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# Disabled Living Foundation

*Supporting Duchene  
Conference*

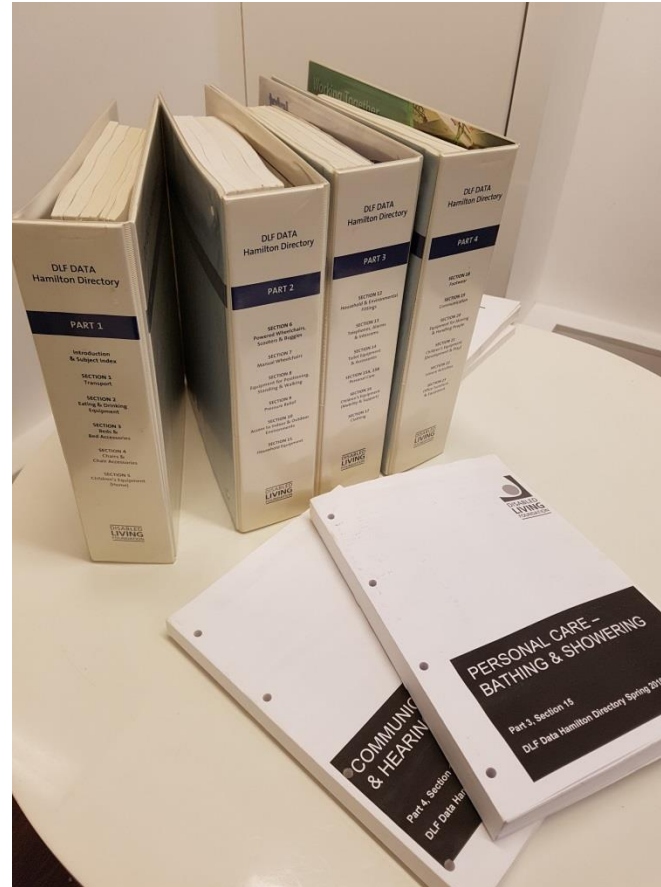
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# Our mission

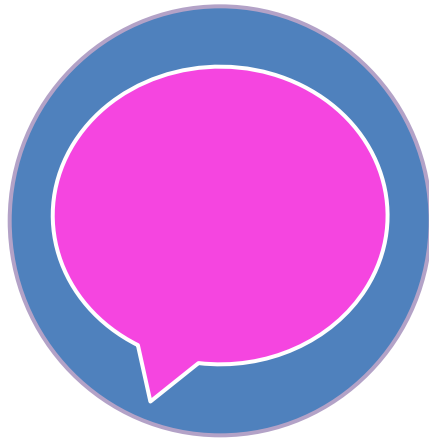
*‘To provide information advice and training about equipment for independent living to older and disabled people, their carers and the professionals that support them’*

# DLF's heritage

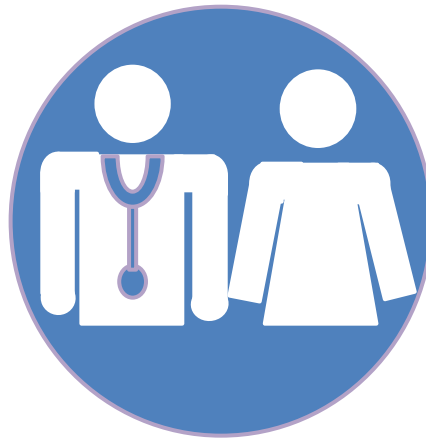
- ▶ National charity
- ▶ DLF's 50<sup>th</sup> anniversary in 2019/20
- ▶ Started around the time of the first disability legislation 'The Chronically Sick and Disabled Persons Act' 1969 - Lord Morris was a DLF founder supporter
- ▶ Part of Shaw Trust since 2014



# DLF: About Us



Leading national provider of impartial advice, information and training on equipment for daily living



For the public and for healthcare professionals



Target to reach 5 million people by 2022

# For older and disabled people and their carers

Living<sup>made</sup>  
easy

- 1 million users in 2018
- 10k+ products from 950+ suppliers
- 23 DLF Factsheets

AskSARA

- Online guided advice tool with 3,000+ reports produced by users each month

youreable

- Online forum
- 900k+ sessions and 18k posts in 2018



DLF-Data

- Subscription service



DLF Training

# Where we fit with health and social care policy

- ▶ Accessible services; digital inclusion
- ▶ Person-centred, self-managed ethos, personal budgets
- ▶ Active prevention as a means to independent living and wellbeing
- ▶ Impartial advice
- ▶ In-depth marketplace, guiding through the product and retail options that exist
- ▶ Digital solutions within assistive technology options eg telecare

# The Information Standard

- ▶ DLF adheres to The Information Standard's six principles, producing clear, accurate, impartial and appropriately researched information and advice
- ▶ Now an NHS standard
- ▶ Previously a certification scheme
- ▶ DLF was a founder of the previously Department of Health UK quality scheme
- ▶ [www.england.nhs.uk/tis](http://www.england.nhs.uk/tis)



# Introduction to DLF's AskSARA

*Impartial guided advice*

# What is AskSARA?

- ▶ This **'self-assessment rapid access'** tool was developed in collaboration with the DoH in 2004-06
- ▶ **Impartial practical** information and advice on 90+ topics that reduces the risks of purchasing unsuitable equipment
- ▶ **A tool** that integrates with standard practice by referring to an OT when indicated by the answers provided

# Who is it designed for?

- ▶ For older and disabled people and their carers
- ▶ Just under half of the users are searching on behalf of someone else
- ▶ 3,000 reports produced by users each month

- ▶ Enables people to make decisions with confidence because it offers reassurance that health and social care information carrying the mark is from a reliable source
- ▶ Scheme members follow consistent rigorous procedures when producing information for the public and we are audited each year to ensure compliance



# AskSARA: feedback from users

An equal proportion of users of the service are using AskSARA for themselves and those using it on behalf of someone else

85% are first time users and the vast majority find the tool useful as an aid and it identifies items of equipment that would be useful

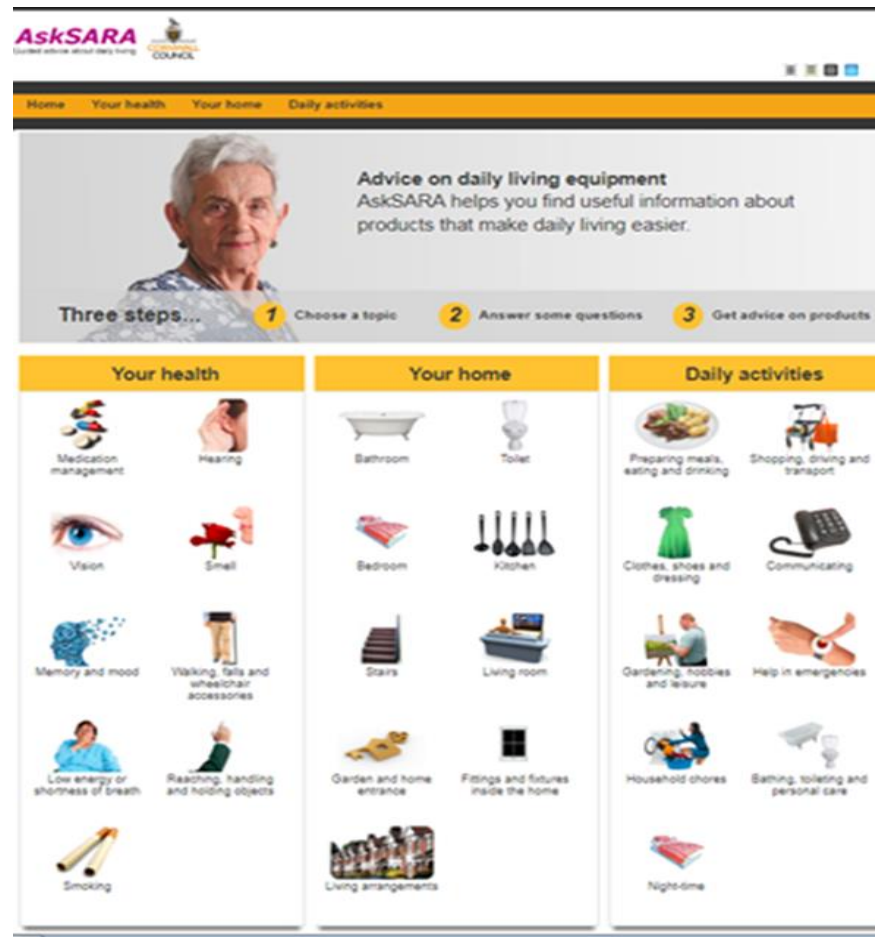
Many are also using the other support services as their next step for assistance

Many are looking at privately purchasing equipment

Vast majority would recommend AskSARA to other users

**How does it  
work?**

► Step 1:  
choose a  
topic



**AskSARA**  
Council

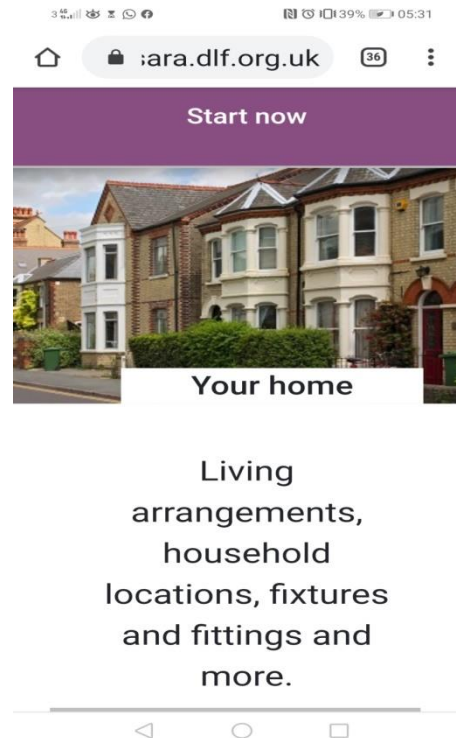
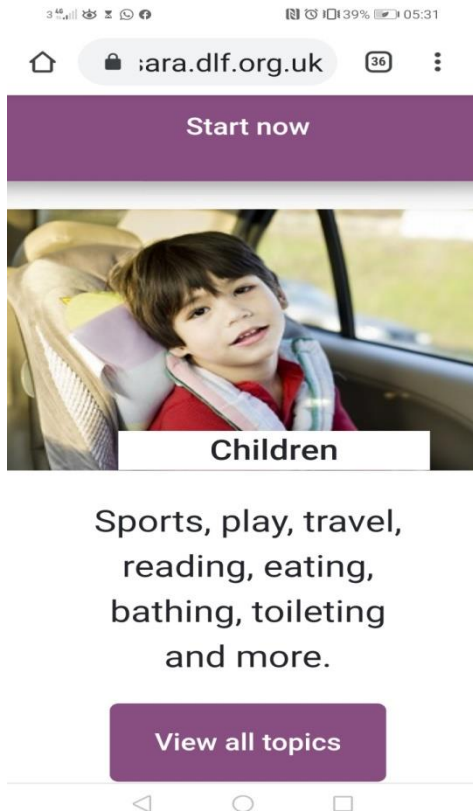
Home Your health Your home Daily activities

**Advice on daily living equipment**  
AskSARA helps you find useful information about products that make daily living easier.

Three steps... 1 Choose a topic 2 Answer some questions 3 Get advice on products

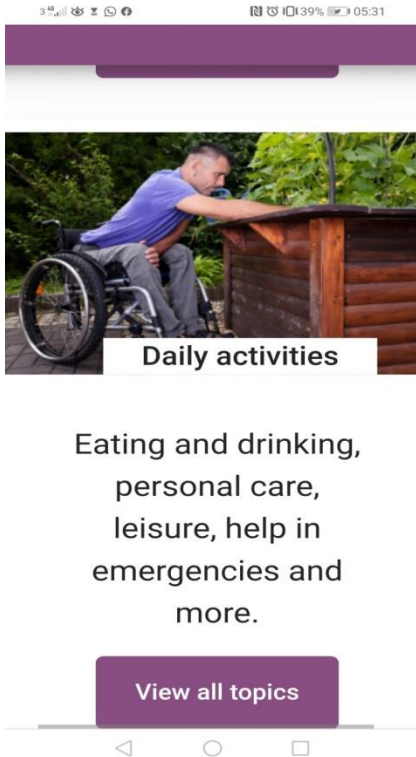
Your health	Your home	Daily activities
<ul style="list-style-type: none"> <li>Medication management</li> <li>Hearing</li> <li>Vision</li> <li>Smell</li> <li>Memory and mood</li> <li>Walking, falls and wheelchair accessories</li> <li>Low energy or shortness of breath</li> <li>Reaching, handling and holding objects</li> <li>Smoking</li> </ul>	<ul style="list-style-type: none"> <li>Bathroom</li> <li>Toilet</li> <li>Bedroom</li> <li>Kitchen</li> <li>Stairs</li> <li>Living room</li> <li>Garden and home entrance</li> <li>Fittings and fixtures inside the home</li> <li>Living arrangements</li> </ul>	<ul style="list-style-type: none"> <li>Preparing meals, eating and drinking</li> <li>Shopping, driving and transport</li> <li>Clothes, shoes and dressing</li> <li>Communicating</li> <li>Gardening, hobbies and leisure</li> <li>Help in emergencies</li> <li>Household chores</li> <li>Bathing, toileting and personal care</li> <li>Night-time</li> </ul>

# AskSARA:

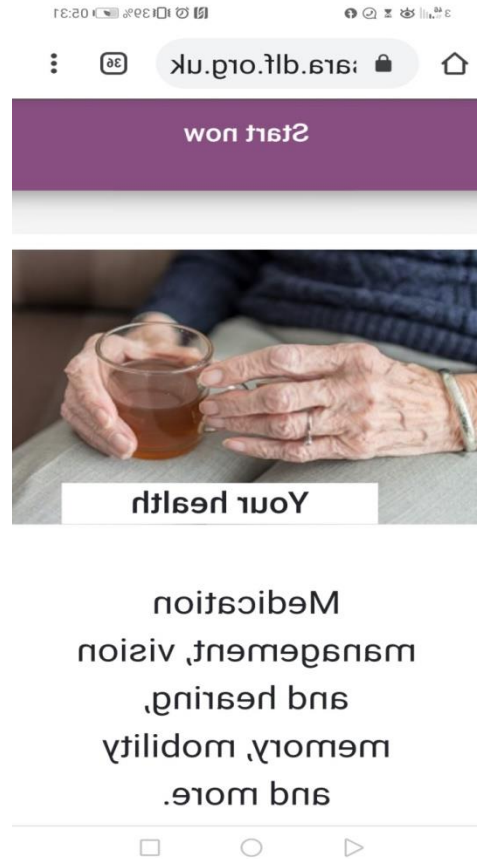




# AskSARA:



Eating and drinking,  
personal care,  
leisure, help in  
emergencies and  
more.



Medication  
management, vision  
and hearing  
memory, mobility  
and more.

# AskSARA: feedback from users

Browse Topic



**Reading**



**Eating & drinking**

Browse Topic

# AskSARA: feedback from users



**Beds and sleeping**

Browse Topic



**Toys, games and play**



Browse Topic

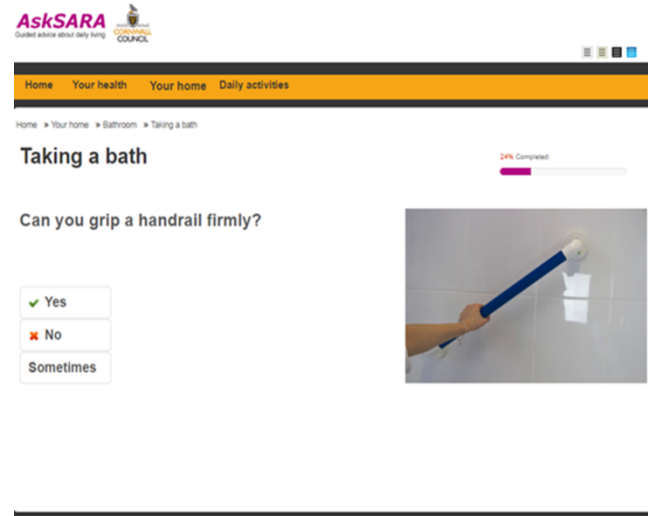


**Music and TV**



Browse Topic

► Step 2:  
answer  
some  
questions



**AskSARA**  
Guided advice about daily living  
COUNCIL


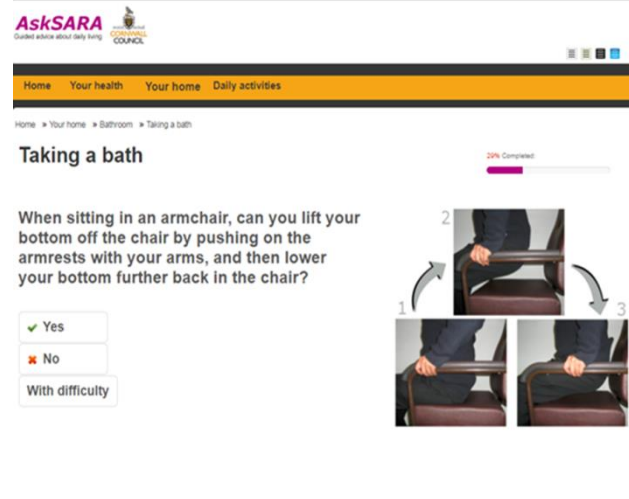
Home Your health Your home Daily activities

Home » Your home » Bathroom » Taking a bath

**Taking a bath** 24% Completed

Can you grip a handrail firmly?

Yes  
 No  
 Sometimes

**AskSARA**  
Guided advice about daily living  
COUNCIL


Home Your health Your home Daily activities

Home » Your home » Bathroom » Taking a bath

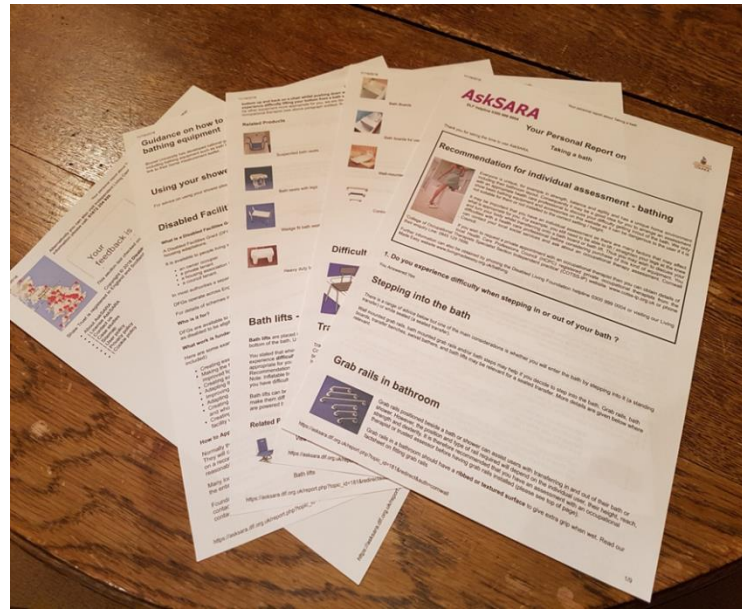
**Taking a bath** 20% Completed

When sitting in an armchair, can you lift your bottom off the chair by pushing on the armrests with your arms, and then lower your bottom further back in the chair?

Yes  
 No  
 With difficulty



## ► Step 3: get advice on products



# Advice on product types

My report (1)

**As** 1. Do you experience difficulty when stepping in or out of your bath ?

You Answered: Yes

### Stepping into the bath

There is a range of advice below but one of the main considerations is whether you will enter the bath by stepping into it (a standing transfer) or while seated (a seated transfer).

Wait mounted grab rails, bath mounted grab rails and/or bath steps may help if you decide to step into the bath. Grab rails, bath boards, transfer benches, swivel bathers, and bath lifts may be relevant for a seated transfer. More details are given below where relevant.

### Grab rails in bathroom

Grab rails positioned beside a bath or shower can assist users with transferring in and out of their bath or shower. However, the position and type of rail required will depend on the individual user, their height, reach, strength and dexterity. It is therefore recommended that you have an assessment with an occupational therapist or trusted assessor before having grab rails installed (please see top of page).

Grab rails in a bathroom should have a **ribbed or textured surface** to give extra grip when wet. Read our factsheet on fixing grab rails

### Seated transfers

The equipment below is for completing seated transfers into the bath so that you do not have to step into the bath.

### Bath boards - lifting legs over bath rim

**Bath boards** enable you to transfer onto the bath whilst sitting, which is safer than the usual standing transfer. Bath boards fit across the top of the bath to provide a secure area on which to sit whilst lifting your legs over the bath rim. If your shower head will reach, you can then remain seated whilst showering.

Specialist Section Independent Practitioner (CUSS-IP) website: [www.cuss-ip.org.uk](http://www.cuss-ip.org.uk) or phone their enquiry Line: 0840 123 7699.

Further information can also be obtained by phoning the Disabled Living Foundation helpline 0300 999 0004 or visiting our Living Made Easy website [www.livingmadeeasy.org.uk/bathing](http://www.livingmadeeasy.org.uk/bathing)

#### Related Products

Contoured, fluted or ribbed grab rails

Bath-fixed grab rails  
These bath fixed rails can NOT be used with bath boards as they will be in the way of the users legs...

#### Related Products

Bath Boards

if Therapists



# Links to related products

COUPONS AVAILABLE [Activate Coupons →](#)
DONATE

[Children](#)
[Clothing](#)
[Communication](#)
[Household](#)
[Leisure](#)
[Mobility](#)
[Personal care](#)
[Telecare](#)
 [Search](#)

Chairs / Chair types / Chairs with a high back / Chairs and seatsets with a high back & seat height above 45cm / Chairs with splayed legs

- Household**
- Bathing
- Bedroom
- Chairs
  - Seatsets and suites with seat height 46cm and above
  - Chairs with straight legs
  - Chairs with splayed legs
  - Chairs with Queen Anne style legs
  - Heavy duty chairs with a high back & seat height above 45cm
- Eating and drinking
- Kitchen and household
- Stairs
- Toileting
- Related advice**
- Chair case studies
- Essential measurements for a new chair
- Legrests and footstools
- Raising a chair's height
- Risks and recline chairs

## Chairs with splayed legs

These wooden framed chairs have design features which can help a person to stand, such as a firm seat. Included in this section are chairs with a floor to seat base height of 46cm and above.

These chairs have two or four splayed legs.

Order by Overall rating



**Wilmslow Fireside Chair**  
CareCo Ltd  
**From £199 (inc. VAT)**  
[View product](#) [Add to compare](#)



**Bliss Lounge Or Bedside Chair**  
James  
**From £199 (inc. VAT)**  
[View product](#)



**James**  
**From £300 (inc. VAT)**  
[View product](#)

**Advice about Chairs with splayed legs**  
Splayed legs tend to be used as part of the chair design when the chair has full length arm rests. This can be of particular benefit if you push down on the armrests to assist you to stand up, or tend to sit down heavily.  
You may find it easier to stand from a chair if you modify your technique, read our advice on [standing from a chair](#).  
Raising a current chair using chair raisers can be an alternative or a short term solution before purchasing an alternative chair.  
The height of the fixed height chairs in this group may make it easier to stand from sitting depending on your sitting seat height (Thomas, 2006). Although the height of these chairs is suitable for

Chairs / Chair types / Chairs with a high back / Chairs and seatsets with a high back & seat height above 45cm / Chairs with splayed legs

## Wilmslow Fireside Chair

Manufactured by CareCo Ltd  
Priced from **£199 (inc. VAT)**



- DLF's summary**  
Fireside chair.
- Features**
- headrest
  - padded seat
  - PU leather upholstery
  - can be wiped clean
- Product dimensions**
- Seat:

**Advice about Chairs with splayed legs**  
Splayed legs tend to be used as part of the chair design when the chair has full length arm rests. This can be of particular benefit if you push down on the armrests to assist you to stand up, or tend to sit down heavily.  
You may find it easier to stand from a chair if you modify your technique, read our advice on [standing from a chair](#).  
Raising a current chair using chair raisers can be an alternative or a short term solution before purchasing an alternative chair.  
The height of the fixed height chairs in this group may make it easier to stand from sitting depending on your sitting seat height (Thomas, 2006). Although the height of these chairs is suitable for most people those with shorter leg length may find these chairs too high. Read our advice on the [essential measurements when choosing a new chair](#).  
If you are petite or tall these are high back chairs with narrow seats available which may be proportioned to your dimensions. These can either be purchased off the shelf or customised to your measurements. You may also consider [chairs with an adjustable seat height](#) as an alternative.  
Users who experience back pain may

Height	105cm
Width	74cm

**Where can I buy this product?**  
The UK national suppliers that sell this item are listed below.

Sponsored **Medequip - Manage At Home** Rating: ★★★★★

**MED EQUIP**

- ✓ Show room
- ✓ Mail order
- ✓ Online shop

**From £591**  
inc. VAT  
Checked by DLF on 12 December 2017  
[Visit website](#)

**Allardce Healthcare Ltd** Rating: ★★★★★

- ✓ Show room
- ✓ Mail order
- ✓ Home demo
- ✓ Online shop

**From £583 - £593**  
inc. VAT  
Checked by DLF on 28 January 2019  
[Visit website](#)

Sponsored **UKS Mobility.com** Rating: ★★★★★

**UKSMobility.com Ltd**

- ✓ Show room
- ✓ Mail order
- ✓ Home demo
- ✓ Online shop

**From £410**  
inc. VAT  
Checked by DLF on 11 August 2017  
[Visit website](#)


If you are a national supplier who is not listed please read our FAQs to find out how to add your company. If you are listed and need to update your details please read how to update your listing.

# Customising AskSARA



# Signposting in user reports

- ✓ A key part of the development of a custom version is the addition of the local report content
  - ✓ Signposting programmes and preferred pathways
- ✓ Licensees can add content to all reports or topic-specific sections
  - ✓ We replace national with local links
  - ✓ We can describe and link to other directories and projects in the area such as EAC's FirstStop housing options; local centres



The screenshot shows the Newport City Council website with a user report titled 'Emergency Services'. The report includes a 'Three steps...' section with three numbered steps: 1. Choose a topic, 2. Answer some questions, and 3. Get advice on products. Below this are three main categories: 'Your health', 'Your home', and 'Daily activities', each with sub-topics and icons.

**Carers response**

- Supports unpaid carers in the event that they are unexpectedly unable to provide care (e.g. because of illness or accident).

**Community Support**

- Supports people to access community based activities, attend hospital appointments etc.
- Promotes positive wellbeing and offers support through home visits.

**Information, Advice and Assistance**

- Information and advice about support services in Newport and how to access them.
- Information and advice on issues of concern, such as housing matters (e.g. residential care or home adaptations), financial matters (e.g. benefit entitlements) and help with completing official forms.

**Appropriate Adult Response Service**

- Supports vulnerable adults who are detained by police or interviewed under caution by helping to protect their rights and welfare.

**Link:** [www.pobigroup.co.uk](http://www.pobigroup.co.uk)

**Financial support**

There are a range of local and national financial support services available in the area including [Citizens Advice Bureau](#), [Newport Credit Union](#) and [Turn 2 us](#).

**Major adaptations**

If your property is owned by a Housing Association you can approach them directly to discuss any adaptations you may need. If you are a home owner or private tenant then you may be eligible to apply for a Disabled Facilities Grant.

**Link:** [www.newport.gov.uk](http://www.newport.gov.uk) - Disabled Facilities Grant

**Minor adaptations**

If your property is owned by a Housing Association you can approach them directly to discuss any adaptations you may need. If you are a home owner or private tenant then you will need to contact **Care and Repair** or a local tradesman to help with the work you would like undertaken.

**Link:** [www.newportcareandrepair.co.uk](http://www.newportcareandrepair.co.uk)

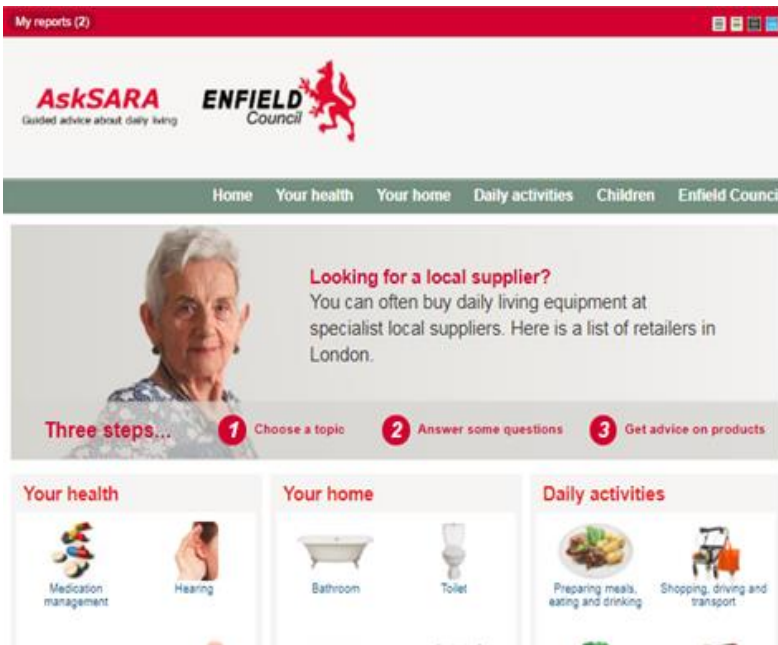
**Care agencies and community care purchasing**

If you feel you would like to organise and fund your own community needs whilst at home then here are just some of the local resources you may wish to discuss your particular wishes with.

**Link:** [www.dewts.wales](http://www.dewts.wales)

**Condition specific information resources**

# Home page advertising



- ✓ Home page ad
  - ✓ Promote local services
  - ✓ Run calendar based campaigns such as keeping warm in winter
  - ✓ Highlight information about local programmes and scheme e.g. telecare schemes

# Highlight a product inventory

- ▶ Custom versions of AskSARA can highlight a particular supplier
  - ▶ Example is Medequip's Wiltshire version
  - ▶ All suppliers are shown but Medequip is highlighted and signposted first
  - ▶ Product inventory is integrated and managed from DLF's database

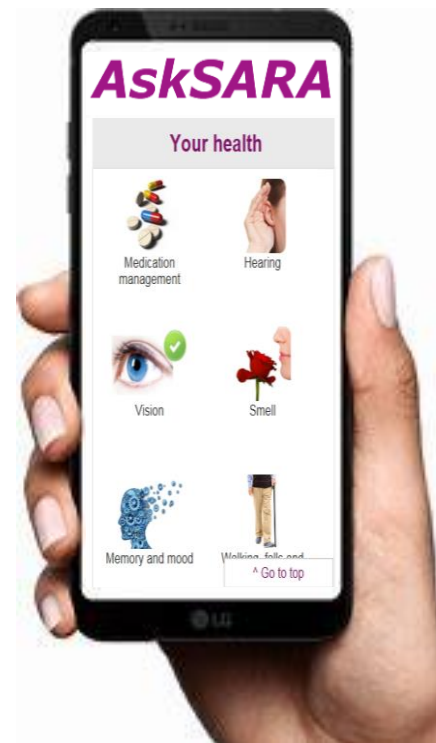


# Key findings

- ▶ Falls shows an 45% increase over the period
- ▶ When combined with the importance of **personal safety** related issues falls and safety represent a major area of concern for equipment prescribers
- ▶ **Alarms, telecare and safety related topics** are the 5<sup>th</sup> most common area. We know from user surveys that around 45% of users of the service are using it on behalf of someone else. This underlines the importance of information about telecare solutions for carers

# AskSARA roadmap for 2019-20

- ▶ DFGs information (Foundations)
- ▶ Welsh language version
- ▶ Mobile first design
  - ▶ Design is led by use on mobiles
  - ▶ Custom versions will follow shortly
- ▶ End user reports as pdfs for easy sharing



## DLF DATA

Subscription service for prescribers e.g OT's

[www.dlfdata.org.uk](http://www.dlfdata.org.uk)

## DLF Training

- Trusted Assessor - nationally accredited provider at a range of levels
- Safe use of equipment
- Housing-related training
- Study days and workshops

<https://training.dlf.org.uk/>

# you're able



An online community of and for disabled people

- Forum
- 900,000 sessions
- 18,000 posts 2017

[www.yourable.com](http://www.yourable.com)

**You're Able - We run a forum which has over 900,000 sessions and 18,000 posts from people living with a disability to get peer support and advice on independent living.**



- Helpline
- Mon - Fri 10:00 - 16:00
- 13,000 per year

**0300 999 0004**



## Living made easy

- 1.1 Million entrances in 2017
- 10,000 + products from 950+ manufacturers and suppliers
- Advice and Factsheets

[www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)

# What are the Benefits?



Person-centred approach



Encourages partnership working between multi-disciplinary teams



Reduces risk and improves independence



Reduces waiting times



Reduces the number of assessments



## UK

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