



## QUESTIONNAIRE REPORT

*The needs and expectations of residents in the field of introduction  
new forms of social and health services in the municipality of Rawicz*

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## ANALYSIS OF THE OWN RESULTS

The aim of the research was to get to know the inhabitants' expectations regarding the introduction of new forms of social and health services in the Rawicz commune.

The study was conducted in July 2019. and 110 respondents took part in it.

The questionnaire was addressed to elderly and dependent people through social workers and a website. Forms were also available at the Senior Support Point, ul. Gen. Grota Roweckiego 4a, 63-900 Rawicz

### Gender and age of the respondents

The research covered 110 people, that is 81 women and 39 men, including 15 people up to 60 years old - including 8 women and 7 men and 67 people over 60 years old, including: 45 women and 22 men.

Stan cywilny respondentów	Married		Widowers		Divorced		Single	
Number of people	36	33%	48	44%	5	4%	21	19%

Source: the own study based on surveys

### Place of residence of the respondents

The vast majority, 87 respondents - 79% live in the city, while in the village - 23 respondents, or 21%. As many as 50 respondents - 45%, live alone, with the family of 59 respondents - 54%, while with unrelated persons 1 examined - 1%.

### Education of the respondents

The answers were given by 32 people with primary education - 29%, 28 people with basic vocational education - 25%, 42 people with secondary education - 38%, 6 people with incomplete education - 5% and 2 people with higher education - 3%.

### Professional activity of the surveyed

Among the respondents, 6 people declared the employment, while the 104 people did not work.



The answers given by the respondents to the questions asked are as follows:

1. Do you think that access to the care services provided by the public institutions in the commune is sufficient?	Responses	Quantity	%
	YES	58	53
	NO	35	32
	DON'T KNOW:	17	15
	No possibility to use the services of the physiotherapists	3	3
	Long waiting time for the services	3	3
	Lack of the professional care	2	2
	A small variety of the services	1	1
	Insufficient number of hours of the caring services per person	6	5
	No access to the service information	1	1
	Poor base for the doctors	1	1

2. If you use the support in the form of care services, this support is provided by ...?	Odpowiedzi	Ilość	%
	Public institutions	52	47
	Private entities	14	13
	Neighbors	14	13
	Environmental Home of Self-Help	14	13
	Children	2	2
	Family	1	1
	No responses	18	16
	I don't use it	5	4



	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>3. From what kind of support in the form of care services and social services do you use?</b>	<b>Care services (help in meeting the necessary needs, eg shopping, cleaning, feeding, etc.)</b>	<b>45</b>	<b>41</b>
	<b>Specialized care services (tailored to the individual needs), e.g. physiotherapists' services)</b>	<b>30</b>	<b>27</b>
	Specialist counseling, e.g. legal and psychological	15	14
	Social work	16	15
	Daily Social Welfare Home	3	3
	Family	1	1
	Environmental Home of Self-Help	16	14
	No responses	14	13
	I don't use it	4	4

	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>4. Are you interested in using support in the form of social and health services aimed at health improvement?</b>	<b>Yes</b>	<b>92</b>	<b>84</b>
	No	9	8
	Don't know	7	6
	No responses	2	2

	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>5. What kind of support in the form of social and the health services would you like to use?</b>	<b>Biofeedback therapy</b>	<b>60</b>	<b>54</b>
	<b>Snoezelen therapy</b>	<b>56</b>	<b>51</b>
	<b>Rehabilitation with the use of the specialized equipment</b>	<b>86</b>	<b>78</b>
	<b>Special equipment rental</b>	<b>67</b>	<b>61</b>
	<b>Telecare</b>	<b>55</b>	<b>50</b>
	No responses	12	11



6. Do you use support in the form of participation in classes run by the Daily Social Welfare Home?	Responses	Quantity	%
	Yes	18	16
	No	92	84

7. Do you use the support in the form of participation in classes run by the Senior Clubs in the Rawicz Municipality?	Responses	Quantity	%
	Yes	23	21
	No	87	79

8. Is the number of places in the Daytime Social Care Home in the commune sufficient?	Responses	Quantity	%
	Yes	6	5
	No	33	30
	Don't know	71	65

9. Is the number of places in the Senior Clubs in the commune sufficient?	Responses	Quantity	%
	Yes	6	5
	No	28	25
	Don't know	76	70



	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>10. Is the number of places in the Senior Clubs in the commune sufficient?</b>	<b>YES</b>	74	67
	<b>NO:</b>	3	3
	<b>Dissemination of the environmental social help that allows you to stay in your environment</b>	<b>15</b>	<b>14</b>
	It is worth introducing innovations	1	1
	Providing 24-hour care	4	4
	Improving the safety of a single person	5	4
	Access to the specialist care	7	6
	Improving the independence of a lonely person	1	1
	<b>DON'T KNOW</b>	30	27
	<b>NO RESPONSES</b>	3	3

	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>11. Do you think that support in the form of the assisted housing should be provided in the commune?</b>	<b>YES:</b>	43	39
	Access to the specialist care	4	4
	Access to the assisted apartment	6	5
	For the health reasons, I require third-party help	3	3
	Yes. In the future	2	2
	24-hour care is required	6	5
	<b>NO</b>	43	39
	<b>DON'T KNOW</b>	23	21
	<b>NO RESPONSES</b>	1	1



	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>12. What type of services should be provided by the assisted housing?</b>	Care services and the specialist care services	72	65
	Social work	60	54
	Specialized counseling	62	56
	Help in moving, learning or helping in maintaining your fitness level	61	55
	Zagospodarowanie czasu wolnego	70	64
	Occupational therapy	1	1
	Manual therapy	1	1
	Movement classes	2	2
	Theater, film, help in dealing with matters in the office	1	1
	No responses	16	14

	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>13. Are there any occupational therapy workshops in your municipality?</b>	Yes	23	21
	No	56	51
	Don't know	31	28



	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>14. Would you like to use the support in the form of the occupational therapy workshops?</b>	<b>YES:</b>	32	29
	Continuation of tasks of the Environmental Home of Self-help	5	4
	Creative time management free time	7	6
	Due to health	2	2
	Using therapy	1	1
	<b>NO</b>	48	44
	<b>DON'T KNOW</b>	29	26
	<b>NO RESPONSES</b>	1	1

	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>15. What form of support should the occupational therapy workshops offer?</b>	<b>Workshops, for example carpentry, ceramic, gardening, household, handicrafts, art</b>	<b>69</b>	<b>63</b>
	<b>Theater and music classes</b>	<b>58</b>	<b>53</b>
	<b>Personal resourcefulness training</b>	<b>67</b>	<b>61</b>
	<b>Psychological care</b>	<b>58</b>	<b>53</b>
	<b>Physiotherapy</b>	<b>78</b>	<b>71</b>
	Other physical activities, computer classes with access to the Internet	4	4
	No responses	17	15





	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>16. Do you encounter architectural barriers in the Rawicz commune?</b>	<b>YES:</b>	52	47
	<b>No elevator in public buildings and driveways in retail outlets</b>	<b>18</b>	<b>16</b>
	<b>No driveways, high curbs, uneven pavements</b>	<b>21</b>	<b>19</b>
	Stairs in buildings, no stummers or out of doors	4	4
	Few safe pedestrian crossings	1	1
	No markings for the deaf people and the blind	1	1
	<b>NO</b>	34	31
	<b>DON'T KNOW</b>	22	20
	<b>NO RESPONSES</b>	2	2

	<b>Responses</b>	<b>Quantity</b>	<b>%</b>
<b>17. What actions should be taken / improved, to make it easier for dependent persons and persons with disabilities in the Rawicz municipality to live better?</b>	<b>Remove architectural barriers (improvement of pavement surface, driveways, stop button at pedestrian crossings)</b>	<b>14</b>	<b>13</b>
	<b>Improvement of the public transport</b>	<b>11</b>	<b>10</b>
	More health services	6	5
	Leisure time management for seniors, care services	10	9
	Intergenerational integration of the residents	6	5
	Free computer access with Internet	6	5



<b>17. What actions should be taken / improved, to make it easier for dependent persons and persons with disabilities in the Rawicz municipality to live better?</b>	Occupational therapy for the seniors	4	4
	Free rehabilitation for the seniors	4	4
	More hours of care services	4	4
	Free sewing services for the seniors	2	2
	Increasing the availability of the specialist doctors	4	4
	Adaptation of shops and retail outlets to the needs of the people with disabilities, psychological care, delivery of meals, assisted accommodation, rehabilitation camps and meeting places for people with disabilities		

Source: the own study based on surveys

### Conclusions and recommendations

1. Access to the care services provided by public institutions should be increased. Most of the dependent and elderly people use the services of these institutions.
2. The respondents indicate that they have limited access to the number of hours of care services and the inability to use specialized services, including those provided by the physiotherapists. The respondents notice insufficient competence of caregivers and the limited access to information about the possibility of using services.
3. It is advisable to extend the services provided with neighborly care services - other than the public ones, which will be provided by elderly and dependent persons in activities related to everyday functioning such as: shopping, washing clothes, arranging official matters or visiting the hospital.
4. The vast majority of respondents are interested in using social and health services to improve their health, including through biofeedback or snoezelen therapies.
5. It is advisable to increase the accessibility for the elderly and the dependent persons using free equipment rental, innovative therapy, telecare and innovative equipment for rehabilitation, which will have a positive effect on improving health, maintaining the fitness of these people and preventing deinstitutionalization.
6. The respondents indicate that the number of places in the Daytime Social Care Center in Rawicz is insufficient and most people can not use this support. The vast majority of the



respondents do not use the activities organized by the Senior Clubs, because the number of seats in the Clubs is limited.

7. The respondents indicate a great interest in creating assisted housing in the commune. Seniors and non-dependent persons inform that they would benefit from round-the-clock care, because they would be guaranteed a sense of security and support of specialists. First of all, they could stay in their local environment.
8. The respondents indicate that assisted housing should primarily provide specialized care and guidance services, give the opportunity to develop free time and social work, help in moving, and learning or helping in maintaining the level of fitness. Supported housing is also a place of occupational and manual therapy for people who need this form of help.
9. Over half of the respondents indicated that there is no access to the support facility for the persons with disabilities of significant and moderate disability in the form of occupational therapy workshops in the Rawicz commune.
10. The respondents, due to their health condition and disability, are willing to use occupational therapy workshops. This institution should provide the possibility of physiotherapy, development of free time through carpentry, ceramic, gardening, household, handicraft and art workshops. Workshops should enable personal resource training, participation in theater and music classes and provide psychological care.
11. The architectural barriers identified by the respondents point to:
  - no elevator in public buildings and driveways in retail outlets;
  - no driveways, high curbs, uneven pavements;
  - stairs that make communication difficult in the buildings, no stepladders or closed staircases;
  - little safe pedestrian crossings;
  - no marks for deaf and blind people.
12. In order to improve the quality of life, one should, among others, take the following activities:
  - remove architectural barriers (improvement of pavement surface, driveways, 'stop' button at pedestrian crossings);
  - improve public transport;
  - increase the availability of health services for elderly and dependent people.

The activities that will enable the elderly and dependent intergenerational integration can take place through senior volunteering, leisure time management, including care services, psychological support, free computer access to the Internet, physical activity with bicycle participation, workshops and workshops as well as clubs and meeting places.



**Annex 1.**

**Survey template on the expectations of introducing social and health services in the municipality of Rawicz**

Questionnaire.....

**Ladies and Gentlemen,**

I am asking you to fill in this questionnaire anonymously. Answers to the following questions will be very helpful in developing the needs and expectations of introducing new forms of social and health services in the Rawicz Commune.

**Filled out surveys should be submitted on time  
until July 15, 2019 in:**

the secretariat of the Municipal and Communal Social Welfare Center MGOPS in Rawicz

- questionnaire filled out by yourself
- a survey completed by a carer of a dependent or disabled person

Replies in the survey should be marked with the "X" sign

1. Do you think that access to the care services provided by public institutions in the commune is sufficient? Please, justify the answer.

- Yes
- No
- Don't know

.....  
.....

2. If you use support in the form of care services, this support is provided by...? You can select more than one answer.

- Public institutions
- Private entities
- Neighbors
- Others (what?).....



3. What kind of support in the form of care services and social services do you use? You can select more than one answer.

Care services (help in meeting the necessary needs, eg shopping, cleaning, feeding etc.)  
Specialized care services (tailored to the individual needs) e.g., physiotherapists' services  
Specialist counseling, e.g. legal and psychological

- Social work
- Other forms (what?).....

4. Are you interested in using support in the form of social and health services aimed at, among others, health improvement?

- Yes
- No
- Don't know

5. What kind of support in the form of social and health services would you like to use? You can select more than one answer.

- Biofeedback therapy
- Snoezelen therapy
- Rehabilitation with the use of specialized equipment
- Special equipment rental
- Telecare
- Others (what?) .....

6. Do you use support in the form of participation in classes run by the Daily Social Care Home?

- Yes
- No

7. Do you use support in the form of participation from classes run by Senior Clubs in the Rawicz commune?

- Yes
- No

8. Is the number of places in the Daytime Social Assistance Center in the commune sufficient? Please, justify the answer.

- Yes
- No
- Don't know

.....



9. Is the number of places in the Senior Clubs in the commune sufficient? Please, justify the answer.

- Yes
- No
- Don't know

.....

10. Do you think that support in the form of supported housing should be provided in the commune? Please, justify the answer.

- Yes
- No
- Don't know

.....

11. Are you interested in using the support offered in the supported housing? Please, justify the answer.

- Yes
- No
- Don't know

.....

12. What kind of services should be provided by assisted housing? You can select more than one answer.

- Care services and specialist care services
- Social work
- Specialized counseling
- Help in moving, learning or helping in maintaining your fitness level
- Development of free time
- Other forms (what?).....



13. Do you have the occupational therapy workshops in your municipality?

- Yes
- No
- Don't know

14. Would you like to use the support in the form of occupational therapy workshops?  
Please, justify the answer.

- Yes
- No
- Don't know

.....

15. What form of support should the occupational therapy workshops offer? You can select more than one answer.

- Workshops, for example carpentry, ceramic, gardening, household, handicrafts, art
- Zajęcia teatralno-muzyczne
- Personal resourcefulness training
- Psychological care
- Physiotherapy
- Others (what?) .....

16. Do you encounter architectural barriers in the Rawicz commune?

- Yes – please, specify.....  
.....
- No
- Don't know

17. What actions should be taken / improved to make it easier for dependent people and people with disabilities in the Rawicz Municipality to live better?

.....

## IMPRINT

### 1. Gender

- woman
- man

### 2. How old are you? (Please, enter the years number)

.....



### 3. Marital status

- married
- widower/ widow
- divorced
- single

### 4. Do you live...

- alone
- with the family
- with the non-relatives

### 5. Education

- incomplete basic education
- basic education
- vocational education
- secondary education
- incomplete higher education
- higher education

### 6. Do you work?

- Yes
- No

### 7. Place of residence: city village

**Thank you for completing the survey!**  
Municipal and Communal Center for Social Welfare in Rawicz

#### GLOSSARY OF TERMS:

1. Daily social welfare homes (DDPS) - constitute a form of daily support in the form of caring and living services.
2. Supported housing - a form of social help preparing people staying there, under the care of specialists, to lead an independent life or replacing the stay in a facility providing 24-hour care.





3. Care services - include assistance in satisfying daily life needs, hygienic care, care recommended by the doctor and, if possible, ensuring contact with the environment.
4. Specialized care services - services adapted to special needs resulting from the type of disability or disability. They are provided by people with specialist professional preparation.
5. Specialist counseling - legal, psychological and family, is provided to individuals and families who have difficulties or show the need to support in solving their life problems, regardless of their income. Legal counseling is carried out by providing information on applicable social security regulations. Psychological counseling is carried out through the processes of diagnosis, prevention and therapy.
6. Social work - activities provided to improve the functioning of people in their social environment. It is conducted: with people and families to develop or strengthen their activity and independence in life; with the local community to ensure cooperation and coordination of the activities of institutions and organizations relevant to meeting the needs of community members.
7. Respite care - support of carers so that they can rest, being aware that their closest person is safe and has professional care.
8. Architectural barriers - all difficulties occurring in the building and in its immediate vicinity, which, due to technical or constructional solutions or conditions of use, make it difficult or difficult to move people with disabilities.
9. The Telecare system - various types of solutions whose task is to provide assistance to those in need in their place of residence. The Teleopieka system consists in responding to a threat situation and in the event of their occurrence, call for assistance or forwarding messages to the guardian.
10. Occupational therapy workshops (WTZ) - an institution that performs tasks in the field of social and occupational rehabilitation of disabled pupils. Therapy is carried out through occupational therapy.