

Changing our Care Equipment Service

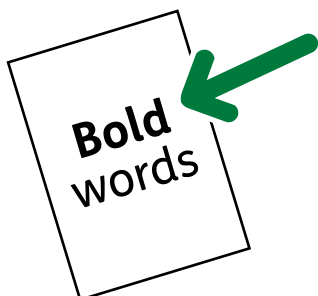
What do you think?



Easy

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In this Easy Read document, hard words are in **bold**. We explain what these words mean in the sentence after we have used them.



Some words are blue and underlined.

These are links that will go to another website which has more information.

Introduction



Leicestershire County Council wants to know what you think about our **Care Equipment** Service.



Care Equipment is equipment that helps you live an independent life.
Care Equipment is also called Assistive Technology.



Please tell us what you think by answering these questions.



We need your answers by Friday, 9 December.

Care Equipment Service



We started a new Care Equipment Service in April 2022. This new service provides a lot more equipment than before.

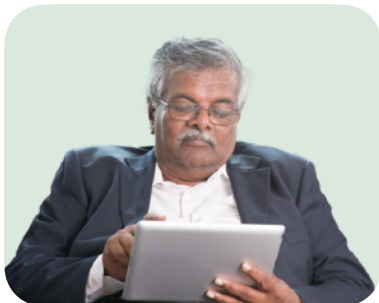
Checking you are OK



We also have equipment that can check that you are OK all day and night, every day.



This means we can help you quickly if anything happens to you.



This new equipment helps you to live independently.



Legacy equipment

Legacy equipment is equipment that is not provided by our new service.



Legacy equipment includes:

- Personal listeners.
- Phones that are much louder than others.
- Smoke alarms that flash lights as well as have a sound.
- Doorbells that flash as well as ring.
- Safes for your medication.





- Big button telephones.



- Places to put your keys.



This legacy equipment was mostly for people who are deaf or who have difficulty with hearing.



We are being asked to repair this legacy equipment.



We have been repairing the legacy equipment, but we want to know what you think about how we should do this.

Paying for repairs



There are rules which say which people need to pay for council services.



Some of the people who have the legacy equipment have been **assessed** and do not need the council to pay for their equipment.



Assessed means you have discussed with a health professional or social worker to work out what care or support you need.



We are looking at making a change so that some people pay for repairs to their equipment.

About you



Question 1: Are you...

Tick just 1 option.

- ☐ Someone who uses the Care Equipment Service
- ☐ A friend or family member of someone who uses the Care Equipment Service
- ☐ Someone who lives in Leicestershire
- ☐ A District, Borough or County Councillor
- ☐ A worker for a Council
- ☐ Answering for a community organisation
- ☐ Answering for a local business
- ☐ Other - please say

Question 2: If you are answering for a community organisation or a business, please tell us your name, the name of your organisation or company and their postcode.

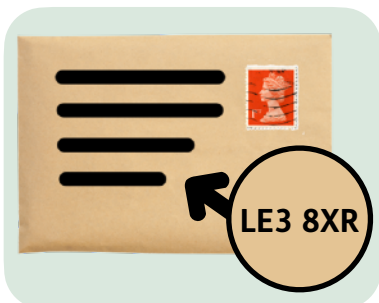
If not, go to question 3.



Name



Organisation



Organisation postcode

Our Care Equipment Service



Question 3: Did you or anyone you know use our Care Equipment Service before 25 April 2022?

☐

Yes

☐

No - go to question 7

☐

Don't know - go to question 7



Question 4: In the last 2 years, have you had equipment from us repaired?

☐

Yes

☐

No - go to question 7

☐

Don't know - go to question 7



Question 5: Thinking about the last time you had any equipment from us repaired, who did the repair?

☐

Leicestershire County Council Care Equipment Service - go to question 6a

☐

A friend or a member of your family - go to question 6b

☐

A repairer - please say who - go to question 6c

☐

Other - please say

☐

Don't know



Question 6a: Thinking about the last time you had any equipment repaired by our Care Equipment Service, were you happy with the repair?

Very happy

Happy

Neither happy or unhappy

Unhappy

Very unhappy

Don't know



Question 6b: Thinking about the last time you had any equipment repaired by someone else, were you happy with the repair?

Very happy

Happy

Neither happy or unhappy

Unhappy

Very unhappy

Don't know





Question 6c: Thinking about the last time you had any equipment repaired by a repairer, were you happy with the repair?

Very happy

Happy

Neither happy or unhappy

Unhappy

Very unhappy

Don't know



Question 6d: Why do you say this?



Question 7: If you have used or use the Care Equipment Service, what do you think the service does well?



Question 8: If you have used or use the Care Equipment Service, how could it be improved?

Our ideas for change



We are thinking of assessing everyone who has any legacy equipment from us from 1 April 2023.

The assessment will check to see if the Council has to pay for any repairs to legacy equipment.



Question 9a: Do you agree or disagree with this idea?

Strongly agree

Tend to agree

Neither agree or disagree

Tend to disagree

Strongly disagree

Don't know



Question 9b: Why do you say this?



Question 10a: Do you agree or disagree that the Council should charge people to repair their legacy equipment?

Strongly agree

Tend to agree

Neither agree or disagree

Tend to disagree

Strongly disagree

Don't know



Question 10b: Why do you say this?

A large, empty rectangular box with a thin grey border, intended for the respondent to provide a written answer to Question 10b.



Question 11a: If you have used or use the Care Equipment Service, do you think you would be able to pay for the repair of legacy equipment in the future?

Yes

Probably

Probably
not

No

Don't
know



Question 11b: Why do you say this?



Question 12a: If you have used or use the Care Equipment Service, how much would you be affected if the Council couldn't pay for the repairs of your equipment?

Affected a lot



Affected a small amount



Not affected very much



Not affected at all



Don't know

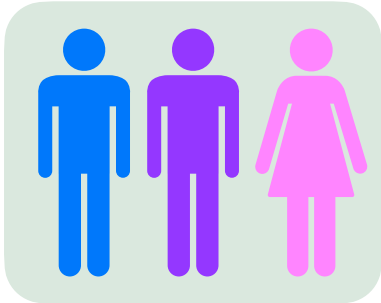


Question 12b: Why do you say this?



Question 13: If you have used or use the Care Equipment Service, do you have any other comments or suggestions?

More about you



Question 14: Are you...

☐

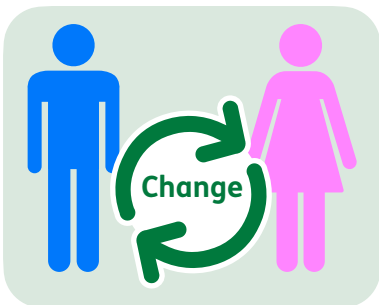
Male

☐

Female

☐

Other - prefer to use your own word



Question 15: Is your gender the same as when you were born?

☐

Yes

☐

No



Question 16: How old were you on your last birthday?



Question 17: What is your postcode?



Question 18: Do you care for someone aged 18 or over?

☐

Yes

☐

No



Question 19: Do you have a long-term illness or disability?

☐

Yes

☐

No



Question 20: Are you...

☐

White

☐

Mixed

☐

Asian or Asian British

☐

Black or Black British

☐

Other ethnic group



Question 21: Do you work for Leicestershire County Council?

☐

Yes

☐

No



Question22: Are you...

☐

Bisexual - you are attracted to both men and women

☐

Gay or Lesbian - you are attracted to the same sex

☐

Heterosexual or straight - you are attracted to the opposite sex

☐

Other

Thank you



Thank you for your answers.



Please now send your answers back to us at:

Business Support Services Team
Room 700
Leicestershire County Council
Have Your Say
FREEPOST NAT 18685
Leicester
LE3 8XR



You don't need a stamp.

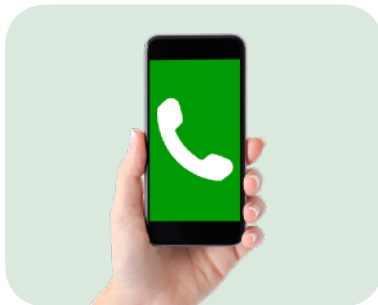


We need your answers by
midnight on Friday, 9 December.

For more information



You can look at our website here:
www.leicestershire.gov.uk/care-technology-engagement



If you need more information
please contact us by:

- Phone: 0116 305 4699



- Email:
a&cbusinesssupportservices
@leics.gov.uk

What will happen next



We will report the results back in
January 2023.

This Easy Read information has been produced by easy-read-online.co.uk