

Overall report

Wiltshire Carer's Voice

**Spring 2010 survey results
October 2010**

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1. Introduction

1.1. Background

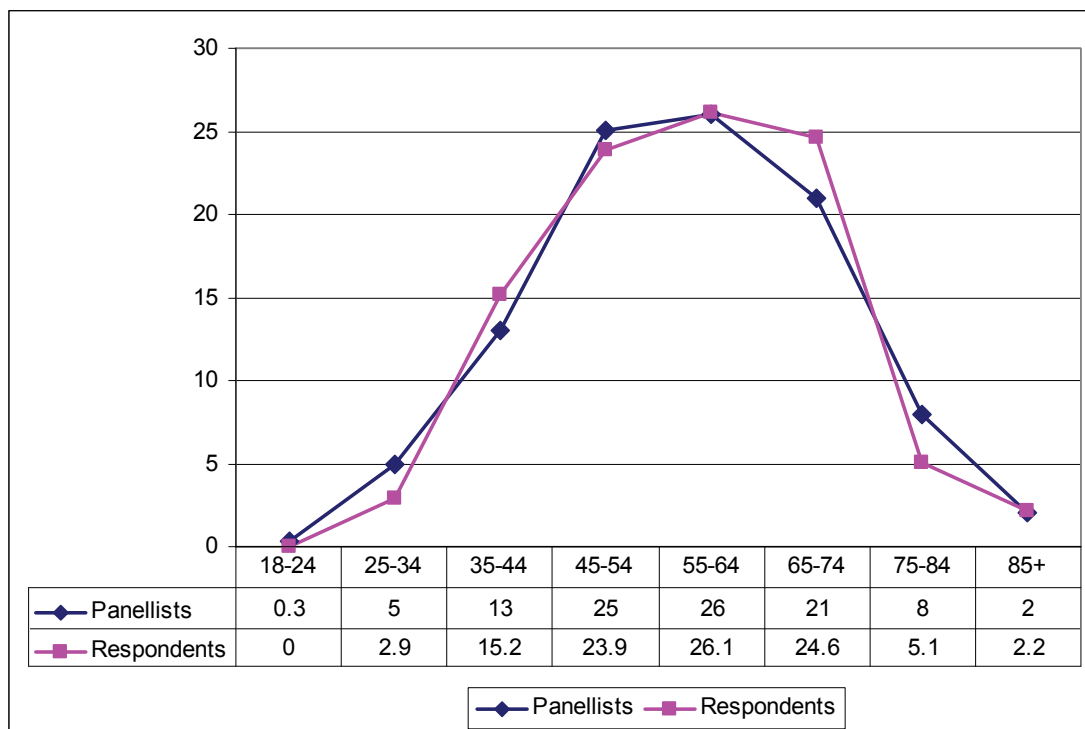
- 1.1.1. Carers can be defined as people looking after or giving help or support to family members, friends, neighbours or others, because of long term physical or mental ill-health or disability, or because of problems associated with old age.
- 1.1.2. The 2001 Census revealed that in England and Wales, there are an estimated 5.2 million people providing **unpaid** care. This equates to 10% of the population. In Wiltshire, the 2001 Census indicated that there are 39,886 carers, which accounts for 9% of Wiltshire's population.
- 1.1.3. Because voluntary or unpaid carers provide services that in many cases would need to be provided by other agencies, it is essential to understand more about the needs of carers and those they care for so that services and support mechanisms are available when needed.
- 1.1.4. In 2002, in recognition of the range of pressures that carers can face, a new countywide initiative called Carers' Voice was launched. The aim of Carers' Voice is to enable a representative group of carers to share their views, experiences and perceptions on the services and issues which affect them, in order for agencies to improve their services for the benefit of all carers
- 1.1.5. This report analyses the results of the thirteenth Carers' Voice questionnaire, which was sent out to panellists in the summer of 2010. This survey went out to those carers on the panel only, unlike the last few which were sent out to a wider group of carers, but was also available for completion online on a number of relevant websites.

1.2. Panel make-up

- 1.2.1. The Carers' Voice panel has been established to try and reflect the caring community across Wiltshire and consists of men and women from the age of 18 upwards
- 1.2.2. It includes carers of adults and children and of people with a range of caring needs from physical and learning disabilities to mental health needs. Carers' Voice panellists include people who combine caring with paid employment, people who care for a few hours a week and those who care for someone all day and every day (the majority on the panel spend over 40 hours per week on caring tasks).
- 1.2.3. The panel does not however include people who are employed to undertake caring tasks as their profession.
- 1.2.4. Currently about 55% of Carers' Voice panellists are female.
- 1.2.5. Around 70% of Carers' Voice panellists are aged between 45 and 74 and just over 10% of panellists are aged 75 and over.
- 1.2.6. At the time of mailing this survey, the total number of carers on the panel stood at 354

1.3. Returns profile

- 1.3.1. Panellists were sent the 13th Carers' Voice questionnaire in mid August 2010. By the end of September, this questionnaire had achieved a response rate of 39%, with 140 questionnaires received from panellists and a further three from non-panellists who completed the questionnaire online. Given that panellists had around six weeks in which to return the survey, this response rate is slightly lower than that seen for other surveys, some of which had even shorter windows of opportunity to respond.
- 1.3.2. For the first time this questionnaire was distributed to panellists by email, as well as by the usual method of posting. This alternative method was used where panellists had provided their email address as it is a cheaper method both for producing and analysing questionnaires. It was also felt that the returns rate to an emailed questionnaire may be higher and this proved to be the case; the returns rate for posted questionnaires was 36%, the returns rate for emailed questionnaires was 64%.
- 1.3.3. In terms of gender, a higher proportion of Carers' Voice panellists are female, which was reflected in the gender split of all responses to the questionnaire; 29% of respondents to this survey were male, 71% were female.
- 1.3.4. The chart below shows the age distribution of panellists and respondents. The majority of respondents (58%) are aged 55 and over, which reflects the age structure of the panel.



- 1.3.5. It should be noted that the age recorded for panellists is that recorded at the time of signing up to Carers' Voice, and therefore some respondents may, in reality, have moved across age brackets in the intervening time.
- 1.3.6. Responses were received from Carers' Voice members across the county. However the greatest proportion of responses was received from panellists living in the west of the county; this reflects the make-up of the panel as a whole. The proportion of panellists from each of the four hubs is not in line with overall populations. Steps are being undertaken to reduce the disparity in the panel between the west and other parts of the county.
- 1.3.7. It should be noted that the base size to the questionnaire is a relatively small one, and some questions in this report are answered only by a fairly small proportion of respondents. Therefore, results should be treated **with caution**, especially those where only a minority of respondents have given an answer, or where the response is split up rather than presented in total.
- 1.3.8. It has been decided that in future the questionnaire will concentrate on topics which are relevant to all carers, in order to maximise responses and therefore the benefits of this project.

1.4. Questionnaire topics

1.4.1. The members of the Carers' Voice Steering Group jointly decided upon the questions which appeared in the questionnaire. The questions in the 13th questionnaire covered the following topics, which were thought timely by members:

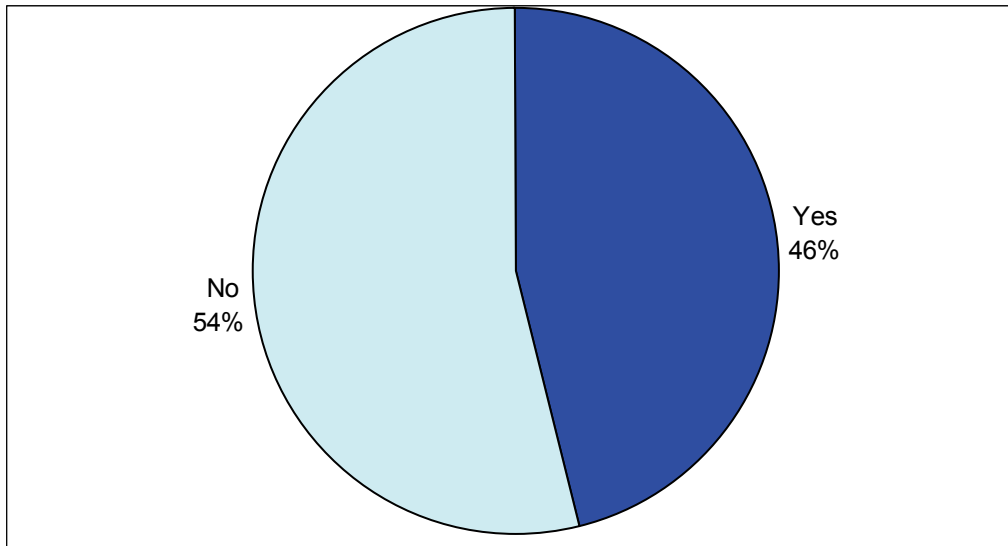
- Experiences with crisis support
- Experiences with the reablement and neighbourhood teams
- Impacts of the recent bad weather
- Adaptations to homes.

2. Results

2.1. Experiences with crisis support

2.1.1. The first section of the spring 2010 questionnaire covered questions around carers' experiences with crisis support.

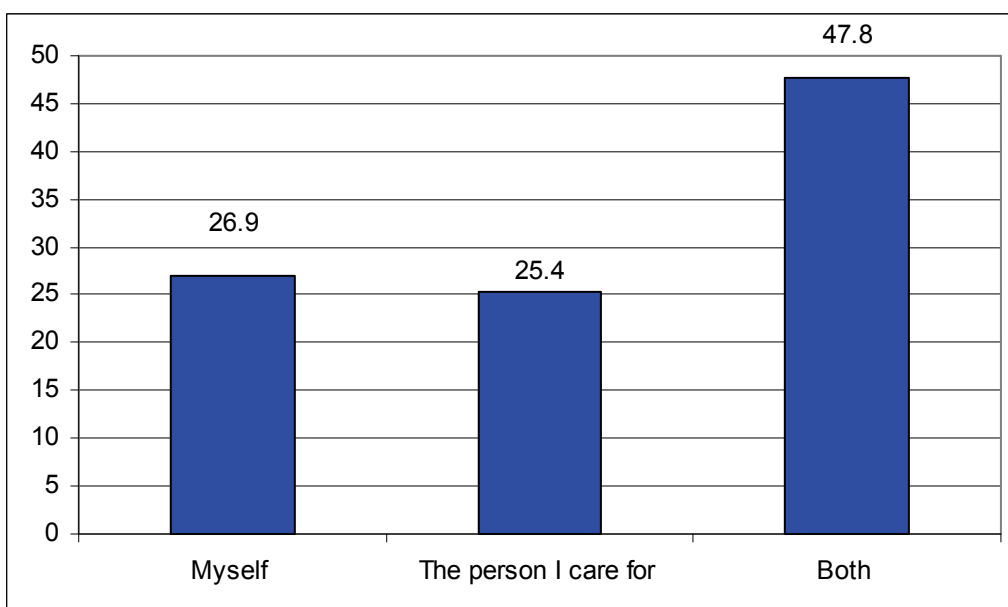
Question 1 - Have you ever experienced an emergency situation where you have felt that you needed additional support to carry out your role as carer?



Base = 139

2.1.2. Just over half of the respondents to this question said that they had experienced an emergency situation where they had felt that they needed additional support to carry out their role as a carer (46%). It was these respondents who answered the remaining questions in this section.

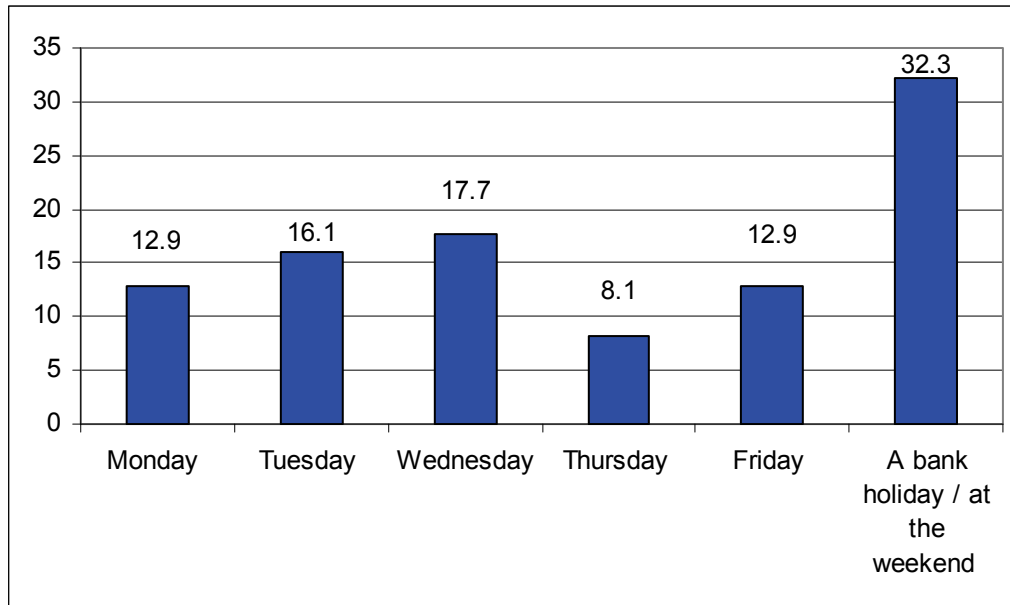
Question 2 - If you have experienced an emergency situation where you felt you needed additional support to carry out your role as carer, who had the emergency, yourself or the person you care for?



Base = 67

2.1.3. Amongst those respondents who had experienced an emergency situation where they felt they needed additional support, nearly half experienced an emergency involving both themselves and the person they care for (48%), 27% experienced an emergency involving just themselves and 25% involving just the person they care for.

Question 3 - On which of the following did your most recent emergency situation occur?

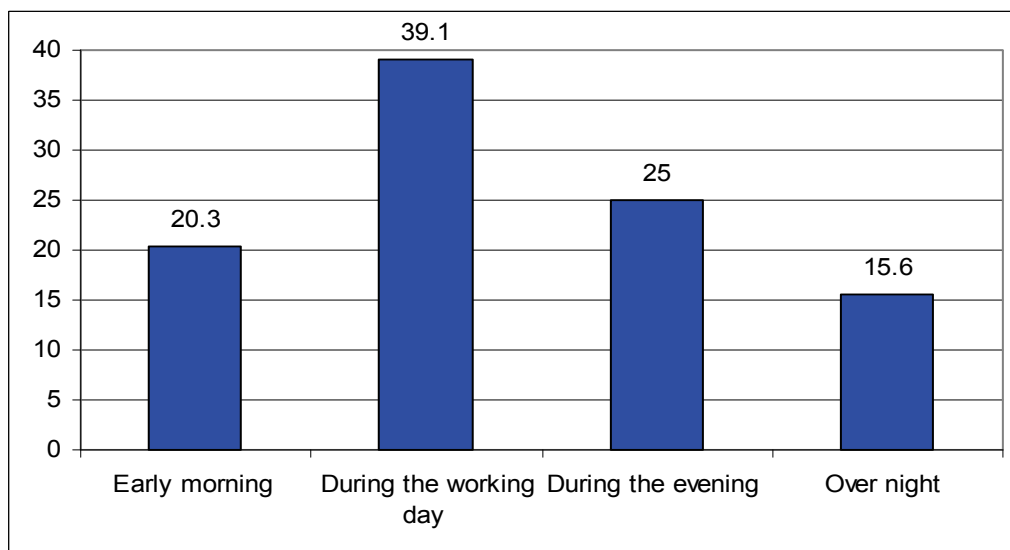


Base = 62

2.1.4. The most common day for an emergency situation to occur was on a bank holiday or over the weekend (32%), although this is to be expected as these occur with more frequency than any of the other particular days listed.

2.1.5. Wednesday was the most common weekday for an emergency to occur (18%).

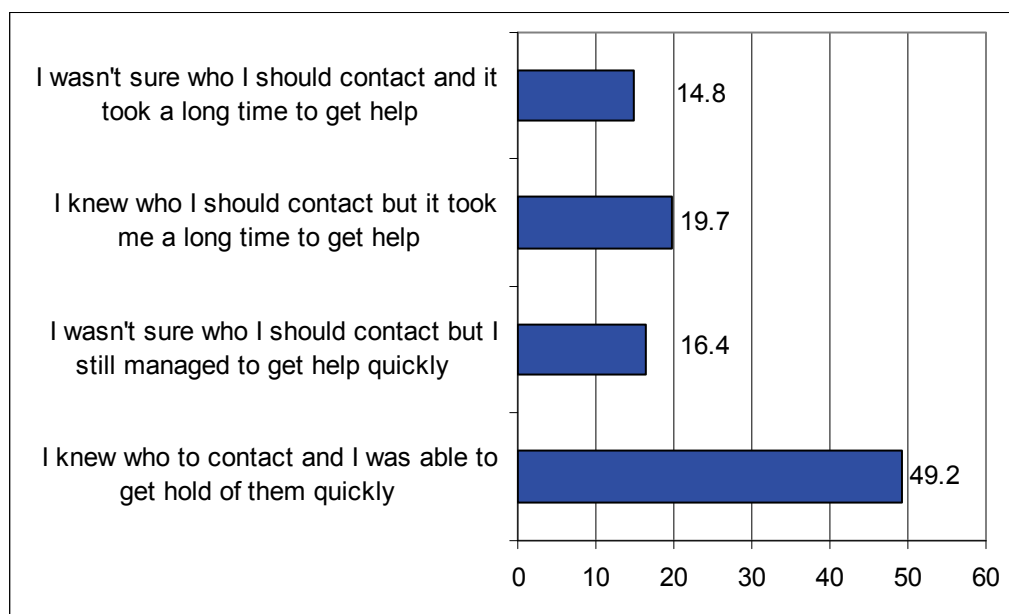
Question 4 - At what time of day or night did you experience your most recent emergency situation?



Base = 64

2.1.6. The most common time of day for the emergency situation to occur was during the working day (39%), followed by during the evening (25%), early morning (20%) and then overnight (15%).

Question 5 - When your most recent emergency situation occurred how easy was it to get the help you needed?



Base = 61

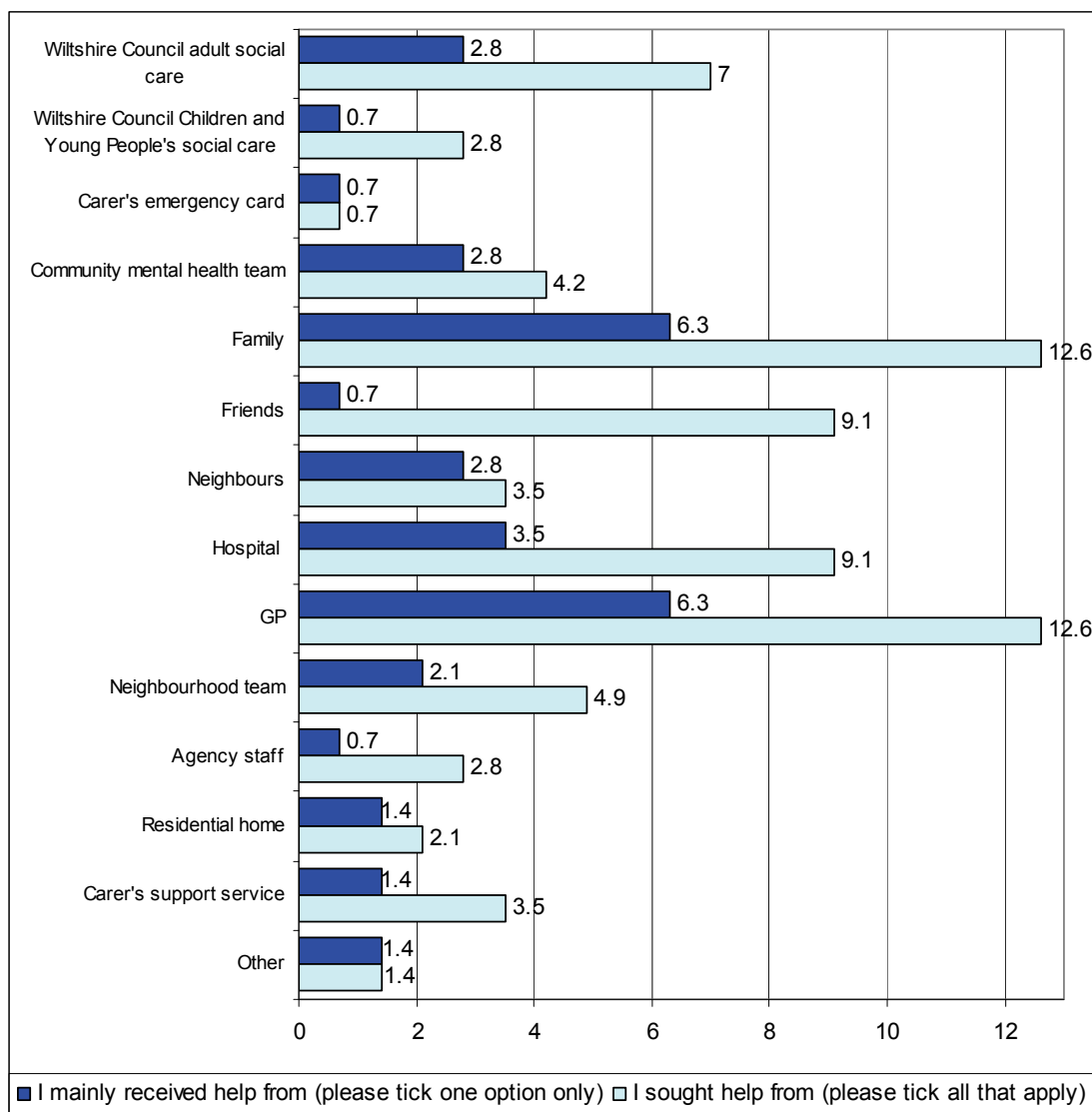
2.1.7. Half of respondents said that when the emergency situation occurred they knew who to contact and they were able to get hold of them quickly (49%). 19% said that they knew who they should contact but it took them a long time to get help. 16% said that they weren't sure who they should contact but they still managed to get help quickly and 15% that they weren't sure who they should contact and it took a long time to get help.

2.1.8. These results show that nearly 70% respondents knew who to contact in an emergency situation (69%), which is positive but shows that further education around this area would be useful.

2.1.9. Those carers who found that it took them a long time to get help were most likely to be those seeking help on a Monday (57% of those who sought help on a Monday), followed by those who sought help on a weekend or bank holiday (50% of those who sought help on a weekend / bank holiday), then those who sought help on a Friday (25% of those who sought help on a Friday). Although it must be noted that carers sought help at different times of the day across these different days.

2.1.10. Those carers who found it took them a long time to get help were most likely to be those seeking help during the evening (50% of those who sought help in the evening), followed by those who sought help early in the morning (40% of those who sought help in the early morning), those who sought help overnight (33% of those who sought help overnight) and then those who sought help during the working day (24%).

Question 6 - When your most recent emergency situation occurred where did you seek help from and where did you receive the main help from?



Base = 49

2.1.11. The most common people for respondents to seek help from were family and GPs (13%), followed by friends and hospitals (9%) and then Wiltshire Council social care (7%).

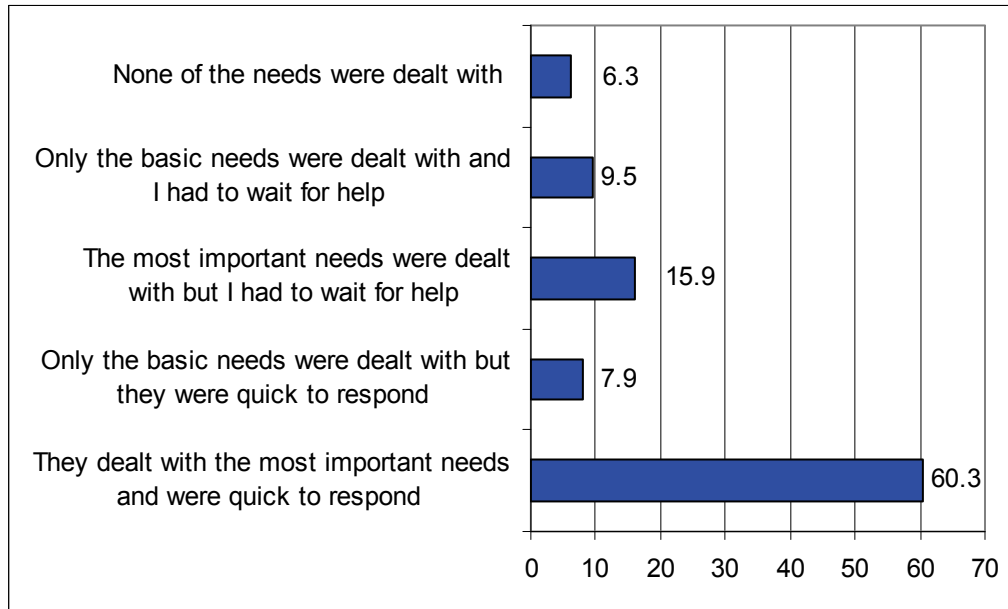
2.1.12. The people from whom respondents were least likely to seek help were the carers' emergency card (1%), a residential home (2%) and Wiltshire Council children and young people's social care and agency staff (3%). The fact that few respondents sought help from Wiltshire Council children and young people's social care and agency staff is unsurprising as only a minority of carers on the Carer's Voice panel care for children or young people.

2.1.13. We note that 1% of respondents also sought and received help from sources other than those listed; these are included in Appendix A.

2.1.14. The most common people for respondents to receive help from were also family and GPs (6%), followed by hospitals (4%) and Wiltshire Council social care, the community mental health team and neighbours (3%).

2.1.15. The people from whom respondents were least likely to receive help were Wiltshire Council children and young people's social care, carers' emergency card, friends and agency staff (1%)

Question 7 - When your most recent emergency situation occurred how satisfactory was the help that you received from the person / agency that you identified in question 6 as the main help provider?



Base = 63

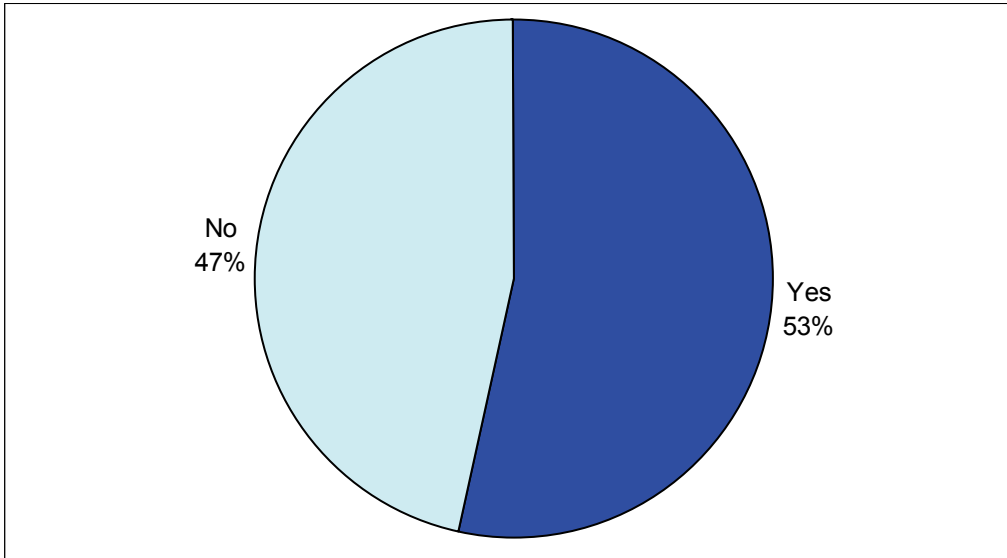
2.1.16. The majority of respondents felt that their most important needs were dealt with by the person or agency that was identified as their main help provider (76%). 60% said that this help was provided quickly and 16% that they had to wait for help.

2.1.17. 17% respondents felt that only their most basic needs were dealt with, with 8% saying that the response was quick and 10% saying that they had to wait for help.

2.1.18. Only 6% respondents felt that none of their needs was dealt with.

2.1.19. Those respondents who said that their most important needs were dealt with and the person or agency they contacted was quick to respond were most likely to have contacted neighbours, agency staff, residential homes and carers' support service (100% of respondents who mainly received help from these people or agencies chose this option). 75% respondents who mainly sought help from the community mental health team, 67% respondents who mainly sought help from their GP and 63% respondents who mainly sought help from family said that they dealt with the most important needs and were quick to respond. Although the numbers of respondents who selected some of these options was low.

Question 8 - After your most recent emergency situation occurred was anything put in place to prevent another crisis?



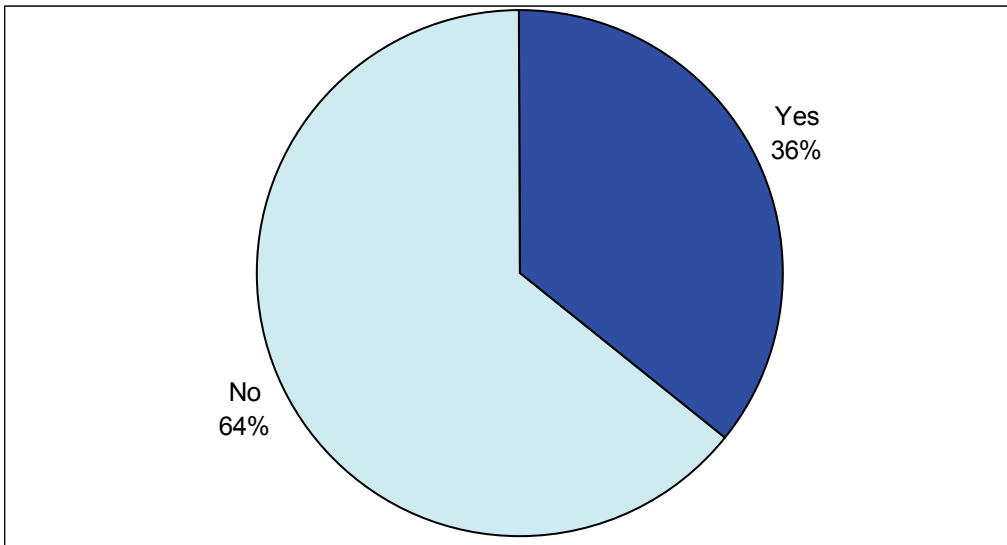
Base = 60

2.1.20. Just over half of respondents said that after their most recent emergency situation something was put in place to prevent another crisis (53%). The list of what was put in place is included in Appendix B.

2.2. Experiences with the reablement and neighbourhood teams

2.2.1. The questions in section two of the questionnaire were around the Wiltshire Council reablement team and the PCT's neighbourhood team.

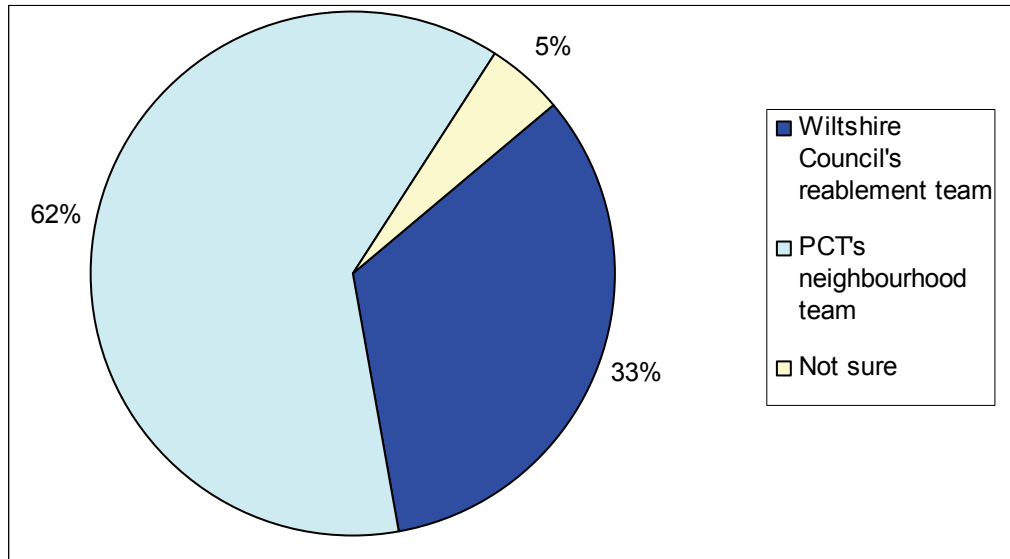
Question 9 - In your role as a carer have you had contact with Wiltshire Council's reablement team or the PCT's neighbourhood team during the last two years?



Base = 129

2.2.2. Just over a third of respondents had contact with either Wiltshire Council's reablement team or the PCT's neighbourhood team; these respondents answered the rest of the questions in this section.

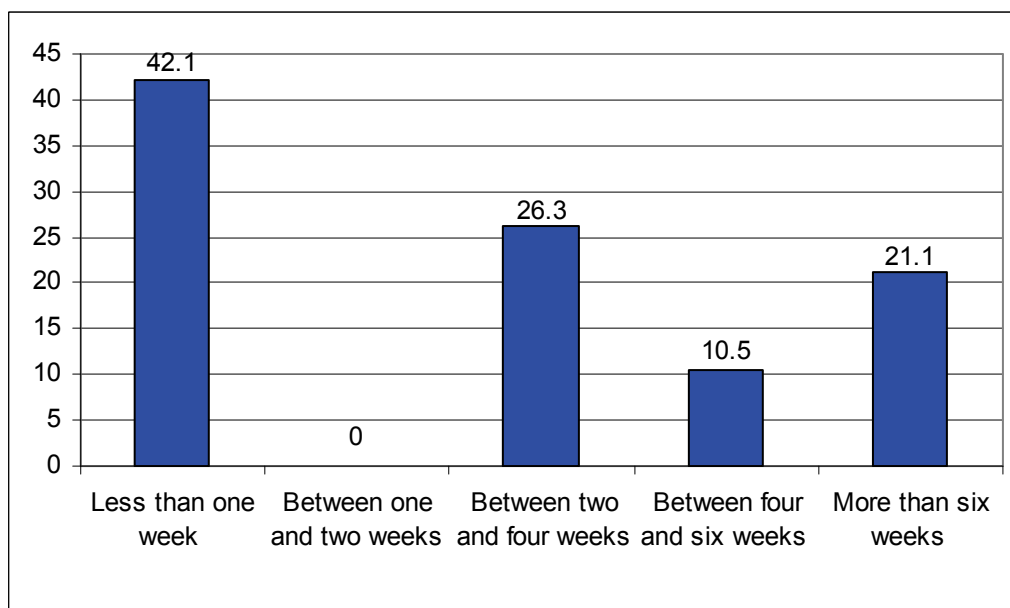
Question 10 - If you have had contact with Wiltshire Council's reablement team or the PCT's neighbourhood team within the last two years, which did you have contact with most recently?



Base = 21

2.2.3. Nearly two thirds of respondents had had contact with the PCT's neighbourhood team (62%) and one third with Wiltshire Council's reablement team (33%). 5% were not sure which team they had had contact with.

Question 11 - When you had contact with the team who worked with you most recently, for how long did they work with you or the person you care for?

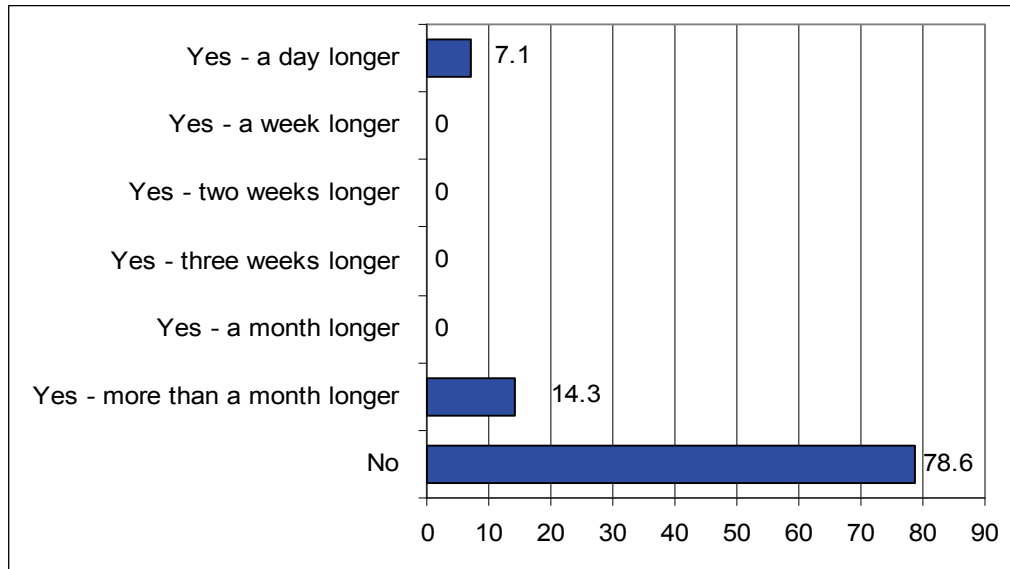


Base = 19

2.2.4. The most common length of time for a respondent to have had contact with one of the teams was less than one week (42%), followed by between two

and four weeks (26%), more than six weeks (21%) and then between four and six weeks (11%).

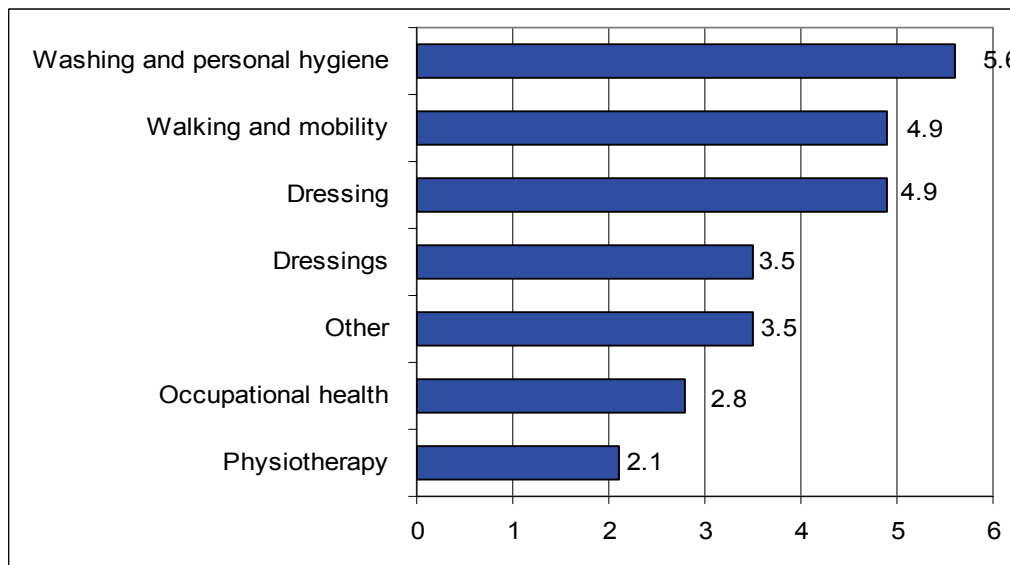
Question 12 - When you had contact with the team who worked with you most recently, would you have liked them to work with you, or the person you care for, for longer?



Base = 14

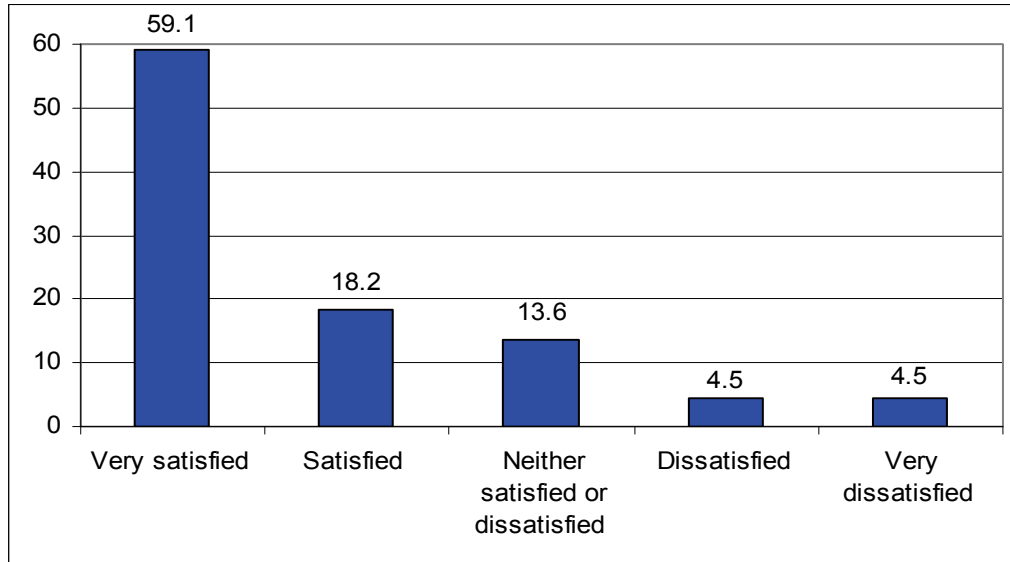
2.2.5. The majority of respondents would not have liked the team who worked with them most recently to have worked with them for longer (79%). 14% would have liked the team to have worked with them for more than a month longer and 7% to have worked with them for more than a day longer. Unsurprisingly the respondents who said that they would have liked to have been worked with for longer were those who were worked with for less time.

Question 13 - When you had contact with the team who worked with you most recently, in what areas did they work with you or the person you care for?



2.2.6. The areas in which it was most common for the reablement or neighbourhood teams to work with carers were washing and hygiene (6%), walking and mobility (5%) and dressing (5%). A list of other areas which these teams helped with are provided in Appendix C.

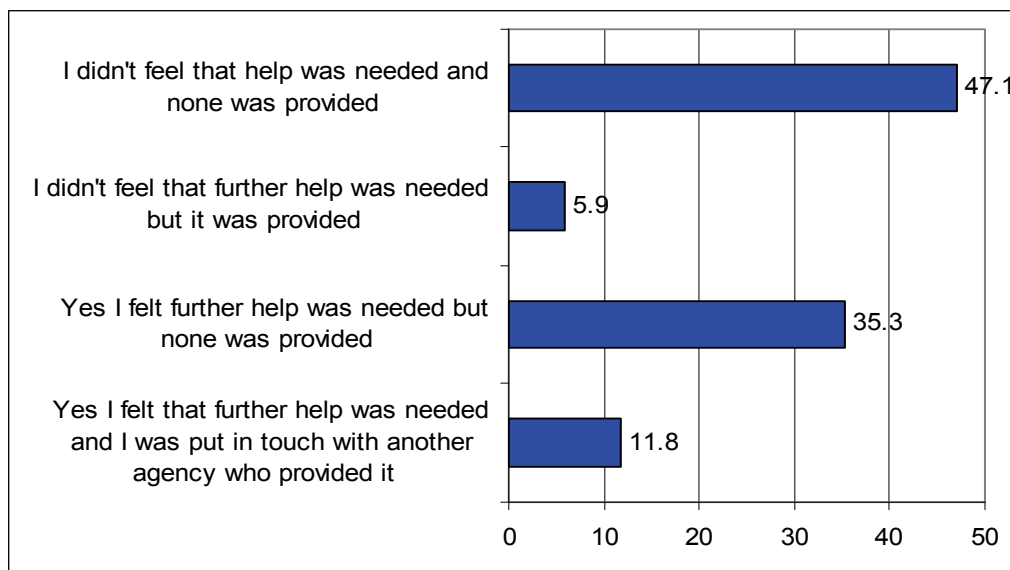
Question 14 - How satisfied were you with the work that the team who worked with you most recently did with you?



Base = 22

2.2.7. Nearly 80% of respondents were satisfied with the work done with them by the reablement or neighbourhood team (59% very satisfied, 18% satisfied). 14% were neither satisfied nor dissatisfied, 5% were dissatisfied and 5% very dissatisfied. The fact that only a small number of respondents answered this question means that further analysis into which of the teams respondents to this question worked with would not produce statistically significant answers.

Question 15 - After the team who worked with you most recently had finished working with you, or the person you care for, did you feel that any additional help was needed and, if so, did you get it?



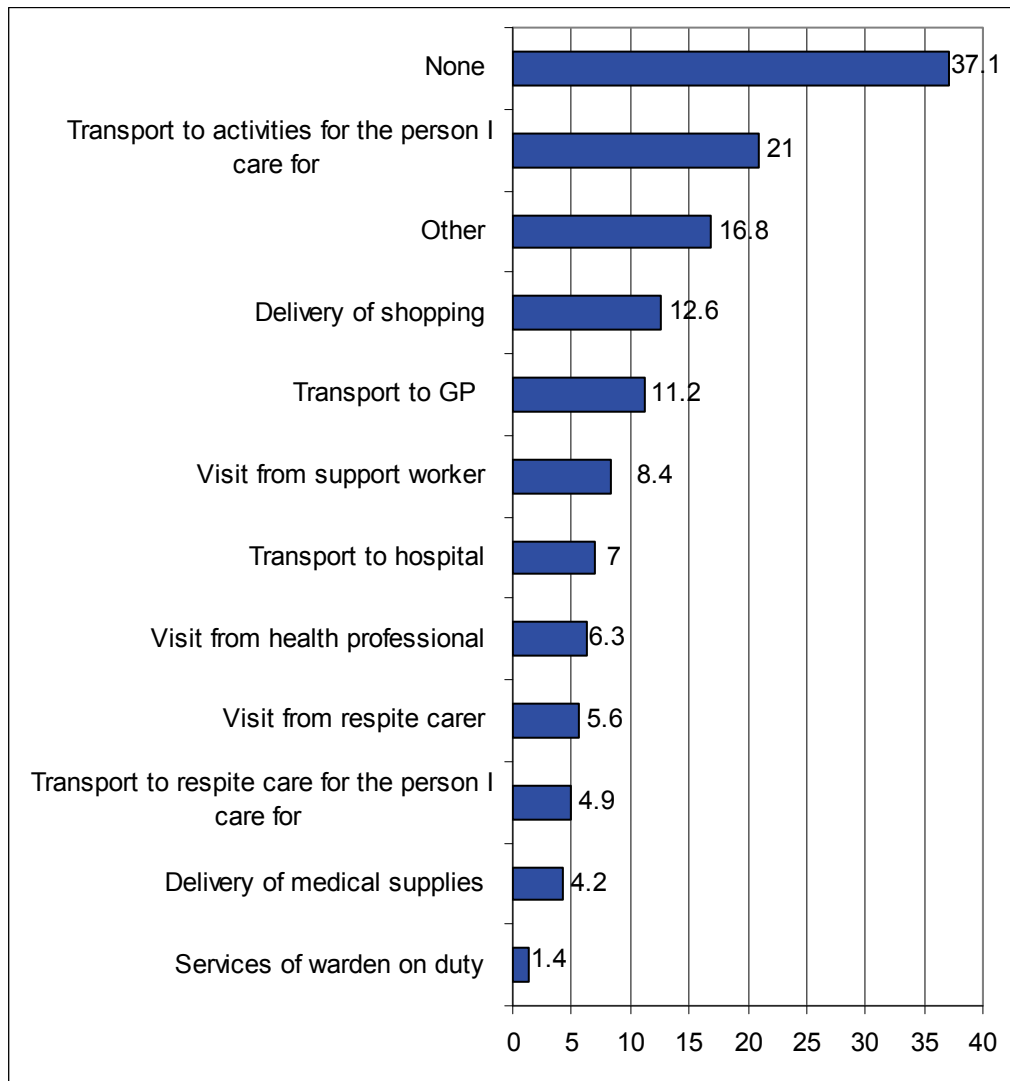
Base = 17

- 2.2.8. Over half of the respondents to this question didn't feel that any further help was needed after the reablement or neighbourhood team had finished working with them (53%). 12% felt that further help was needed and that it was provided and 35% that further help was needed but that it was not provided.
- 2.2.9. Amongst those who said that they felt that further help was needed but not been provided 25% had worked most recently with the reablement team and 75% with the neighbourhood team. Although again the numbers of respondents who chose these options were too low to allow for significant conclusions to be drawn.

2.3. Impacts of the recent bad weather

- 2.3.1. Section three of the questionnaire covered issues for carers around the bad weather in the winter at the end of 2009, and the beginning of 2010.

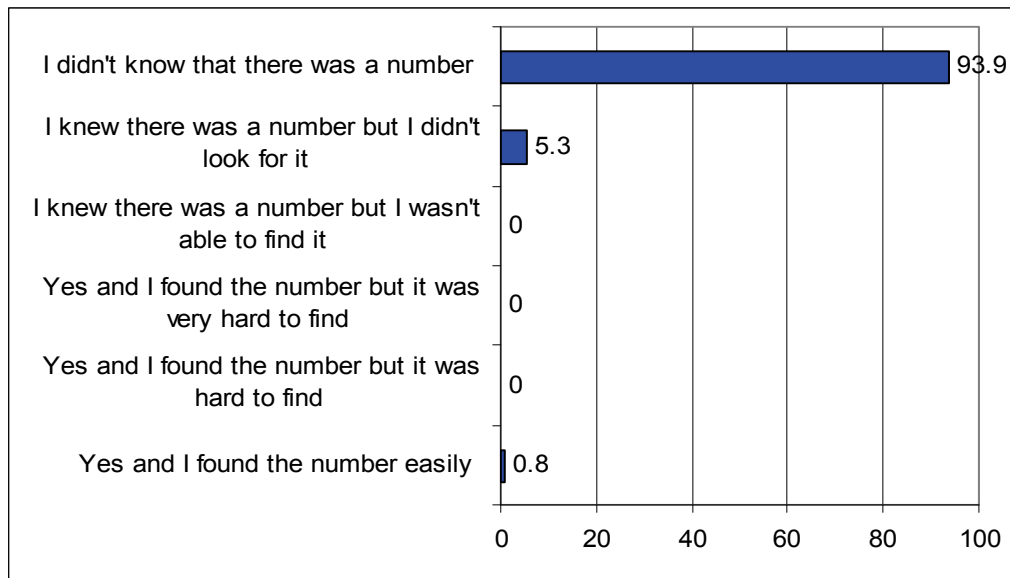
Question 16 - What services that you use in your role as a carer, or that the person that you care for uses, were disrupted by the snow last winter?



Base = 83

- 2.3.2. The service which the highest number of carers said was disrupted by the bad weather last winter was “transport to activities for the person I care for” (21%), followed by “delivery of shopping” (13%) and “transport to GP” (11%).
- 2.3.3. All the other services listed were also disrupted for some carers, as were several other services which are listed in Appendix D.

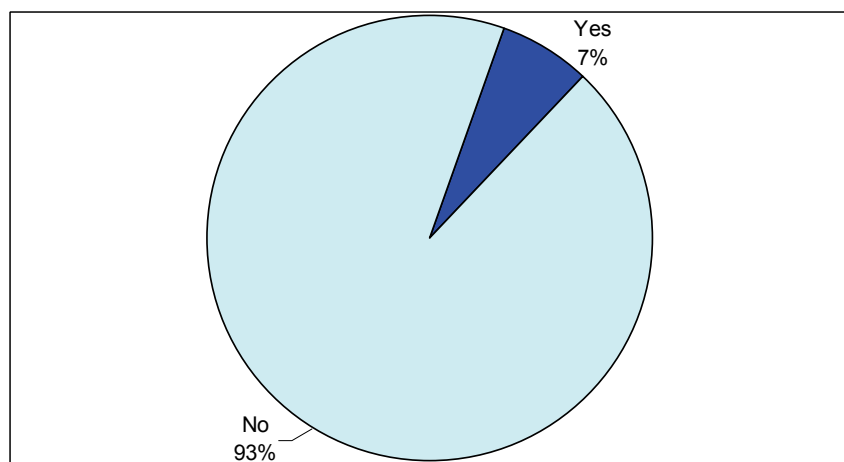
Question 17 - Were you aware that last winter Wiltshire Council provided an emergency helpline for residents with additional needs caused by the bad weather, and if so were you able to find it?



Base = 131

- 2.3.4. The majority of respondents did not know that last winter Wiltshire Council provided an emergency helpline for residents with additional needs caused by the bad weather (94%).
- 2.3.5. 5% did know that there was a number, but didn't need to look for it and only 1% knew that there was a number and found it easily.
- 2.3.6. These results suggest that in future an emergency helpline number such as this could be better publicised.

Question 18 - If you phoned the Wiltshire Council emergency helpline number last winter were you able to get the help you needed?



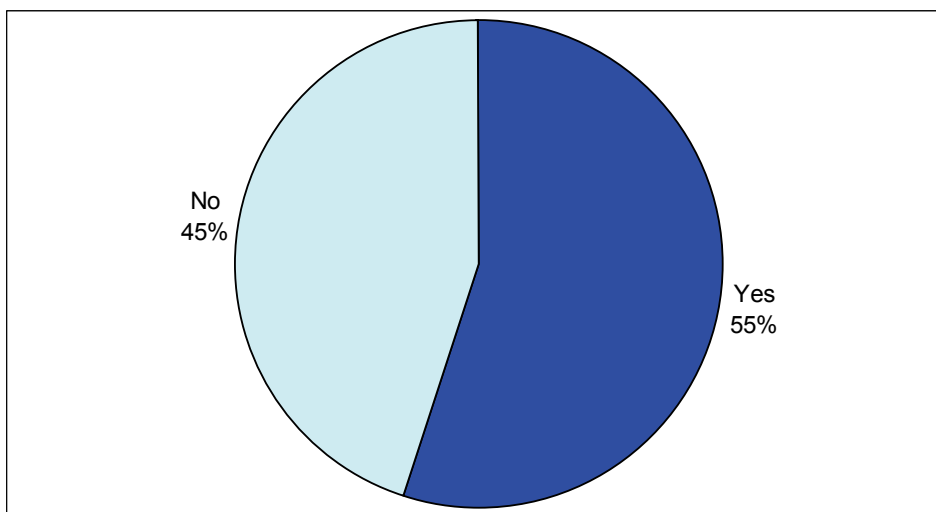
Base = 15

- 2.3.7. The majority of respondents to this question said that when they phoned the emergency helpline number last winter they were not able to get the help they needed (93%). Some of these respondents have provided their contact details so that further information can be sought from them.
- 2.3.8. What is not clear from this question is whether so few carers phoned the helpline because they did not need it, or because they did not know the number existed.

2.4. Adaptations to homes

2.4.1. The theme of section four was home adaptations.

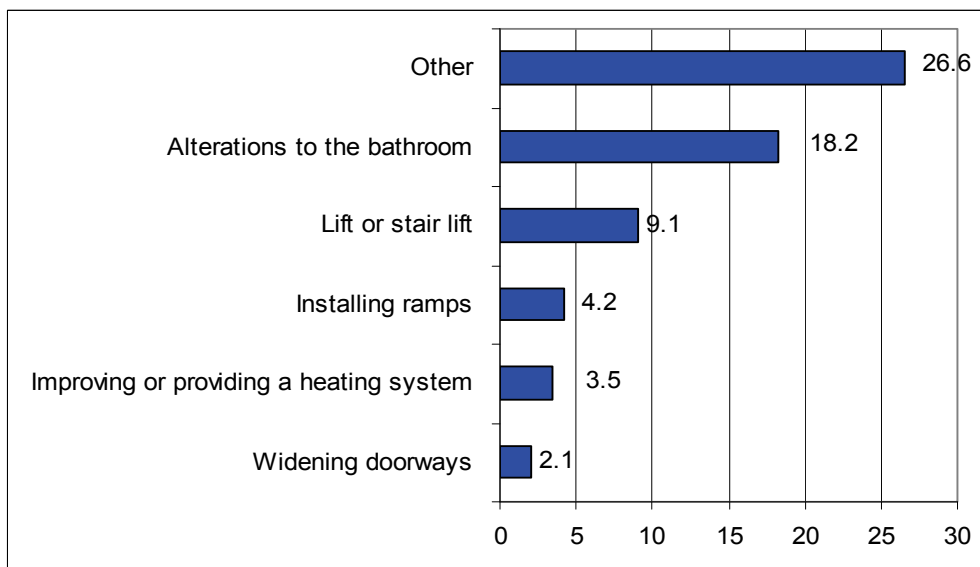
Question 19 - Have you or the person you care for needed a home adaptation to help with the needs of the person you care for within the last three years?



Base = 131

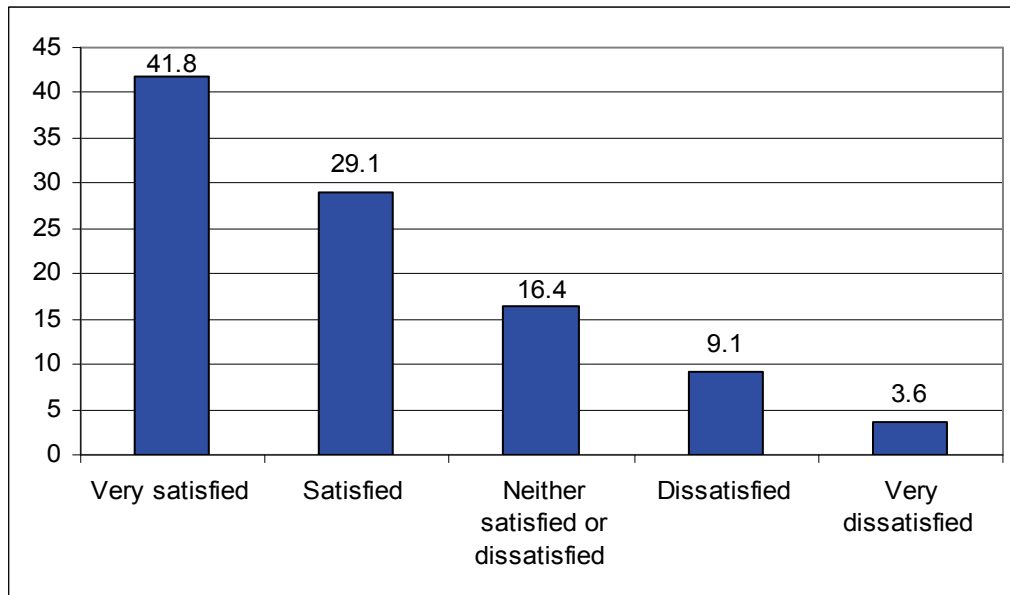
2.4.2. Just over half of respondents said that they, or the person they care for, have had a home adaptation to help with the cared for person's needs (55%).

Question 20 - What adaptations have been done to help with the needs of the person you care for?



2.4.3. Of the list provided, alterations to bathrooms was the most common adaptation amongst respondents (27%). This was followed by fitting of lifts or stair lifts (9%), installing ramps (4%), improving or providing a heating system (4%) and widening doorways (2%). A list of other alterations is provided in Appendix E.

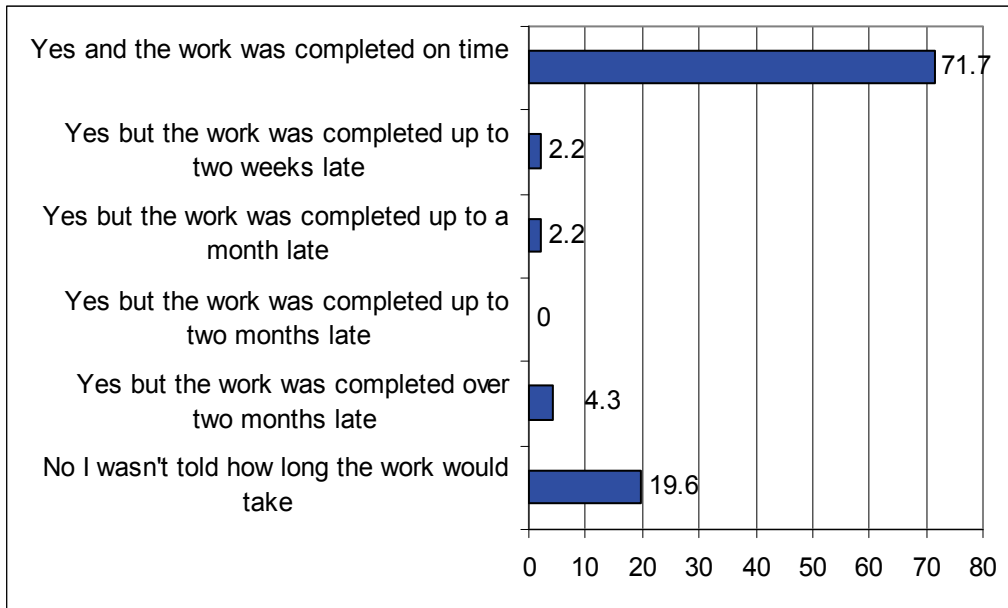
Question 21 - How satisfied were you with the service provided for you by Wiltshire Council in organising the most recent home adaptation for the person you care for?



Base = 55

2.4.4. Over 70% of respondents who had received a recent home adaptation were satisfied with the service provided by Wiltshire Council (42% very satisfied, 29% satisfied). 16% were neither satisfied nor dissatisfied and only 13% dissatisfied (9% dissatisfied and 4% very dissatisfied). There were equal levels of dissatisfaction with fitting of lifts or stair lifts, alterations to bathrooms, widening doorways and installing ramps.

Question 22 - When you arranged the most recent home adaptation for the person you care for did Wiltshire Council tell you how long they thought it would take from submitting the application to the work being completed?

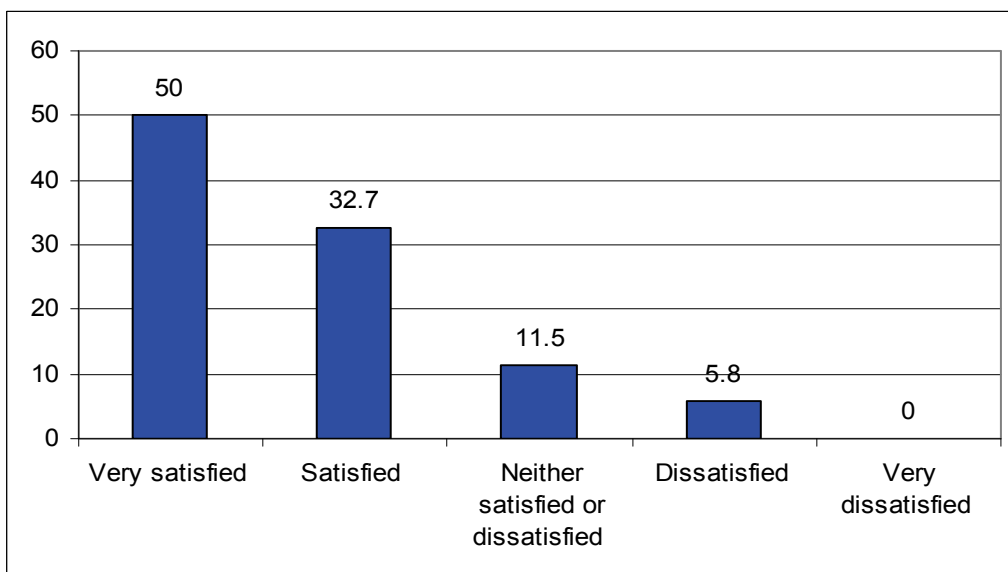


Base = 46

2.4.5. The majority of respondents said that they were told how long the work would take to complete and that it was completed on time (72%). 20% were not told how long the work would take; 2% said that the work was completed two weeks later than they were told, 2% that it was completed up to a month later than they were told and 4% that it was completed over two months later than they were told.

2.4.6. There were not any significant links between the type of work which was done and whether or not it was completed on time.

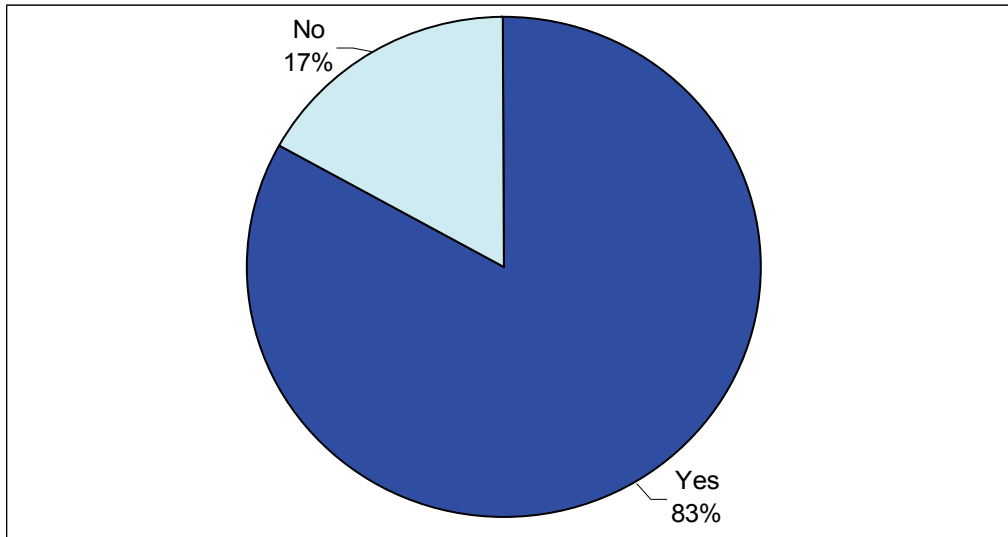
Question 23 - How satisfied were you with the service provided by the company who did the adaptations?



Base = 52

2.4.7. Over 80% respondents were satisfied with the service provided by the company who did their home adaptations: 50% very satisfied, 33% satisfied and only 6% were dissatisfied. Again there were no significant links between the type of work which was done and levels of dissatisfaction.

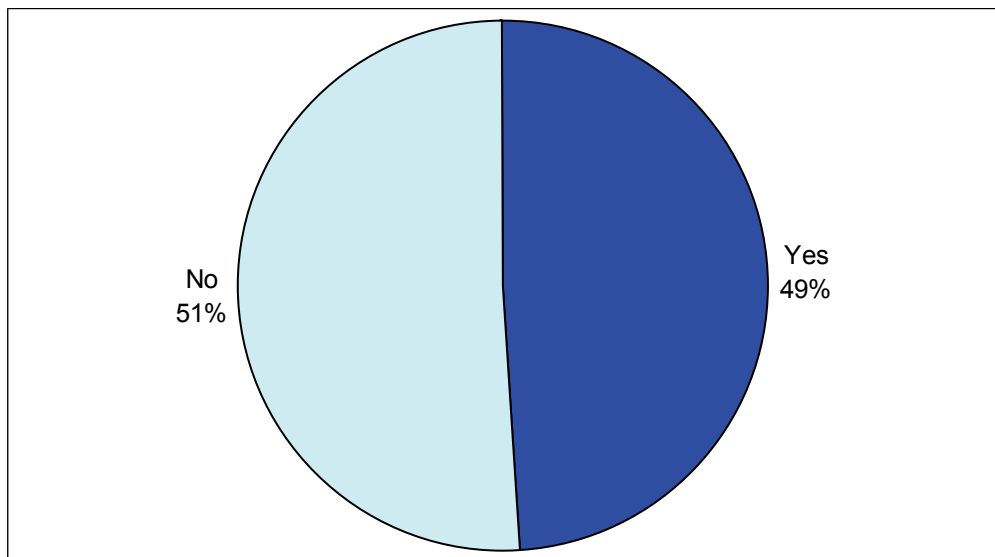
Questions 24 - As a carer did you feel that you were consulted enough about the most recent home adaptations for the person you care for?



Base = 53

2.4.8. Over 80% of respondents did feel that they were consulted enough about the most recent home adaptations for the person they care for (83%). Once again this cannot be linked to any particular type of home adaptation.

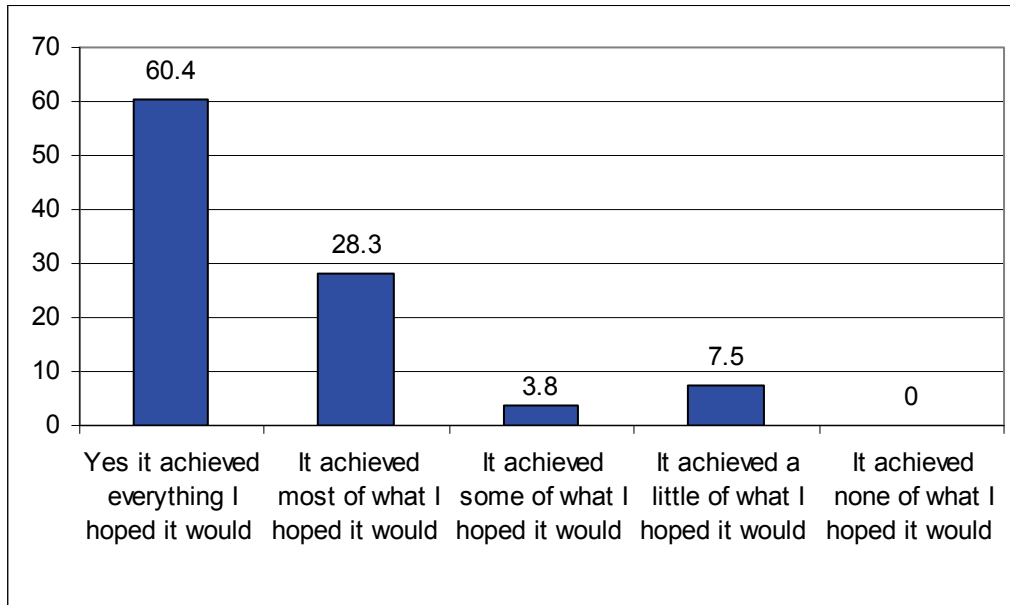
Question 25 - Was your most recent home adaptation inspected and, if so, by whom?



Base = 47

2.4.9. Approximately half of the respondents said that their most recent home adaptation had been inspected. A list of who carried out those inspections is included in Appendix F.

Question 26 - Has your most recent home improvement achieved everything that you hoped it would?



Base = 53

- 2.4.10. Nearly 90% of respondents said that their most recent home improvement had achieved what they hoped it would (60% said it achieved everything they hoped it would, 29% that it achieved most of what they hoped it would).
- 2.4.11. Only 4% said it had achieved some of what they hoped it would and 8% that it achieved a little of what they hoped it would.
- 2.4.12. Levels of satisfaction with the outcome of the home improvement are fairly consistent between the different types of improvement.

3. Conclusion

- 3.1.1. Carers' Voice is an invaluable method of collecting information about the opinions of carers living in Wiltshire by providing an insight into the experiences and views of the members of Wiltshire's Carers' Voice Panel.
- 3.1.2. This survey has produced results which will be useful to Wiltshire Council and carer support organisations in the development of better services for all carers in the county.
- 3.1.3. The results of this survey should be seen as a way of supporting decision makers by helping them to understand the needs, opinions and priorities of carers living in Wiltshire.
- 3.1.4. This report will be disseminated among the partner organisations and service providers. Copies will be made available in all of Wiltshire's libraries and an electronic version of this report will be available to download online from the Wiltshire and Swindon Intelligence Network www.intelligencenetwork.org.uk

Please note:

This report is a representation of the views and perceptions of members of the Wiltshire's Carers' Voice Panel and respondents to the Wiltshire's Carer's Voice online survey and is not the representative opinions of all carers in Wiltshire, even though similarities may be present. In order for the results of future questionnaires to be better representative, recruitment of carers to the Wiltshire's Carers' Voice Panel is ongoing.

Appendix A

Question 6 - When your most recent emergency situation occurred where did you seek help and from where did you receive the main help? (Other answers)

NHS

- NHS help line
- Paramedics
- Paramedics usually first response
- 999
- Child's community nurse
- Paramedic
- Community nurses
- Paramedic
- 999 ambulance
- Ambulance after 999 call
- GP Wilts medical services.

Dental services

- Dental access service special needs.

Family

- It was expected by social services that family helped. I was stuck in a foreign country due to snow, no flights. Mum, mother, helped; took time out of work.

Respite

- Respite home
- Respite unit.

Mental health services

- Early Intervention Team, Child and Adolescent Mental Health Services (CAMHS).

Fire brigade

- The fire brigade.

Other

- Had to wait until Monday morning, but now have been given an emergency number or mental health emergency scheme NHS direct, doctor out-of-hours
- Ridgeway Lifeline.

Appendix B

Question 8 - After your most recent emergency situation occurred was anything put in place to prevent another crisis? (Other answers)

Support from professionals

- Extra help was put in place to cope
- More support/carer's assessment
- I now have contact and support from The Paddocks, Trowbridge
- Telephone contact
- Contact details given for the crisis team.

Help from family

- Husband takes leave if required - when this runs out don't know what to do.

Mental health support

- Community mental health team
- Have been given emergency team number for young people in mental health crises

Additional equipment

- Visit by Occupational Therapist (OT) identified all urgent needs for equipment to assist with handling my wife for her various needs and also meet the health and safety requirements of the care agency. This equipment was delivered quickly. Hoist and sling, commode, turntable, lifting belt and bed/pillow frame.

Other

- The entire social care system was re-organised!
- My cared-for was in hospital for four months and then went to residential care.

Appendix C

Question 13 - When you had contact with the team who worked with you most recently, in what areas did they work with you or the person you care for? (other answers)

- Care Connect
- Changing a suprapubic catheter
- Mainly fitting grab rails front and back doors
- My wife is a long term user of the former 'Home Care' services to help her get up in the mornings
- Independence around the home and referral for Disabled Facilities Grant (DFG).

Appendix D

Question 16 - What services that you use in your role as a carer, or that the person that you care for uses, were disrupted by the snow last winter? (Other answers)

Activities

- By 'activities' I mean his daily day services
- My son didn't get to activities 12 miles away in Salisbury, we live in a small village.

Care workers

- Visit from paid care worker
- Carers did not turn up, had to take unpaid leave
- Daily carer missed one day because she couldn't use her car
- Care agency.

Transport

- Unable to get transport to training course at Royal United Hospital (RUH)
- Over Christmas period - Christmas day - had to take taxi to care home to see my husband. The weather conditions too severe and dangerous. I usually use public transport
- Transport to visit cared-for in care home
- Couldn't get my child who I care for to the hospital for a paediatrician appointment; I couldn't get the car out, but we had a phone consultation.

School

- My disabled children were not able to go to school which meant I unexpectedly had to care for them alone at home. I am also disabled and find this very difficult.
- School

- School - disrupt routine: Attention Deficit Hyperactivity Disorder (ADHD)
- Transport to school.

Other

- Isolated, couldn't go out, unless I cleared snow
- Had to come home from residential college due to staff not being able to get into work
- Just general - like appointment cancelled for obvious reasons
- Our son lives with us and so he made sure we were okay
- Day care service closed
- Rubbish bins were **not** collected for two weeks
- We were unable to leave the house for five days.

Appendix E

Question 20 - What adaptations have been done to help with the needs of the person you care for? (Other answers)

Bathroom/toilet alterations

- Ceiling tracking hoist in bathroom
- Providing bath lift for wife and providing various items for myself
- Fitting easy to operate tap tops
- New toilet upstairs, handles and grips
- Altering downstairs toilet
- Only bathroom door altered, no alterations to bathroom - still waiting
- Grab rails in bedroom
- An improved bathing chair for use in the walk-in shower.

Bed alterations

- A safe sides bed aid to help with sleeping arrangements
- Pillow lift
- Rise and fall bed, supplied by CHT & OT
- motorised bed
- Motorised bed.

Handles / rails

- Handles outside front door/on stairs etc
- Stair rails
- Hand rails
- Handrail up stairs plus extra one at top of stairs for me (carer)
- Extra banister and handles/bars at front door or patio door.

Warm Front

- Currently waiting for Warm Front
- Waiting seven months for 'Warm Front' to replace boiler which is 27 yrs old.

Kitchen alterations

- Kitchen altered to allow wheelchair access

Other / multiple changes

- Bathroom stool, commode, walker
- Additional door-step, handrail in shower + doorstep
- Chair raised, footstep raised outside
- Putting locks on the sluice door *
- Telecare system. Handrail by front door

- Handrail outside back and front door; another banister; shower in bathroom and rails to help in bathroom
- Raising loo, putting a step in for the front door
- Hoists
- Lifeline Connect
- Banister upstairs; 'temporary' back and front door steps
- Grab rails in the bathroom; a referral was made for a DFG assessment to look at automatic access doors to building and flat, improve kitchen area and install wet room; did not hear anything at all
- Second stair rail, hand frames by front door and by toilets
- Wheelie trolley and claw grab [to pick things up]
- Handrails to doorways, safer flooring indoors in case of falls; made the adaptations privately (didn't know the council supplied this service)
- Hoists in bathroom and bedroom
- Moving ceiling tracking for hoisting.

Appendix F

Question 25 - Was your most recent home adaptation inspected and, if so, by whom? (Other answers)

- By company and by occupational therapist
- Westlea Housing
- Installer under contract
- Planning department
- Only inspected by Medicare/and Sally Waite, OT, PCT
- Barbara ? from County Hall
- Lorraine James
- Contractor
- Bruce Eve OT
- Social worker (still waiting for council)
- Bobby van
- Medicare
- Lisa Dibsdall
- Inspector from council
- Social services
- Salisbury Council
- Wiltshire Council Westlea Housing social care
- OT worker
- Anchor OT social services.

Information about Wiltshire Council services can be made available on request in other languages including BSL and formats such as large print and audio.

Please contact the council by telephone 0300 456 0100, by textphone 01225 712500, or email customerservices@wiltshire.gov.uk

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如果有需要我們可以使用其他形式（例如：大字體版本或者錄音帶）或其他語言版本向您提供有關威爾特郡政務會各項服務的資訊，敬請與政務會聯繫，電話：0300 456 0100，文本電話：(01225) 712500，或者發電子郵件至：customerservices@wiltshire.gov.uk

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