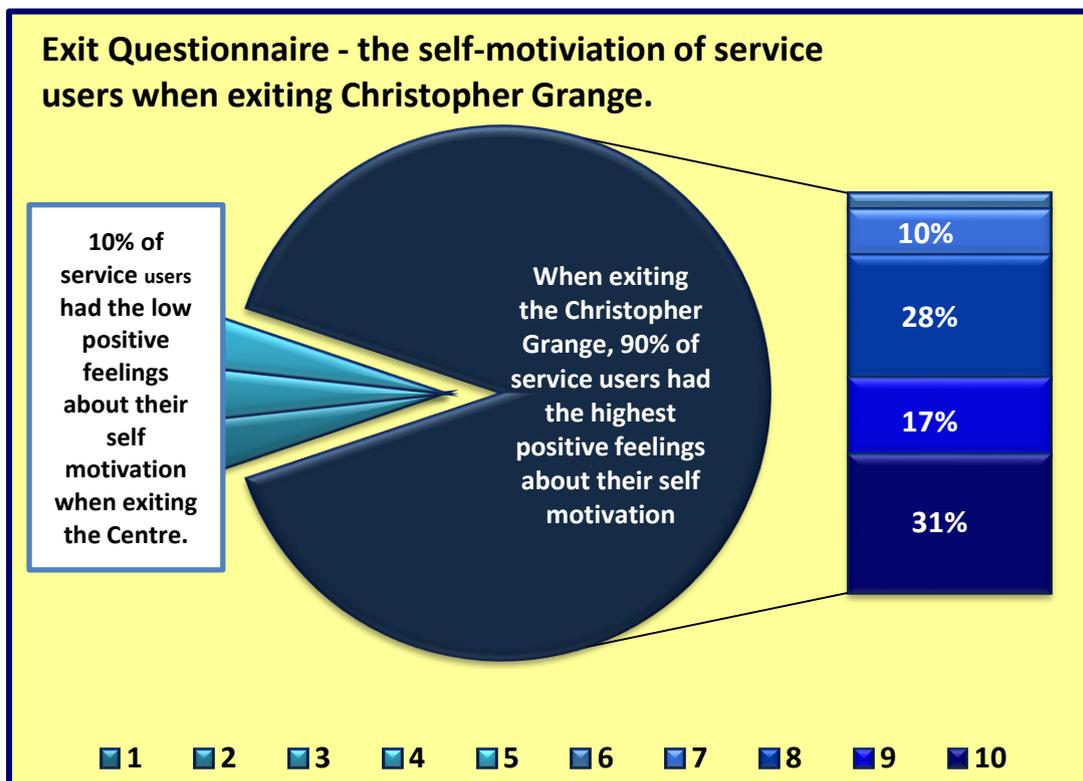
5.3. How positive service users are about learning new skills

5.3.1. On exiting the Christopher Grange Visual Rehabilitation Centre 100% of service users were positive about learning new skills.



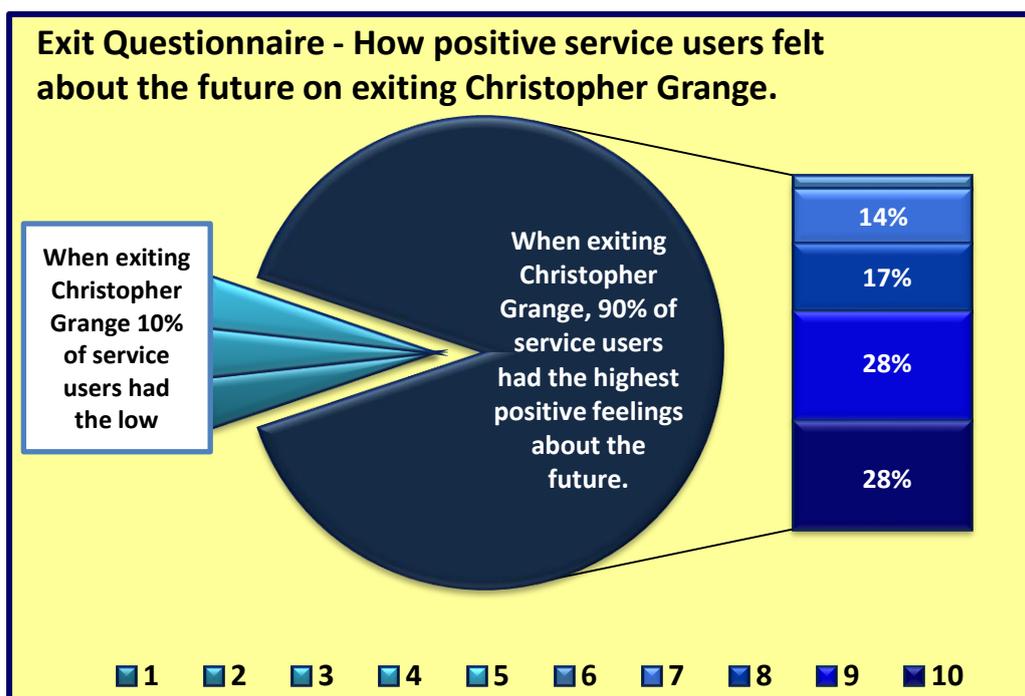
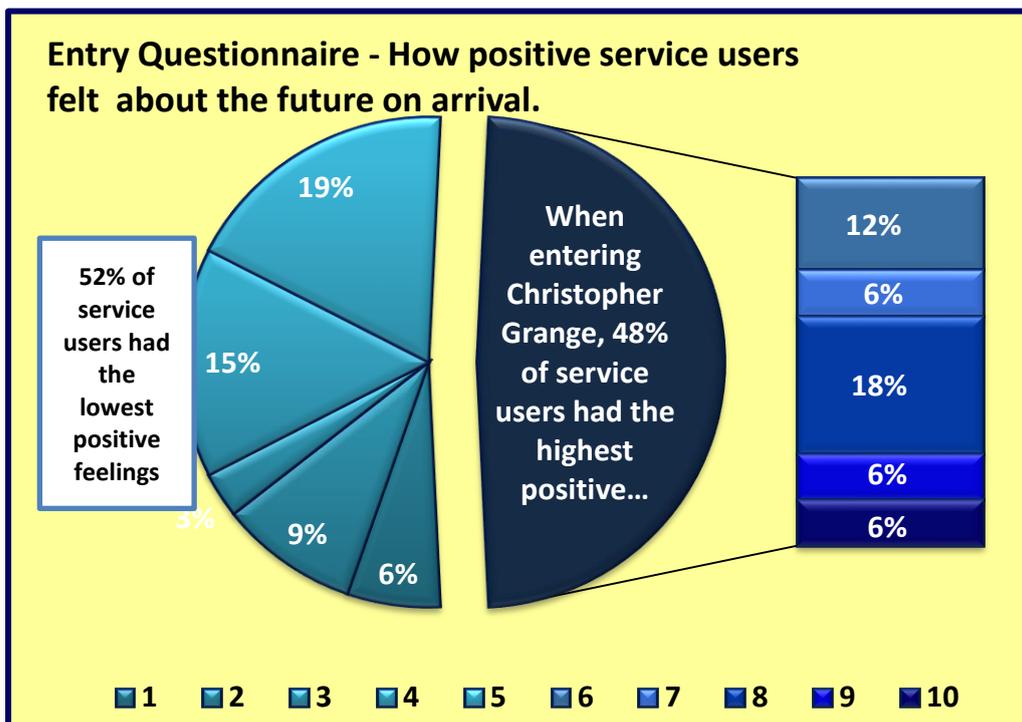
5.4. The self-motivation of service users

5.4.1. On exiting the Christopher Grange Visual Rehabilitation Centre the overall self-motivation of service users was 90%.



5.5. How positive service users felt about the future.

5.5.1. As demonstrated in the graphs below, on exiting Christopher Grange Visual Rehabilitation Centre there has been an overall improvement in the positivity of service users about the future by 42%.



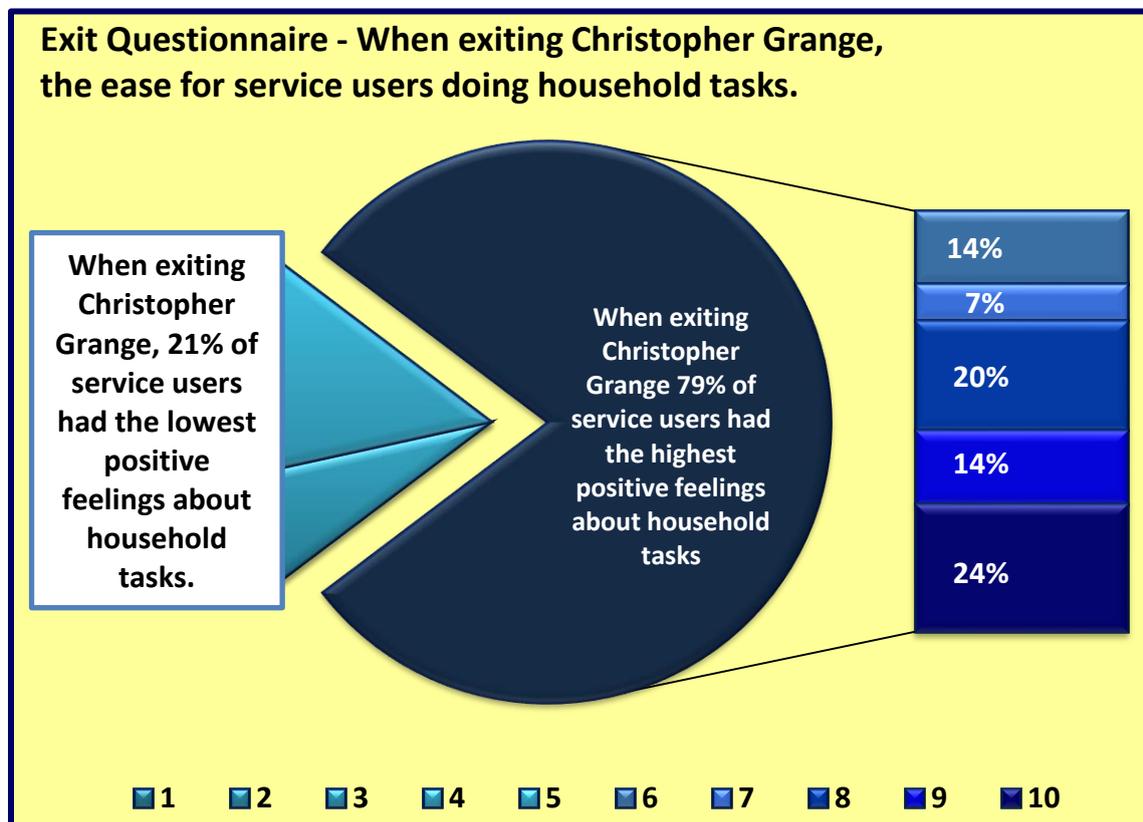
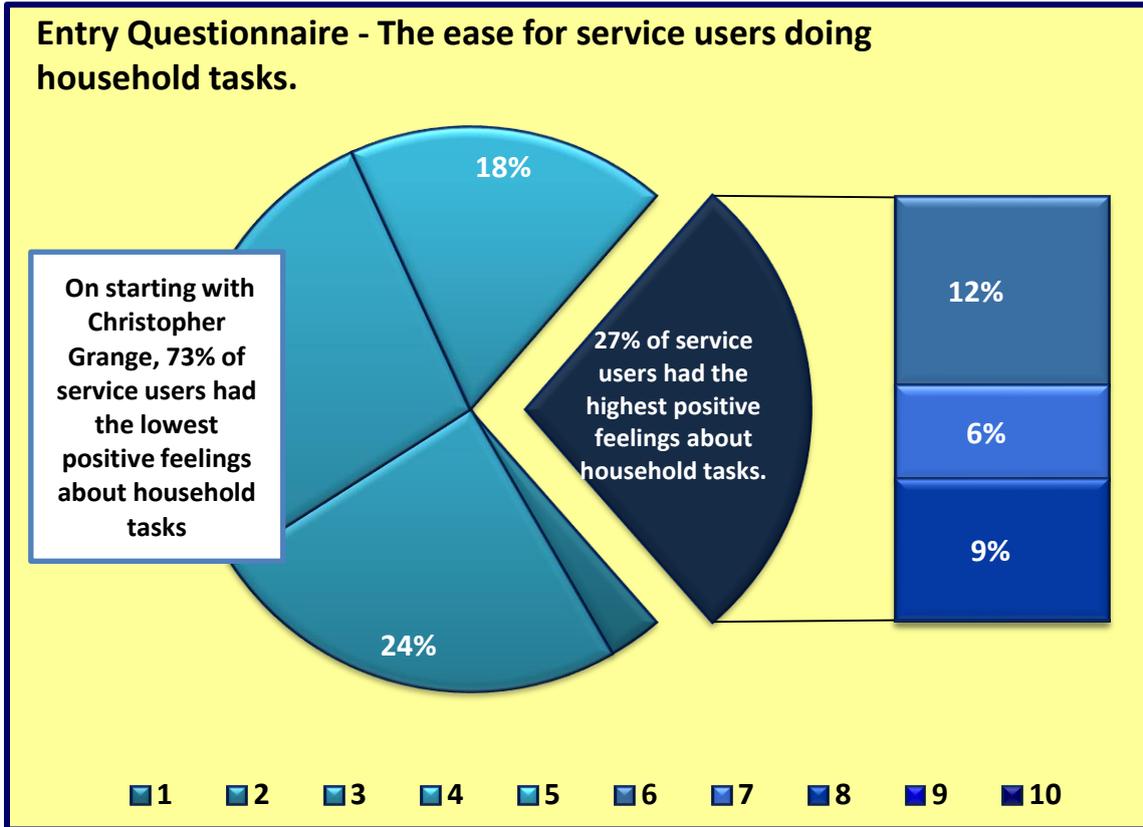
5.6. General Feelings - Additional Comments:

- *Bit nervous, lacking in confidence.*
- *Just hoping for the future*
- *Because of my job situation.*
- *I've never lost belief someone is going to...*
- *Don't see a future.*
- *Grange has been a help.*
- *Social life outside 'VI circle' very hard. Cannot change people's attitude to blind people. I feel part of my life has been taken away, as I can't stay at Christopher Grange.*
- *Been happy here, even husband said it's unbelievable what I have achieved.*
- *Love meeting people, smile.*
- *When you walk through the door, not sure what may or may not happen.*
- *Thank you to the staff, I feel very confident within the kitchen preparing and cooking meals. I also feel confident with the AVL and the resources. I feel confident leaving.*
- *When I first came, this was the only place I felt could show me how to deal with my situation.*
- *I feel victimised, discriminated and harassed on the basis of my disability.*
- *Feel better now than in the past.*
- *My confidence is low, I worry about my family.*
- *When you met me, I was on the floor, after 4 weeks you have managed to get me on a chair. I have every feeling that I will be standing straight, with my head held high.*
- *More positive with people.*
- *Looking forward to it, entirely satisfied, delighted with it all.*
- *Depends on how I benefit from the course, the basic problem is I can prepare myself for going blind.*
- *I'm an optimist*

6. Service User - Managing at Home

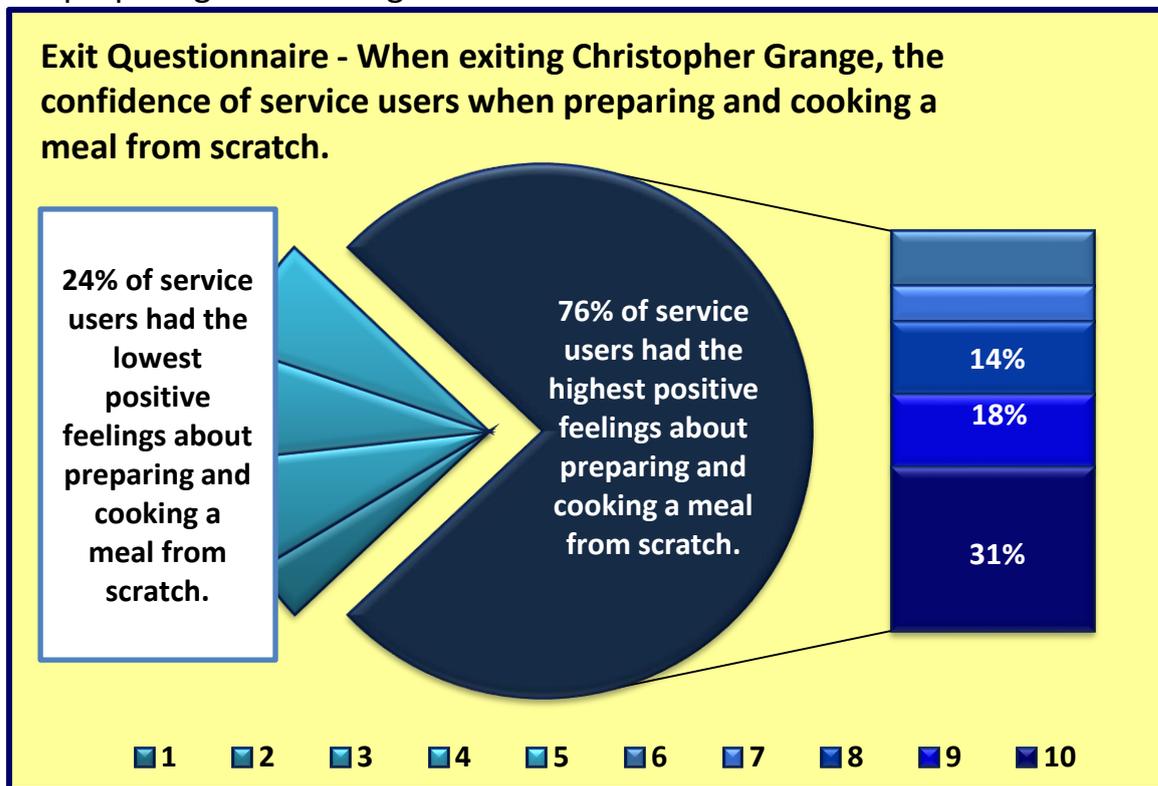
6.1. The ease for service users to do household tasks.

6.1.1. There has been an overall improvement of 52% in service user's ability to complete household tasks, with a total of 79% of service users were feeling positive about the ease of these tasks when they exited Christopher Grange Visual Rehabilitation Centre.



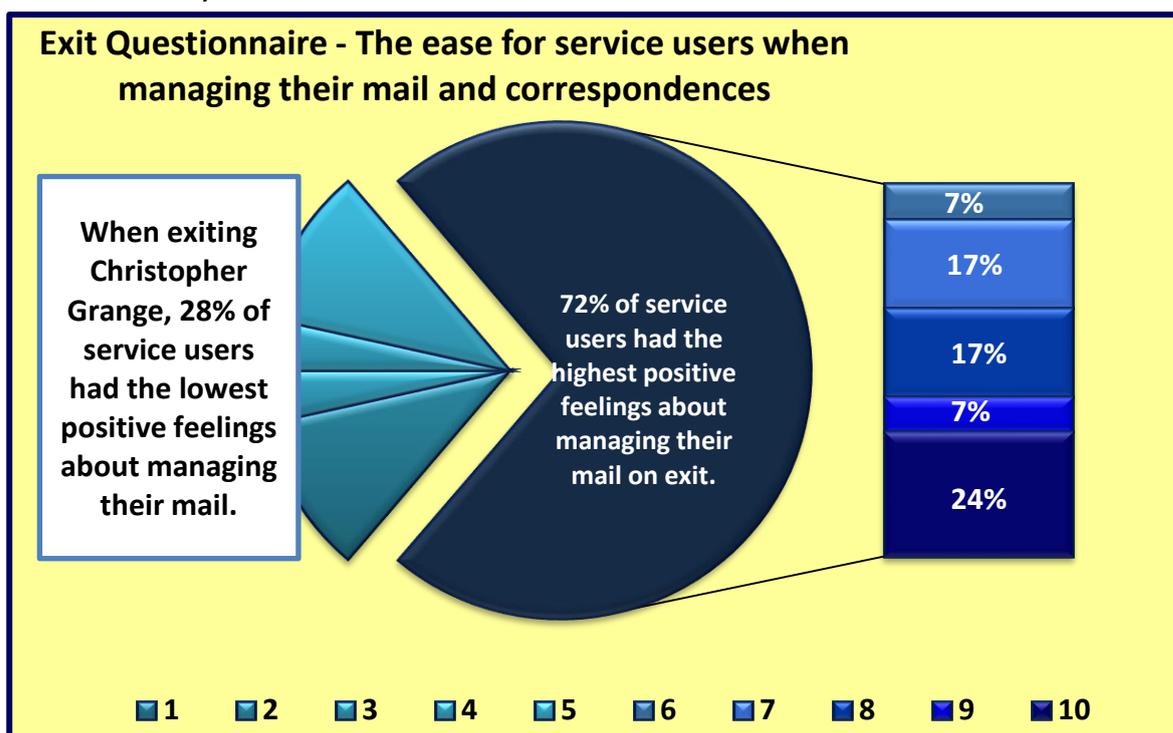
6.2. How confident are you at preparing and cooking a meal from scratch?

6.2.1. On exiting Christopher Grange Visual Rehabilitation Centre there has been an overall improvement of 30% in service user confidence at preparing and cooking a meal from scratch.



6.3. The ease of service users managing their mail and correspondences.

6.3.1. There was an overall improvement of 52% in service user's ability to manage their mail and correspondences. On exiting Christopher Grange Visual Rehabilitation Centre, 72% of service user's now having the ability.



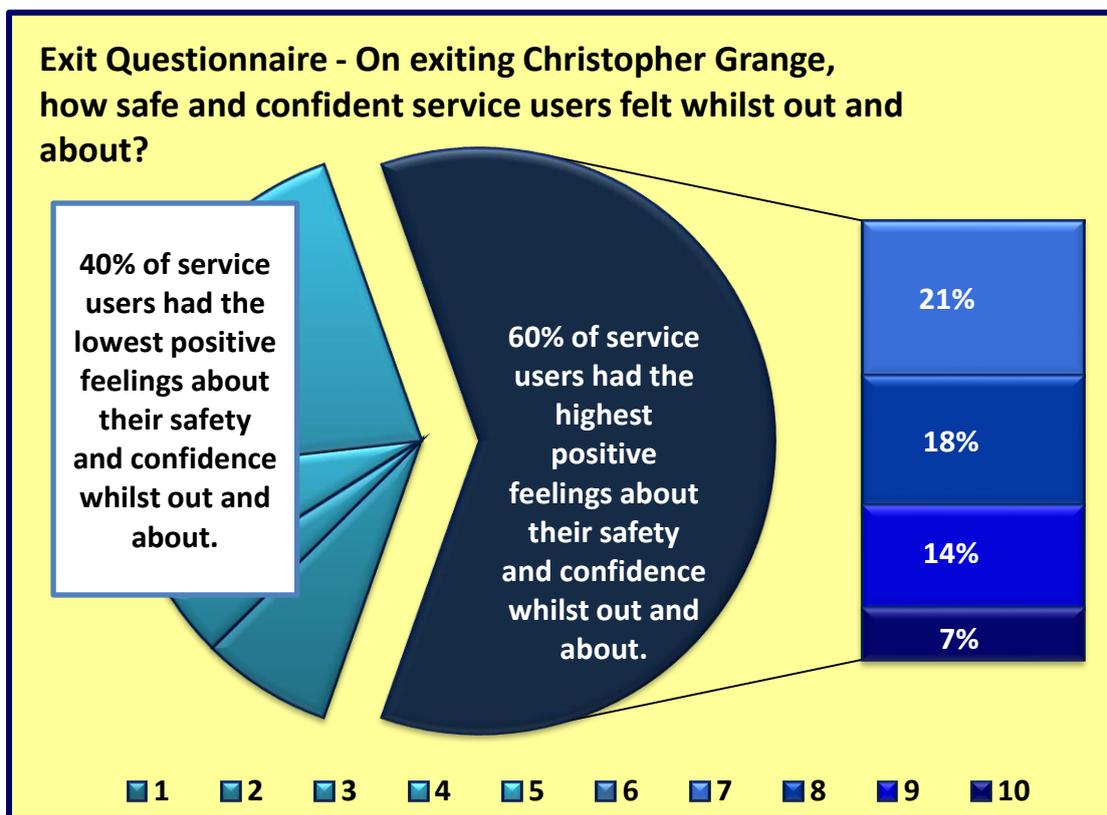
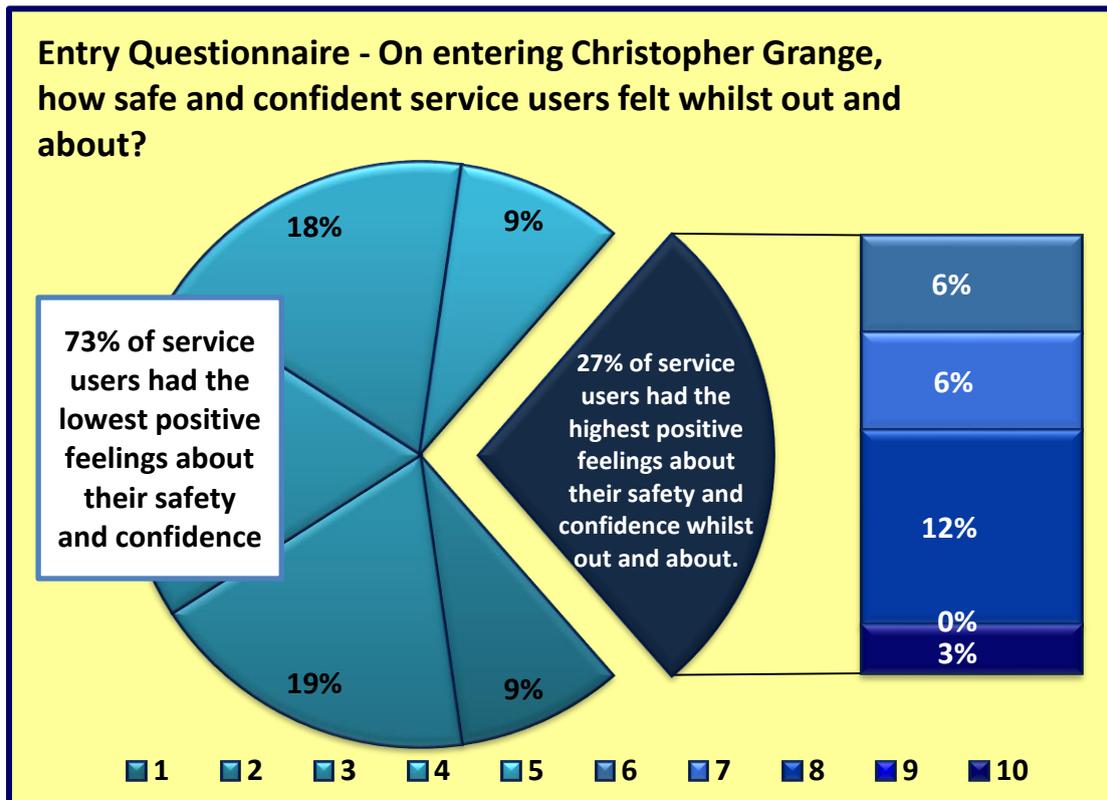
6.4 Managing At Home - Additional comments:

- *Wife does most things for me.*
- *Husband does letters.*
- *Got all of my stuff to help me with my emails. Blind Vets great.*
- *Can work computer*
- *Authorities don't send out large print, but I can get it in a foreign language.*
- *Far more happier to try new things, not in a rush.*
- *I can use scan and read on my ipad, synapptic*
- *Aware of large print*
- *I can't read mail / paper*
- *A lot of mail coming in on large print.*
- *Have to wait for husband to come home to help with scanning, etc.*
- *Waiting for guide, software application.*
- *Not allowed to cook my own meals.*
- *It's hard when your mum wants to do everything for you.*
- *Enjoy using microwave. Support worker help with cleaning and mail.*
- *Waiting to be moved.*
- *Small print is a problem, low vision assessment needed by other person.*
- *Sister help with correspenence, plus cooking.*
- *DIY not too good, safety ladders!*
- *Can't cut cucumber.*
- *My confidence is low.*
- *With all adaptations I found it a lot easier, and I do use them!*
- *Daughter look after mail, etc.*
- *Son and daughter do it all.*
- *Much improved after attending Christopher Grange, great learning curve.*
- *Shocking at managing mail.*

7. Service Users – Out and About

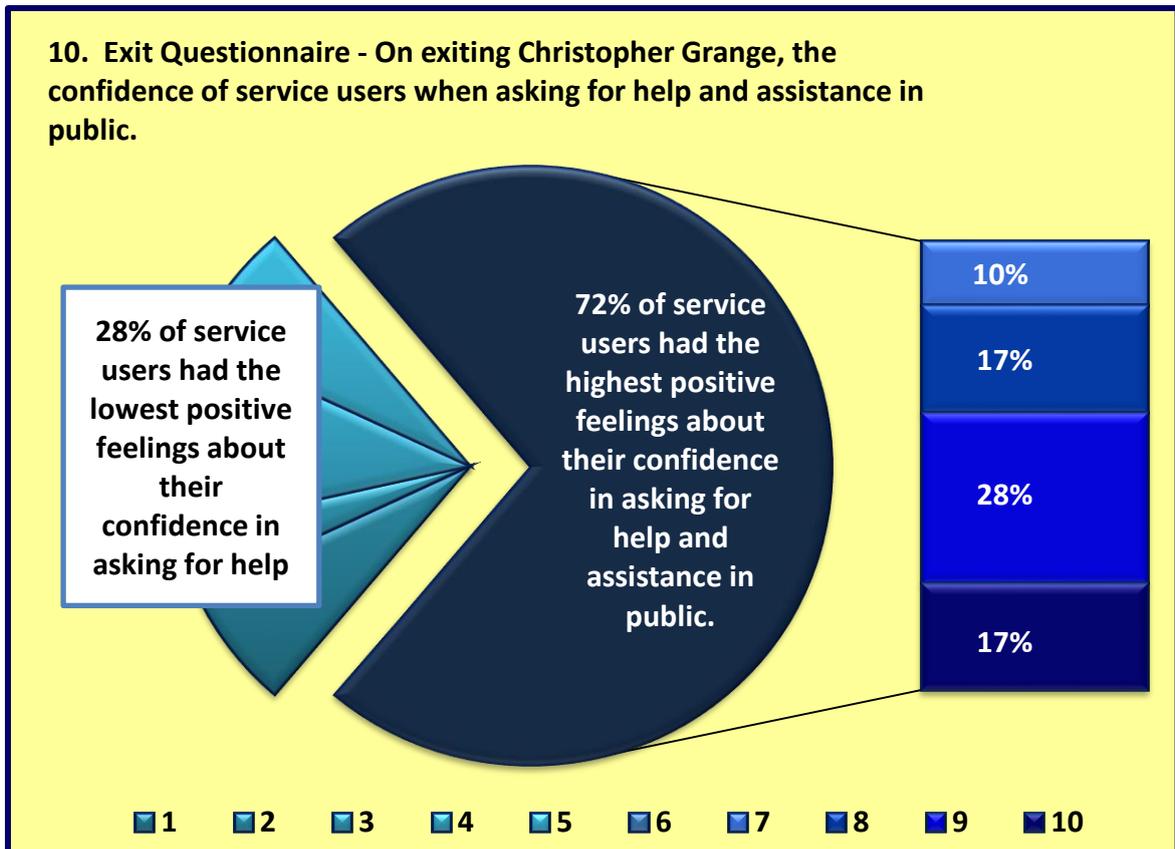
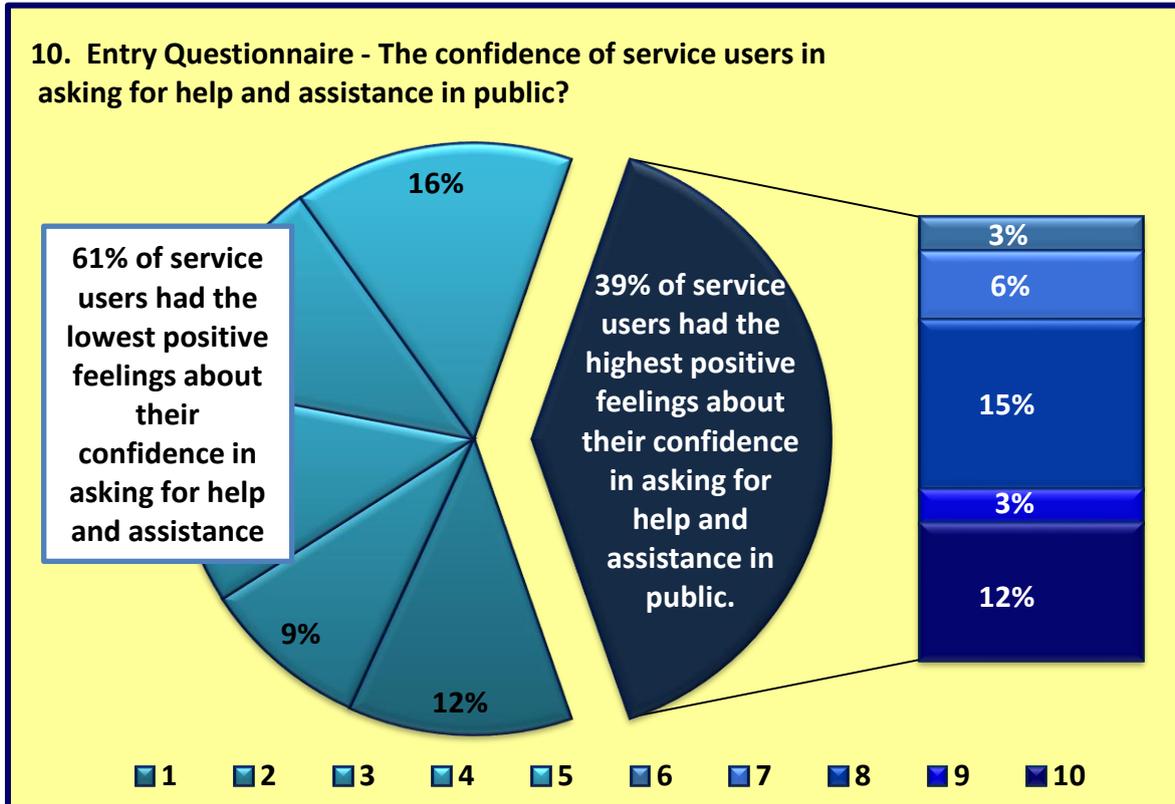
7.1. How safe and confident service users felt whilst out and about

7.1.1. On entry to the Visual Rehabilitation Centre 73% of service users did not feel safe or confident whilst out and about. By the time service users exited the centre there was an overall improvement of 33% in service user confidence and feelings of safety whilst out and about.



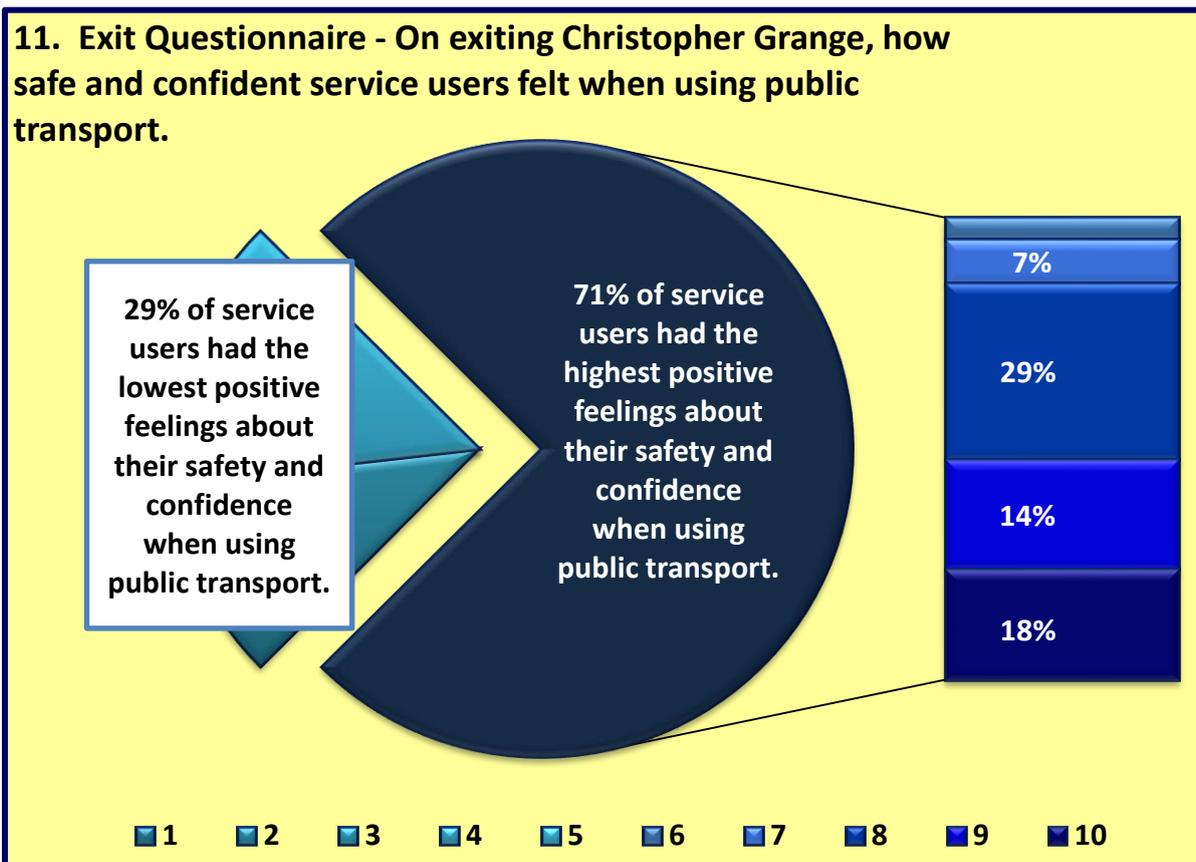
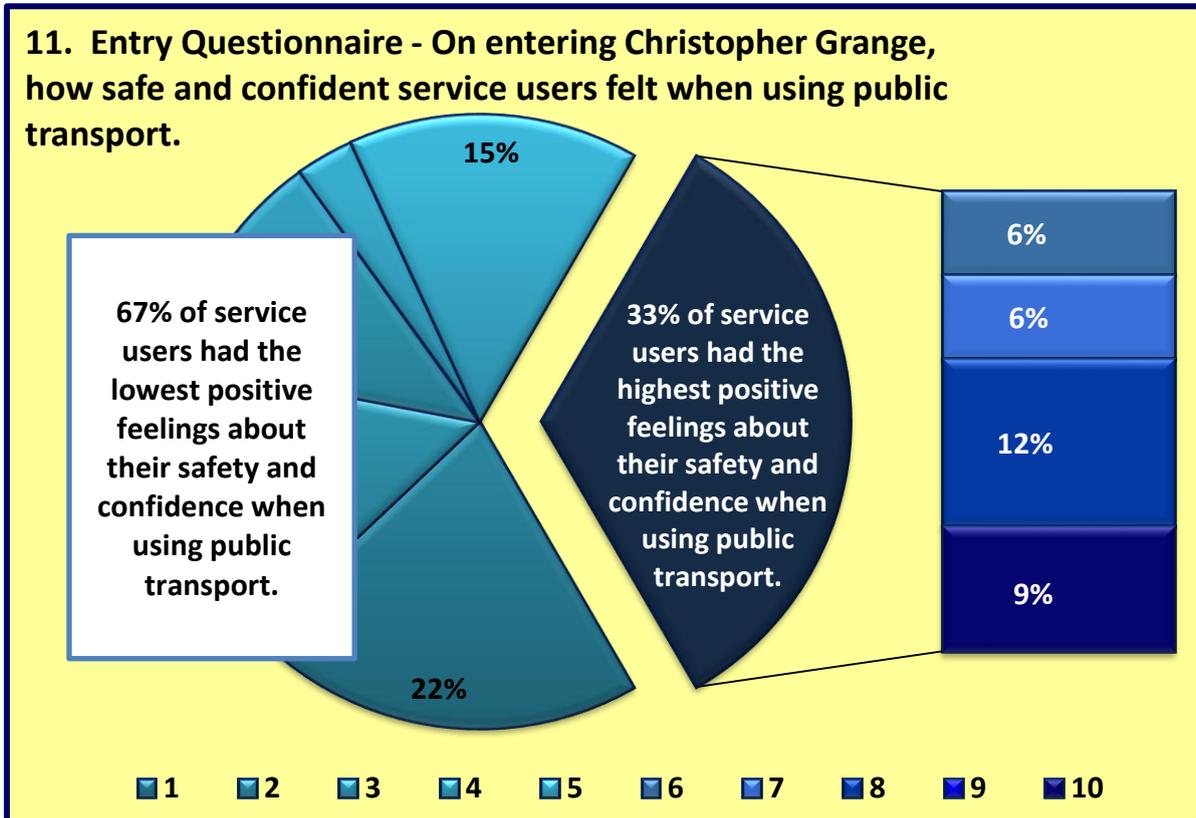
7.2. How confident service users felt about asking for help and assistance in public

7.2.1. By the time service users left Christopher Grange Visual Rehabilitation centre 72% had the highest positive feelings in asking for help and assistance in public, representing a 33% increase in their confidence level.



7.3 How safe and confident service users felt when using public transport

7.2.2. As illustrated in the graphs below, there was an overall improvement in service user confidence and feelings of safety when using public transport of 38%.





7.3. Out and About - Additional comments:

- *Don't like buses. Good train service in local area.*
- *Will feel more secure when I get my guide dog.*
- *Having more mobility training.*
- *Everything has to be planned.*
- *Not confident on buses.*
- *In the right format, if I know the area fine.*
- *Haven't used public transport for years.*
- *I've never used public transport.*
- *I don't go out on my own without my family. Only use Delta taxis.*
- *Been very positive, Braille brilliant.*
- *I've learnt a lot. Loved socialising with like for like, coming here is fantastic.*
- *Pleasure to come here, apprehensive at first, settled in, not met other blind people before.*
- *Transport in Halewood brilliant.*
- *Only goes out with someone.*
- *It depends on the weather.*
- *I am not confident using public transport on my own.*
- *Lost bit of confidence when went out alone.*
- *Support worker travels with me all the time. I don't use public transport, I use car or taxis.*
- *Depending on the route.*
- *Not used public transport alone.*
- *Mobility/anxious on foot.*
- *Do use public transport*
- *I don't use public transport on my own.*
- *Don't feel safe in new area, like Liverpool. Would love to have a go at a Trekker Breezer..*
- *It has given me more confidence.*
- *Feel a lot more confident with long cane`*
- *Feel safe with dog, don't feel safe without dog.*
- *Only go out if with family or friends*
- *Only praise everything, all the staff.*
- *Train/buses no problem.*

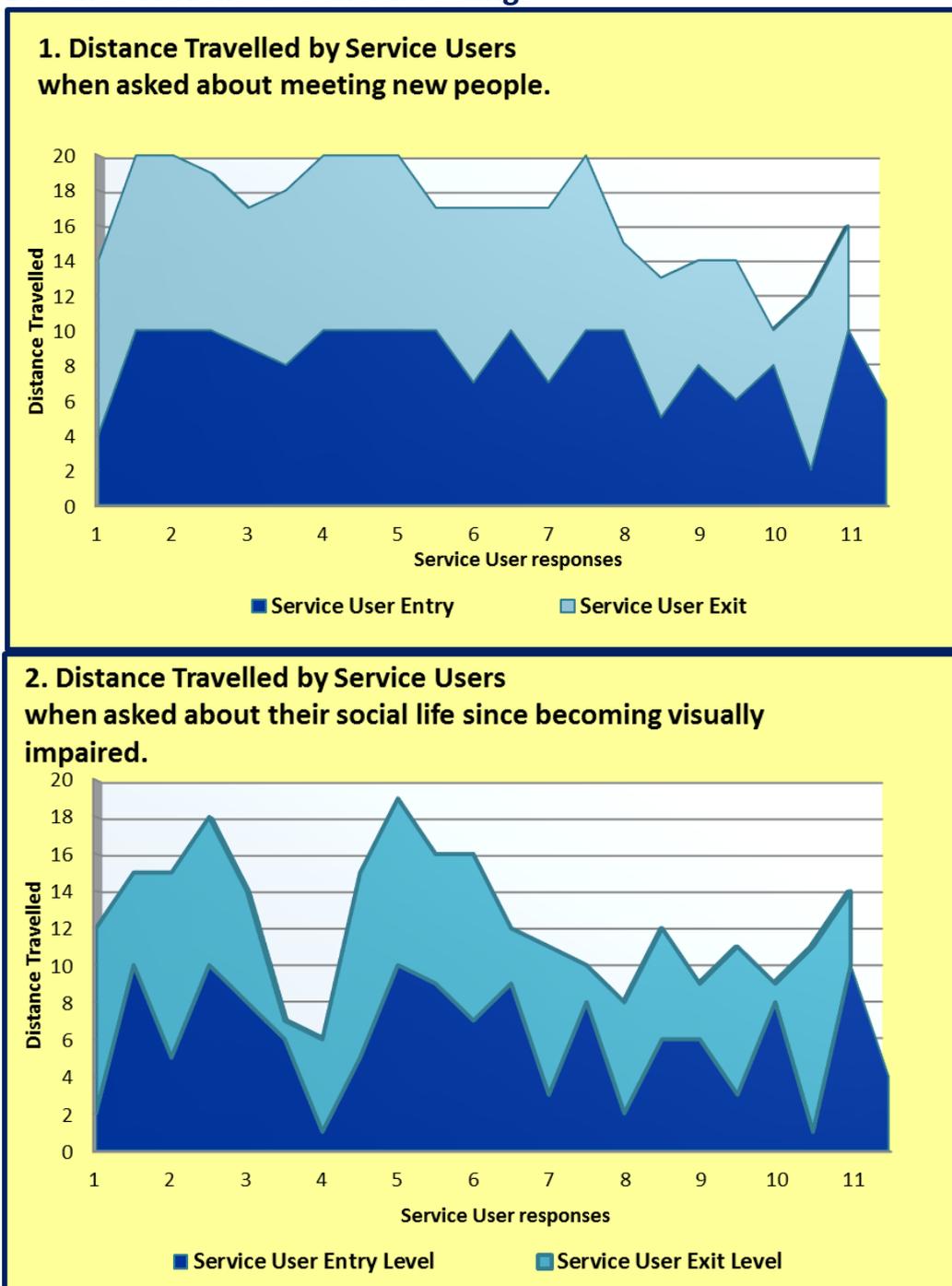
8. Distance Travelled

8.1. The following section gives an overview of the distance travelled by all service users during their time with the Visual Rehabilitation Centre, between 2014 to 2017. Each service user completed an Entry and Exit Questionnaire at Christopher Grange Visual Rehabilitation Centre between 2014 to 2017. This section demonstrates the distance travelled by eleven, randomly selected service users, representing 18%.

8.2. Service User Distance Travelled

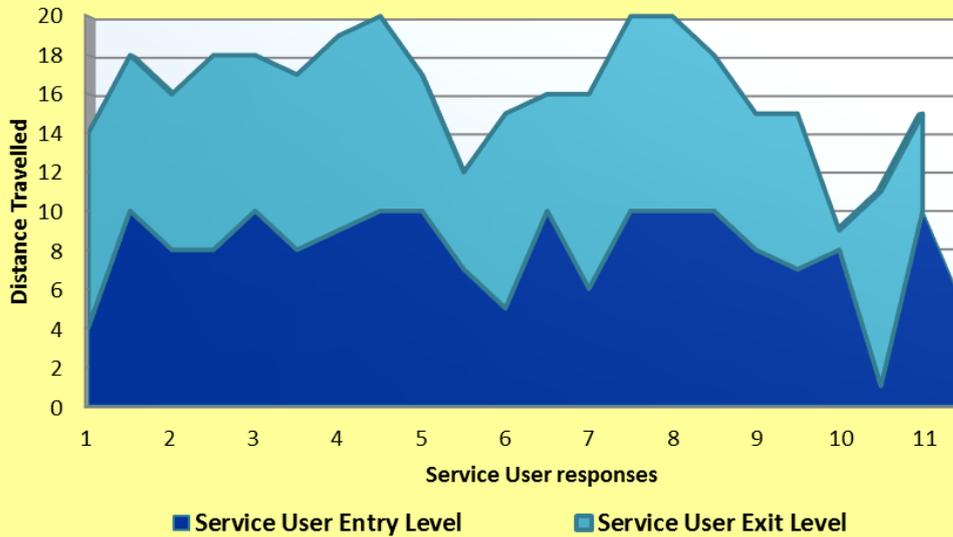
8.2.1. Within the following graphs the overall distance travelled has been recorded. Each graph demonstrates the key benefits of the Visual Rehabilitation Centre.

8.3. Distance Travelled - General Feelings

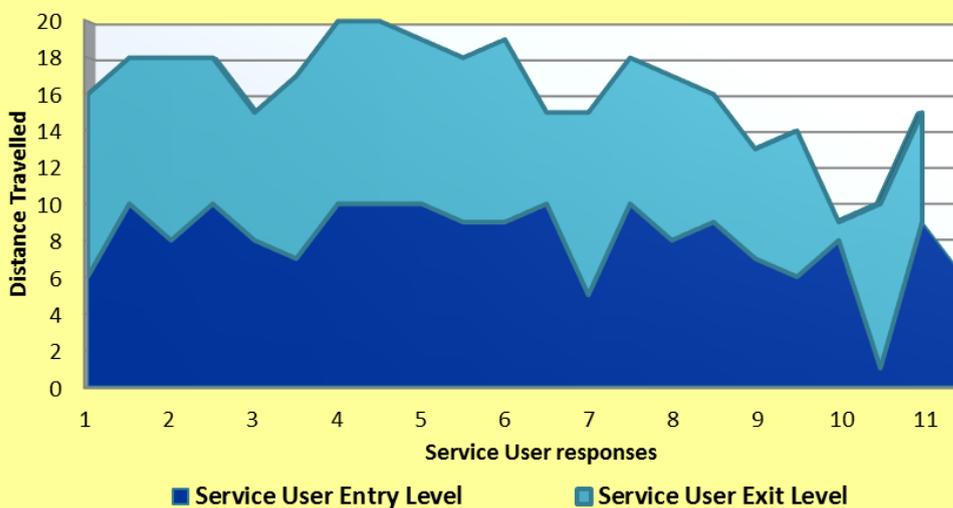




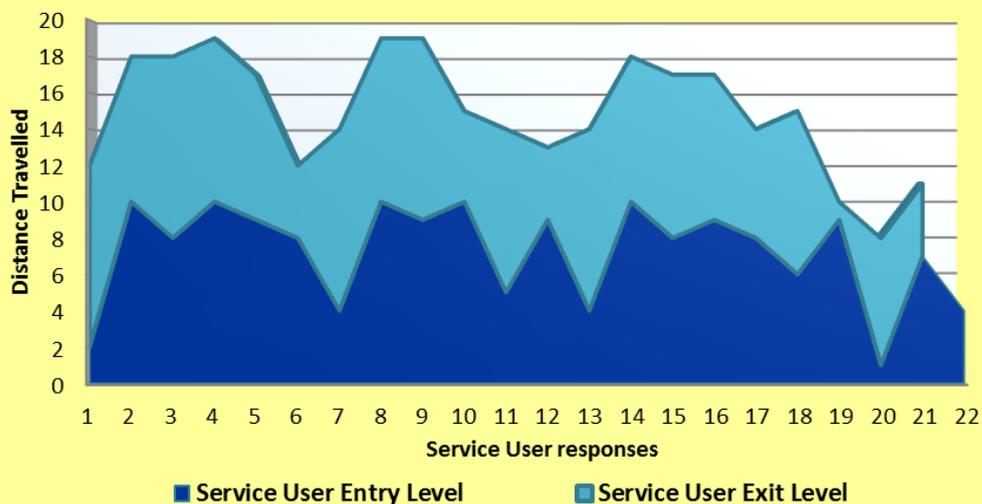
3. Distance Travelled by Service Users when asked about learning new skills.



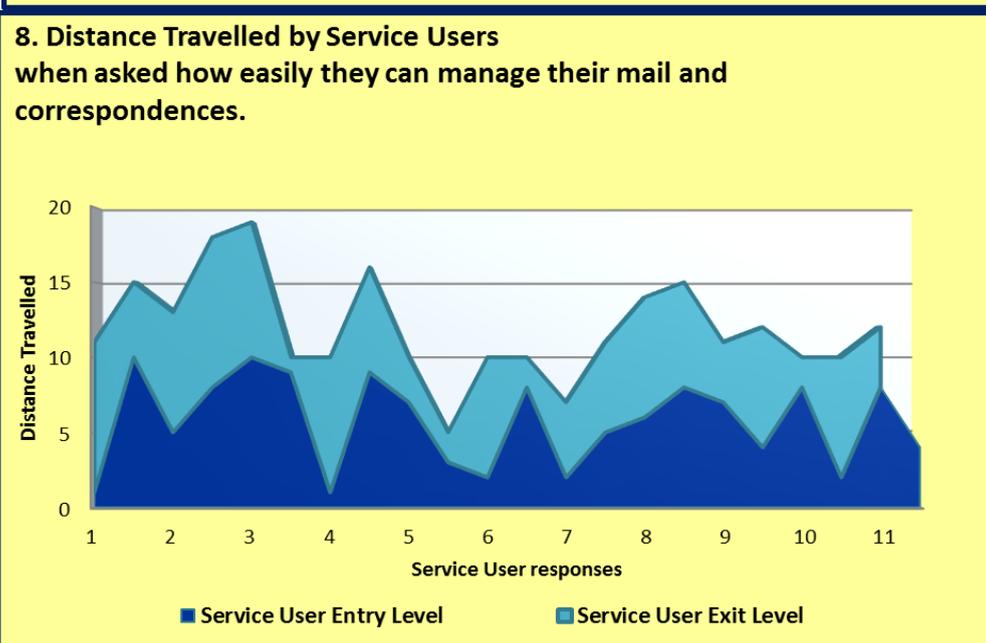
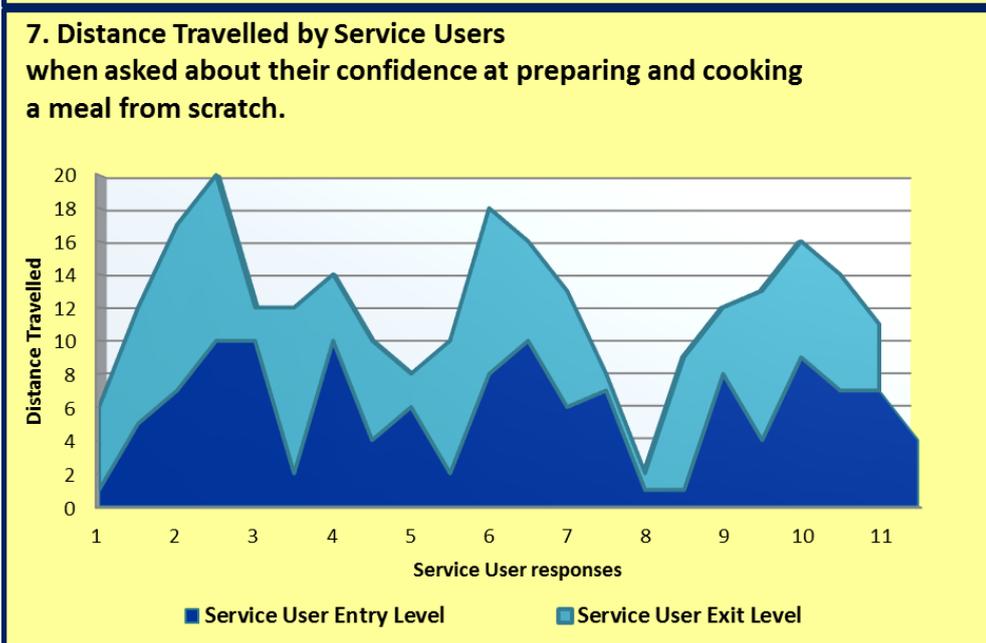
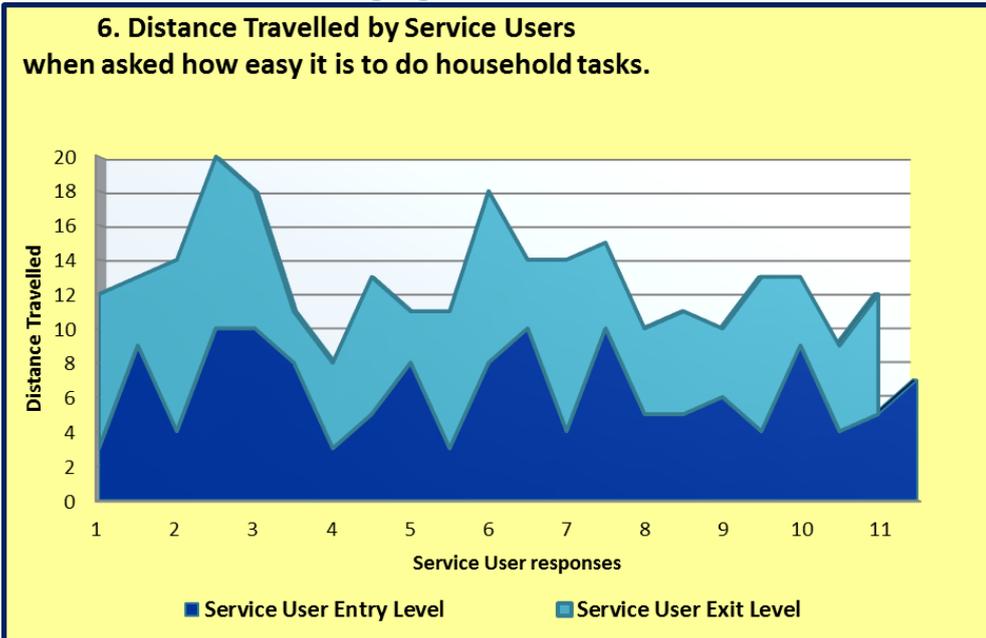
4. Distance Travelled by Service Users when asked about their self motivation.



5. Distance Travelled by Service Users when asked about their future.



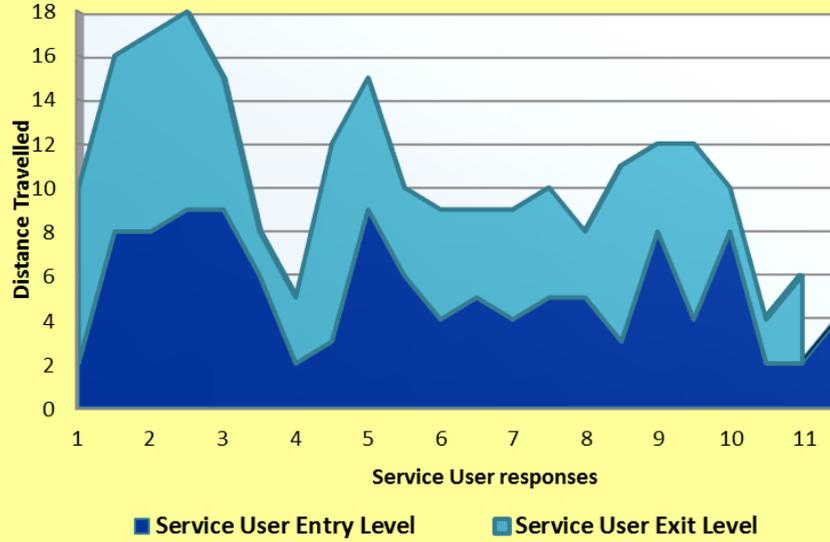
8.4. Distance Travelled – Managing at Home



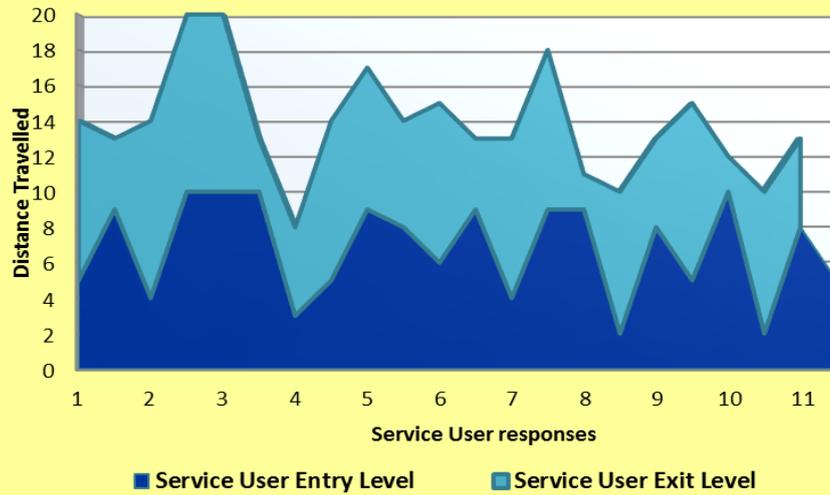


8.5. Distance Travelled – Out and About

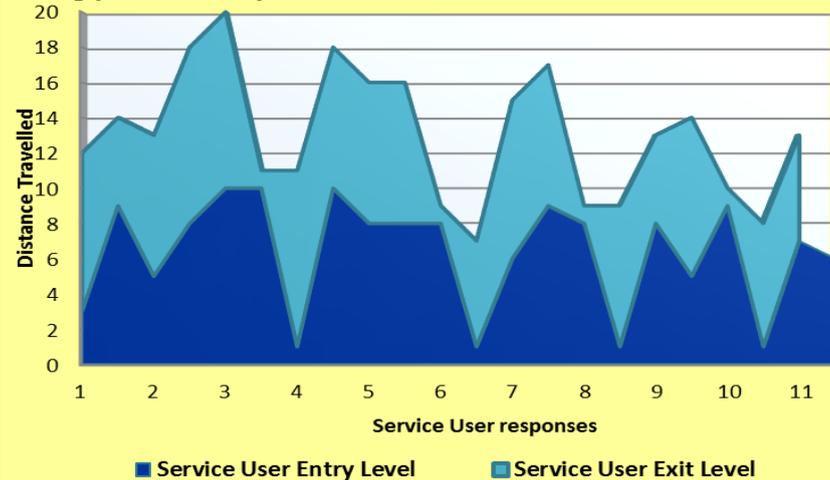
9. Distance Travelled by Service Users when asked how safe and confident they feel whilst out and about.



10. Distance Travelled by Service Users when asked how confident they are asking for help and assistance in public.

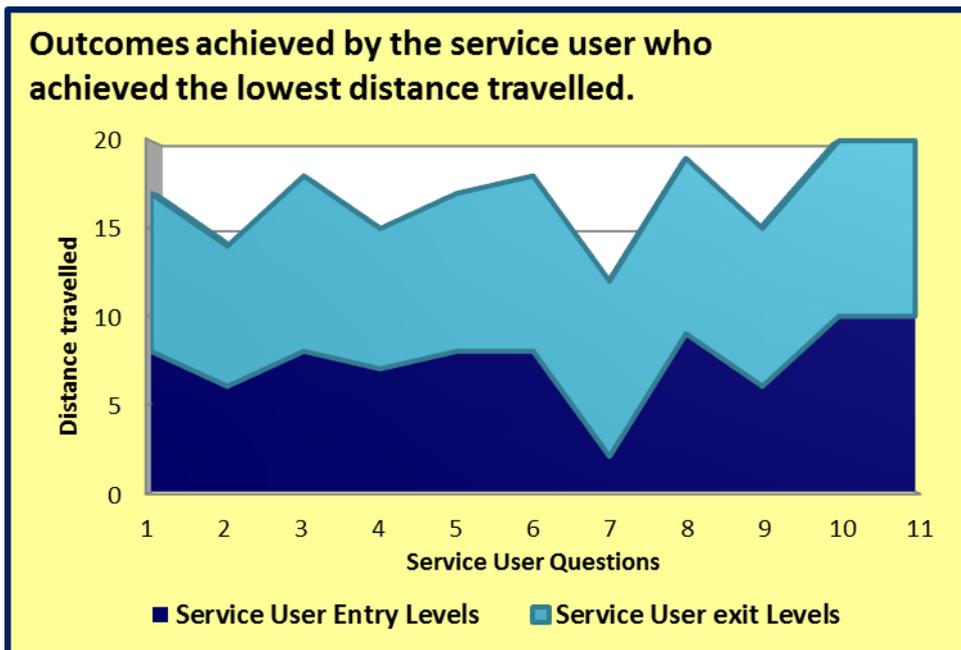
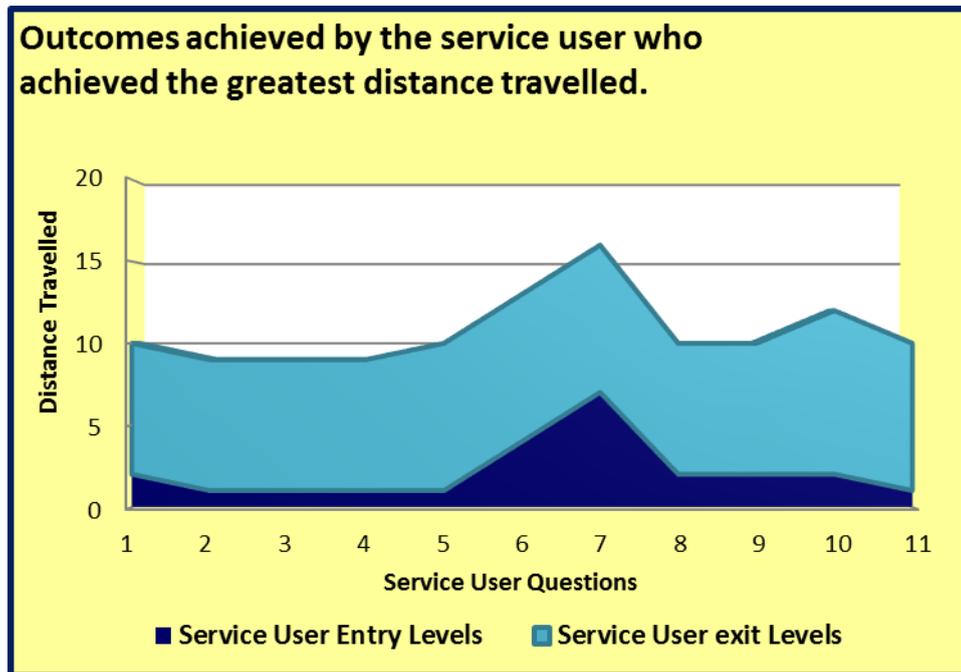


11. Distance Travelled by Service Users when asked how safe and confident they feel when using public transport.



9. Distance Travelled by Individual Service Users

9.1.1. The following graphs provide an insight in to the distance travelled by two of the service users taken from our random sample analysis.



Reference:

¹ DfEE, Guide to Measuring Soft Outcomes and Distance Travelled, 2000.



Appendix 1: Service User Entry / Exit Questionnaire

Name: Start Date:

Date of Questionnaire: End Date:

Can you please score the following with (1) being the lowest and (10) being the highest.

General Feelings

1. How positive do you feel about meeting new people?

Scale	1	2	3	4	5	6	7	8	9	10
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2. Since becoming visually impaired how positive do feel about your social life?

Scale	1	2	3	4	5	6	7	8	9	10
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3. How positive are you about learning new skills?

Scale	1	2	3	4	5	6	7	8	9	10
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4. How self motivated are you?

Scale	1	2	3	4	5	6	7	8	9	10
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5. How positive do you feel about the future?

Scale	1	2	3	4	5	6	7	8	9	10
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Any other comments :

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6. How easy is it to do household tasks?

Scale	1	2	3	4	5	6	7	8	9	10
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7. How confident are you at preparing and cooking a meal from scratch?

Scale	1	2	3	4	5	6	7	8	9	10
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8. How easily can you manage your mail and correspondences?

Scale	1	2	3	4	5	6	7	8	9	10
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Any other comments :

Out & About

9. How safe and confident do you feel whilst out and about?

Scale	1	2	3	4	5	6	7	8	9	10
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10. How confident are you asking for help and assistance in public?

Scale	1	2	3	4	5	6	7	8	9	10
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11. How safe and confident do you feel when using public transport?

Scale	1	2	3	4	5	6	7	8	9	10
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Any other comments :