



AskSARA Service Definition Document

About the DLF

Celebrating our 50th anniversary in 2019 and since 2014 part of Shaw Trust, the DLF is a UK charity whose mission is to provide impartial information, advice and training on equipment for independent living. Our goal is to reach 5 million older and disabled people annually by 2022.

Our services include Living Made Easy <https://www.livingmadeeasy.org.uk/> , AskSARA <https://asksara.dlf.org.uk/> and Youreable <https://www.youreable.com/> for the public and DLF-Data <https://www.dlf.org.uk/content/dlf-data> and DLF Training & Conferences for healthcare professionals. Our telephone helpline is open from 10 am to 4pm on weekdays, please call 0300 999 0004.

DLF has *Independent Living Leads* in key regions of the UK and this team works to promote the charity's services to the public as well as supporting licensees and sharing best practice – see later for contact details.

Introduction

There are a number of ways in which the public can search for suitable equipment to help them live independently, an AskSARA licence looks to address those scenarios and therefore deals with:

- **Creation of local versions of AskSARA carrying the licensee's identity and local signposting content**
- **Triage of needs so that those that need a formal assessment are directed to do so**
- **Clear pathways through local content to community equipment and other support programmes**
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Background to AskSARA

AskSARA ('self assessment rapid access') was initially developed by DLF in 2004-06 with support from the Department of Health. Since that time it has seen a roadmap of new features including new topics, case studies and supplier ratings.

The questions, answers and advice contained in the reports generated by users of the tool are OT-authored and governed by the NHS's Information Standard <http://www.theinformationstandard.org/>. Suggestions from OTs and other healthcare

professionals on improvements are managed by us in compliance with the Information Standard such that the tool is in continuous improvement.

AskSARA currently covers *90+ topic areas*; during 2019 further topics will be introduced including equipment for dementia. All updates and new topics are automatically provided to licensees as part of our quality programme.

Users of AskSARA are also accessing DLF's central product database 'Living Made Easy', the largest of its type in Europe containing detailed information about over 10,000 products from *over 950 national suppliers*.

DLF runs a 'national' version of the tool and also licenses a range of organizations so that they can offer a branded version with extra bespoke content and signposting. DLF hosts and maintains all these versions on its server and any running updates needed by licensees are implemented by DLF and covered by the annual license fee. Licensees link seamlessly to the AskSARA tool from their own websites.

What does AskSARA do?



AskSARA is an online guided advice tool hosted by DLF. Users work through topic-based question sets to produce a multi-page tailored report based on the answers they have provided, this can be emailed, shared or printed. Whilst in the live report online they can follow live links to DLF's databases of products and suppliers.



Its key features include:

- Guidance and OT-authored advice about the types of equipment that meet the service user's needs from bathing equipment, toileting equipment, equipment for use in the bedroom through to preparing meals and drinks and eating and drinking. There are over 90 topics to choose from.
- Once an equipment type is identified, AskSARA links live to Living Made Easy which shows a range of suitable products within the type, thereby giving the user information and a range of choices. Whether the service user is self-purchasing an item of equipment or adding to what has already been provided, this information empowers them to select equipment that meets both their needs and their taste preferences. This may involve them selecting equipment with extra features or a more aesthetic design.
- The database of product and suppliers that backs this function is the largest of its type in Europe; over 950 suppliers keep their product details listed with DLF.

The following screen shot shows an extract from a report recapping the answer the user provided and advising suitable product-types

Case studies Quick questions Equipment complaints

Dudley living well, feeling safe online

Home Your health **Your home** Daily activities View 4 reports

Home » Your home » Garden and home entrance » The front door

The front door

Print report Email to a friend Feedback

Thank you for taking the time to use AskSARA.

1. Do you have security or safety chains on your front door?

You Answered: No

Security or safety chains

Having a safety chain on your door is a good start to improving safety but many people forget to use it and therefore would not be able to prevent someone forcing their way into their home. If you find you forget to use the chain you could write yourself a note to remind yourself and place it on the door frame or purchase a memo minder which you can set up to play a short recorded message (such as 'Don't forget to put the door chain on') every time you walk up to the door.

You can get further advice on home security from the Crime Prevention Officer based at your local police station.

Links :
Metropolitan Police www.met.police.uk/crimeprevention
Neighbourhood Watch <http://www.ourwatch.org.uk/>

Related products

Prompts which display or play a message

The 'Related products' links routes to pages showing a list of suitable products

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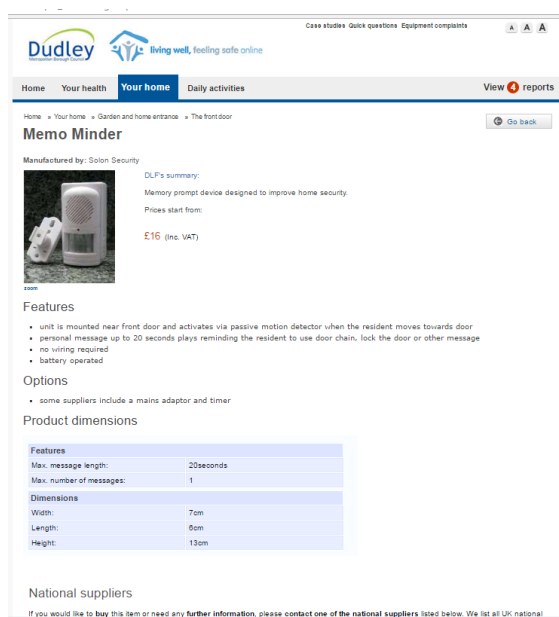
Go back

Prompts which display or play a message

The devices and caging facilities in this section are intended to remind or prompt users and alert them to a routine, task or activity. For example, to take medication, make a telephone call, attend an appointment or event. They may display a short message, play pre-set messages or play user-recorded messages. Some are portable in size and weight. Depending on the model the messages are triggered either by movement in front of the unit or at preset times.

Product name	Price	DLF ratings
Memo Minder By Solon Security Memory prompt device designed to improve home security. Comprises unit is mounted near front door and activates via passive motion detector when the resident moves towards door: personal message up to 20 seconds plays reminding the resident to use door chain, lock the door or other message: no wiring required; battery operated. Options: some suppliers include a mains adaptor and timer...	Price from £16 (inc. VAT)	Information quality
Memo Minder Plus By Solon Security Two-direction movement sensor, which announces two pre-recorded messages. Comprises: detects the direction of movement and plays two separate messages according to whether movement is detected from the left or right; wall mountable; battery operated...	Price from £25 (Exc. VAT)	Information quality
Memrabel 2 By Medpage Ltd Tia Easylink UK Electric photo frame that can be programmed to provide alarm reminders with graphics, video or audio. Comprises: uses a memory card to retrieve pictures, videos or recorded audio files for playback at the programmed alarm times.	Price from £100 (Exc. VAT)	Information quality

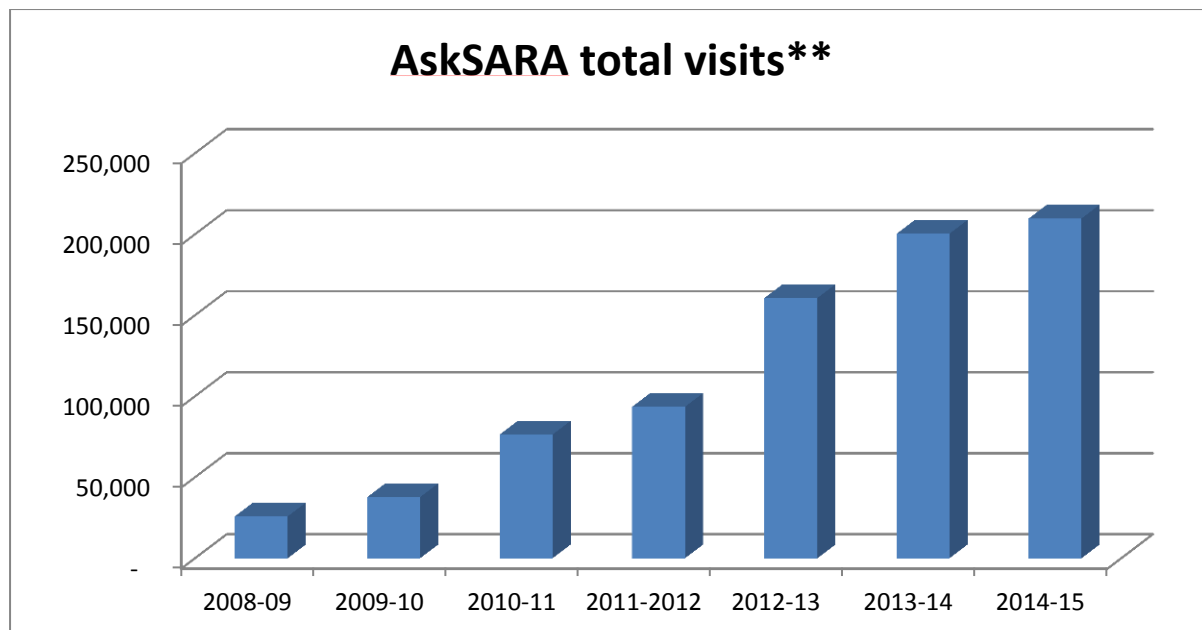
Drilling down further takes the user to dedicated product pages containing in-depth features information and possible suppliers



- Depending on the answers provided, the advice will sometimes start with a warning to seek an independent assessment. Licensees can then specify the pathway for this scenario and signpost it clearly.
- Once a specific item of equipment is selected AskSARA links to national suppliers providing still further choice, details and pricing.
- The service user can also search on our database of local suppliers. Using this local supplier feature, which is a separate list, the user can ring to ask if they stock, or can order the item.
- AskSARA can also provide information and signposting to local services including independent living centres, charity and voluntary services, handyperson and local transport options.
- DLF's Workbook makes a range of suggestions on adding links and also includes an open section to collate specific initiatives and programmes. Licensees are issued with a Workbook to help compile the content.
- There are a number of ways in which community equipment schemes can be promoted within the reports including a dedicated section with links.

Growth in usage

AskSARA has seen strong growth since its launch in 2008:



**Source: Google Analytics

User feedback reports show that the service is well-received (source: AskSARA built-in user feedback surveys):

- An equal proportion of users using AskSARA for themselves and those using it on behalf of someone else
- The vast majority find the tool useful as an aid and it identifies items of equipment that would be of use
- Many are looking at privately purchasing equipment
- Many are also using other support services as their next step for assistance
- The vast majority would recommend AskSARA to other users

Typical comments regarding users' plans included:

- *'Full of information that I hope will enable further support to my mother'*
- *'I will try and contact some of the suggested organisations'*
- *'Review the information you have given me, discuss some of the options with my Mum and then contact the council to discuss our thoughts, also review some of the products you have highlighted, get a copy of the information you have provided and use it as a check list.... Thank you a very good website'*
- *'To contact some of the mobility aid and assessment centres listed some of which I was unaware. The opportunity to try things out for my parent will be important to see if it's going to be suitable. Thank you.'*

DLF recommends including this user satisfaction survey feedback in any custom version.

A programme of continuous development

DLF is committed to the ongoing development of AskSARA. Since its launch the tool has undergone extensive development in a number of areas including:

- ✓ An improved, user-friendly intuitive navigational interface which provides ease-of-use with greater accessibility
- ✓ A complete review and total redevelopment of its coding to make the system more disabled-accessible, to enable full compatibility with screen readers and compliance with W3C guidelines
- ✓ Updated help, advice and product suggestions – this is an ongoing programme
- ✓ The addition of new topics including 'using a computer', 'sweeping floors & vacuuming' and 'hobbies & leisure'
- ✓ Increased signposting to local and customised versions of AskSARA from the national version
- ✓ The introduction of a ratings system within Living Made Easy (unique to DLF) that provides guidance on the standard of information provided by the manufacturers and suppliers

During 2019 AskSARA will be updated to be mobile-responsive based on a mobile first approach and there will be further improvements to the user-generated report format.

Current licensees of AskSARA

A number of Local Authorities and commercial bodies license AskSARA. Some of these are listed below.

- Bolton MBC
- Cornwall Council
- Dudley MBC
- Gloucestershire CC
- Gwent (pan regional)
- Jewish Blind & Disabled
- LB Bexley
- LB Croydon
- LB Enfield
- LB Haringey
- Medequip (3 versions)
- Newcastle CC
- Newport CC
- North Yorkshire County Council
- NRS Healthcare (13 versions)
- People First

References can be provided on request.

Reporting & insights

DLF provides a range of reporting including:

- Google Analytics for each version
 - Entrances, geography, new / repeat, devices used, browsers used
- Server statistics
 - Reports generated, topic mix
- User satisfaction survey results
 - Satisfaction, user / carer, location, next planned step, other bespoke questions

Reporting is typically provided monthly, quarterly or ad hoc.

A sample report can be provided on request.

DLF-Data

Based on the former Hamilton Index the OT profession's bible for many years, DLF-Data <https://www.dlf.org.uk/content/dlf-data> is an online tool for internal use within organisation prescribing suitable equipment. A subscription-based service, it enables prescribers to identify suitable products, compare products on an equivalent basis and produce reports. Quicker than searching for products and then formulating a comparison it particularly supports prescribers looking for non-standard, unusual or special products.

Using DLF's central product database of over 10,000 products it provides a more technical view of those products.

DLF includes the cost of a multi-user subscription free bundled with any licences of two or more years.

During 2019 we will be consulting with users about further development and modernisation of this tool.

Project costs for AskSARA

DLF generally charges a one-off fee for development and testing of a new version of AskSARA along with annual licence fees.

Annual license fees contribute to the cost of maintaining the databases that support the tool, they also cover maintenance and hosting of your version on our server. The license fees run from go live and then on the anniversary date of the go live date for a version; the fees allow for a reasonable amount of requested changes to content. We endeavor to make any changes as quickly as we can and will always give you an indication of response times to make changes. Notice of changes is helpful. We reserve the right to quote for additional costs where they are deemed outside the normal level such as a redesigned look for the site.

Individual projects typically take 8-10 weeks from kick-off to go live. The first phase involves collation of content and visual references by the licensee, the second phase involves DLF creating a test version and the final phase deals with any changes needed.

IT support & service levels for AskSARA

The licensee will be given a single point of contact for account management, we will also issue contact details for the IT support team.

Changes to AskSARA

Requests to make amendments to a customised version of AskSARA must be provided in a written format and sent to DLF

Availability

DLF is responsible for its internet connection to AskSARA, and has an agreement with an ISP for 24 hour internet access. We aim to provide 90% uptime of AskSARA during working hours: 9.30 am – 5.00 pm Monday to Friday (except for public holidays), aggregated per quarter (running from the date of any Agreement).

Performance

We can give no indicative response times for external access, since these times are dependent on the equipment being used, the speeds at which the user's communications equipment operates, equipment in use at their Internet Service Provider, and general utilisation of the Internet network.

Response Times

For any queries or errors you report in relation to AskSARA, we will endeavour to respond by the next working day from the time we receive the report. However, we will endeavour to respond as soon as a technician is available. Response times will apply 9.30 am – 5.00 pm Monday to Friday (except for public holidays).

Reporting

Reports for customised version of AskSARA can be provided by DLF on written request.

Security

At DLF, AskSARA service data may be viewed only by authorised personnel. DLF uses industry standard security measures to prevent unauthorised access of any data contained within AskSARA.

Backup

AskSARA data is backed up daily.

Escalation

We have an escalation procedure.

Disaster Recovery

In the event of system failure which requires restoring from a backup, we will endeavour to achieve recovery within 24 hours.

Independent Living Leads

Please contact your local DLF Lead to discuss the charity's work in your region and find out more about our services. When unavailable, please contact Edward Duckworth
Edward.duckworth@dlf.org.uk or 0207 289 6111:

London and SE England

Melanie Poyser

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About DLF

DLF has been providing impartial information and advice - for 50 years – to health and social care professionals and older and disabled people, their families and carers. Part of Shaw Trust since November 2014 we offer a range of services nationally

- For the public:
 - www.livingmadeeasy.org.uk
 - Reached 1 million+ visitors in 2018
 - 10,000+ products from 950+ manufacturers and suppliers
 - Advice & Factsheets
 - www.youreable.com
 - Peer to peer forum
 - 800k+ visitors in 2018
 - Telephone helpline
- For healthcare professionals:
 - DLF-Data
 - Subscription service for prescribers e.g. OTs
 - Training eg Trusted Assessor training – nationally accredited
 - Moving & Handling People conferences

With locations in England, Scotland and Wales our mission is to reach 5m older and disabled people and their carers by 2022 with information, advice and training about equipment for independent living.

DLF is part of Shaw Trust a registered charity England and Wales number 287785 and Scotland number SCO39856