

## TEMPLATE N°1: IDENTIFICATION OF GOOD PRACTICES BY HOST ORGANISATION

**Template N°1** facilitates the description and identification of the good practices that will be presented by the host organizations during the TRIADÉ project. These good practices should endorse the main aim of the project, i.e. the good practice(s) focus on the enhancement of knowledge, skills, competences or attitudes of formal and informal caregivers for a more inclusive and community based care system.

**Template N°1** should be completed for each good practice that will be presented and/or shown by the host organizations. PLEASE, SEND THESE TEMPLATES TO ALL PARTNERS AT LEAST 2 MONTHS BEFORE THE ACUAL VISITS!

NAME OF HOST  
ORGANISATION/INSTITUTION

**TITLE OF THE GOOD PRACTICE**

Customer- and user surveys with Pict-o-stat, adjusted for people with intellectual disabilities or autism.

**GENERAL OBJECTIVE OF THE GOOD PRACTICE**

To increase the participation in the annual customer- and user survey, for people with intellectual disabilities or autism, by making it easier to answer questions about the help they get from the municipality.

To make communication and planning easier for people with intellectual disabilities or autism by using an ipad.

**MOTIVATION FOR CHOOSING THIS GOOD PRACTICE**

**SHORT DESCRIPTION OF THE GOOD PRACTICE (+/- 500 WORDS)**

Every year we do customer- and user surveys where we ask our customers/users what they think about our work and how they feel about the help and support they get. The main purpose of these surveys is to give information to the municipal citizens, provide basis for the citizens to make choices and provide basis of learning and idea development for the organization.

The surveys are based on questions in writing or pictures and sound, depending on the target group. We use a method called Pict-o-stat for those with intellectual disabilities or autism, where we can adjust the difficulty level in the survey with pictures, sound (where a voice reads the question) or movies. Those who answer the Pict-o-stat survey often use an Ipad, but the answering is possible to do on any other smartphone or an ordinary computer as well.

Our project to test using Ipad with Pict-o-stat for customer- and user surveys started in 2015. With this way of adjusting the questions, to make it easier for our customers to understand them, made a difference for the response rate. The response rate for people who live in service departments went up from 64 percent to 85 percent. The response rate for people in day centers went from 62 percent to 82 percent. In all our groups the response rate were higher using the Pict-o-stat method than ordinary questionnaires with text only.

Within Functional Support, some customers use apps in the ipad or

iphone to plan and clarify what to do during the day. It may be that you add an image to the store in the app, click on the image and the shopping list will be displayed. Some persons need clearer information about how and what to wash in the laundry room.

We use apps that make it easier to cook, clear instructions how to do - the feeling of doing things yourself is a boost to self-esteem!

---

<b>DESCRIPTION OF TARGET GROUP</b>	People with intellectual disabilities or autism, living in service residence or group residence and/or being in day centers in the municipality of Karlstad.
<b>MEANS/MEHODES OR TOOLS USED</b>	Computer program called Pict-o-stat Ipads, iphones or computers Individual adjustments of questionnaires Involving the staff to work with the survey and support the respondents
<b>SKILLS INVOLVED FOR THE CAREGIVERS</b>	Knowledge and understanding about individual customizations.
<b>ATTITUDES INVOLVED FOR THE CAREGIVERS</b>	Positive attitude to new technology.
<b>RESOURCES NEEDED</b>	
<b>NOTES</b>	

---