

Appendix IIb

MEASURE OF PROCESSES OF CARE -SA (MPOC-SA) SESOTHO VERSION

Re batla ho utlwisisa le ho lekanya maikutlo le bophelo ba batswadi ba nang le ngwana ya nang le bokowa, jwalo ka thothomelo ya mmele e bakwang ke kgolofalo ya boko (cerebral palsy). Re na le thahasello haholo holo ho ho tseba ka ditjhebo tsa hao le maikutlo a hao mabapi le tlhokomelo le tshebeletso eo o e amohetseng nakong ya selemo se fetileng ho tswa sepetlele kapa tleliniking moo o yang teng bakeng sa kalafo.

Ho na le dipotso tse mmalwa tseo re batlang ho o botsa tsona. Dipotso tsena di mabapi le seo batswadi, ba jwalo ka wena ba re jwetsitseng sona ka tsela eo tlhokomelo le tshebeletso di fanwang ka yona ka nako e nngwe. Re na lethahasello ya ho tseba menahano ya hao ka bowena mme re ka leboha haholo ha o ka araba dipotso tsena. Ha ho karabo e nepahetseng kapa e fosahetseng. Ho bohlokwa hore o ikutiwe o lokolohile ho araba dipotso ka botshepehi bohle boo o ka bang le bona.

Bakeng sa potso ka nngwe, o hloka ho re jwetsa hore na ke ho fihla boemong bofe o bileng le diketsahalo kapa maemo a hlalositse. Dintlha tse 7 di bolela hore o bile maemong ana ka tsela e kgolo haholo, kapa boholo ba nako. Ntlha e 1 e bolela hore ha o a ba maemong ana ho hang. Ka mantswe a mang, ho phahama ha dintlha, ke sesupo sa hore o fumane maemo kapa sebopeho sena sa tshebeletso haholo. Dintlha tse 0 di bolela hore potso eo ha e o ame.

Dipotsong tsena, lentswe lena **batho** le hlalosa batho ba sebetsang ka kotloloho le wena kapa le ngwana wa hao ha a tlele kalafong. Le ka kenyeletsa bathapoli-ba-mmele (physiotherapists), baalafi-ba-mafu (occupational therapists), baalafi-ba-mathat-a-puo (speech therapists), basebeletsi ba kaho ya setjhaba (social workers), dingaka, baoki, jwalo jwalo.

Polelo e latelang ke mohlala wa mefuta ya dipotso tseo o tla di botsa. Mohlala ona o bontsha hape seo karabo ya hao e ka se bolelang.

Ke ho fihla boemong bofe boo motho ya o fileng lethathamoo lee la dipotso a

.....o hlaloseditseng hore na ke hobaneng a batla hore o nke seabo boithutong boo?

Ka tsela e kgolo haholo	Ka tsela e kgolo	Ka tsela e batlang e le kgolo	Ka tsela e bohareng	Ka tsela e tlase	Ka tsela e nyane haholo	Ho hang	Ha e nkame
7	6	5	4	3	2	1	0

Dintlha tse 7 di bolela hore motho ya o fileng lethathamoo lena la dipotso o hlalositse tsohle ka tsela e hlakileng le ho ba ntle haholo mme o utlwisisa hantle hore na ke hobaneng o nka seabo boithutong bona.

Dintlha tse 4 di bolela hore motho ya o fileng lethathamoo lena la dipotso o hlalositse dintho tse ding ka ho hlaka empa ho na le dintho tse ding tseo o sa hlakelwang ke tsona.

Ntlha e 1 e bolela hore motho eo ha a hlalosa letho ho wena ho hang mme ha o tsebe letho ho hang ka boithuto.

Dintlha tse 0 di bolela hore ha o a ka wa fumana lethathamoo la dipotso ho hang mme ka hona o ke ke wa araba potso. Potso ha e o ame.

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Nakong ya selemo se fetileng ke ho fihla boemong bofe batho ba latelang ba sebetsanang le ngwana wa hao ?	Bontsha hore ke hakae taba ena kapa boemo bo etsahalang ho wena							
	Ka tsela e kgolo haholo	Ka tsela e kgolo	Ka tsela e batlang e le kgolo	Ka tsela e bohareng	Ka tsela e tlase	Ka tsela e nyane haholo	Ho hang	Ha nkame
1. ba etsang hore wena, jwalo ka motswadi, o ikutlwe hore o etsa tshebetso e ntle mabapi le ho hlokomela ngwana wa hao? <i>make you feel that as a parent, you are doing a good job in looking after your child ?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>
2. ba buang le wena mme ba o bolelle seo ba se etsang ha ba alafa nwgana wa hao? <i>. talk to you and tell you what they are doing when they are treating your child ?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>
3. ba fanang ka sebaka se nang le tsotello ho na le ho o fa tlhahiso-leseding feela? <i>provide a caring atmosphere rather than just give you information - do they show love for your child?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>
4. ba shebanang le ditlhoko tsa ngwana wa hao “ka ho phethahala” (jwalo ka kelellong, moyeng le ditlhoko tsa ho phela le batho ba bang) ho fapana le feela ditlhoko tsa thepa? <i>. look at the needs of your “whole” child (e.g. mental, emotional and social needs) instead of just the physical needs? Do they help with equipment, making toys, etc ?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>
5. ba etsang bonnete ba hore bonyane setho se le seng sa sehlopha ke motho ya sebetsang le wena le lelapa la hao nako e telele? <i>make sure that at least one member of the team is someone who works with you and your family over a long period of time?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>
6. ba o hlalose tsang ka botlalo ka mekgwa e teng ya kalafo (jwalo ka diopareishene kapa dipolastara (samente) ho lelefatsa mesifa; tsebo ya ho ja le ho nwa ka nepo (gastronomy)? <i>. fully explain treatment choices to you (e.g., operations or plasters (cement) to make the muscles longer; gastrostomy?) i.e do they fully explain WHY they want to do certain things like operations or special tests to the child</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>

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7. ba o fang monyetla wa ho etsa diqeto mabapi le kalafo (ho fapana le ho o jwetsa feela hore “sena ke seo re tlang ho se etsa ngwaneng wa hao”)? . give you the opportunity to make decisions about treatment (rather than just tell you “this is what we will be doing to your child”)?	Ka tsela e kgolo haholo To a very great extent 7	Ka tsela e kgolo To a great extent 6	Ka tsela e batlang e le kgolo To a fairly great extent 5	Ka tsela e bohareng To a moderate extent 4	Ka tsela e tlase To a small extent 3	Ka tsela e nyane haholo To a very small extent 2	Ho hang Not at all 1	Ha nkame Not applicable 0
8. ba fanang ka nako e lekaneng ya ho bua hore o se ikutlwe o potlakisitse? provide enough time to talk so that you don't feel rushed?	Ka tsela e kgolo haholo To a very great extent 7	Ka tsela e kgolo To a great extent 6	Ka tsela e batlang e le kgolo To a fairly great extent 5	Ka tsela e bohareng To a moderate extent 4	Ka tsela e tlase To a small extent 3	Ka tsela e nyane haholo To a very small extent 2	Ho hang Not at all 1	Ha nkame Not applicable 0
9. ba o tshwarang jwalo ka molekane le bona ho fapana le feela jwalo ka motswadi wa mokudi (jwalo ka, hore ba se o bitse “Mme” kapa “Ntate”)? . treat you as an equal rather than just as the parent of a patient (e.g., by not referring to you as “Mom” or “Dad”)?	Ka tsela e kgolo haholo To a very great extent 7	Ka tsela e kgolo To a great extent 6	Ka tsela e batlang e le kgolo To a fairly great extent 5	Ka tsela e bohareng To a moderate extent 4	Ka tsela e tlase To a small extent 3	Ka tsela e nyane haholo To a very small extent 2	Ho hang Not at all 1	Ha nkame Not applicable 0
10. ba o fang tlhahiso-leseding mabapi le ngwana wa hao e sa fetoheng dipakeng tsa ya batho ba tllileng pele le ba latelang? . give you information about your child that is the same from one person to the next?	Ka tsela e kgolo haholo To a very great extent 7	Ka tsela e kgolo To a great extent 6	Ka tsela e batlang e le kgolo To a fairly great extent 5	Ka tsela e bohareng To a moderate extent 4	Ka tsela e tlase To a small extent 3	Ka tsela e nyane haholo To a very small extent 2	Ho hang Not at all 1	Ha nkame Not applicable 0
11. ba o tshwarang jwalo ka motho ya ikemetseng ho fapana le motho “motswadi” feela wa ngwana ya nang le bokowa? treat you as an individual rather than as a “typical” parent of a child with a disability? (e.g. do they know your name; do they remember specific details about you and your child; are they interested in you as a person ?)	Ka tsela e kgolo haholo To a very great extent 7	Ka tsela e kgolo To a great extent 6	Ka tsela e batlang e le kgolo To a fairly great extent 5	Ka tsela e bohareng To a moderate extent 4	Ka tsela e tlase To a small extent 3	Ka tsela e nyane haholo To a very small extent 2	Ho hang Not at all 1	Ha nkame Not applicable 0
12. ba o hlalosetsang seo ba se etsang ka nako eo ba alafang ngwana wa hao? explain what they are doing during your child's therapy?	Ka tsela e kgolo haholo To a very great extent 7	Ka tsela e kgolo To a great extent 6	Ka tsela e batlang e le kgolo To a fairly great extent 5	Ka tsela e bohareng To a moderate extent 4	Ka tsela e tlase To a small extent 3	Ka tsela e nyane haholo To a very small extent 2	Ho hang Not at all 1	Ha nkame Not applicable 0
13. hlalosing seo ba batlang hore o se etse dipakeng tsa diketelo? explain what they want you to do between visits?	Ka tsela e kgolo haholo To a very great extent 7	Ka tsela e kgolo To a great extent 6	Ka tsela e batlang e le kgolo To a fairly great extent 5	Ka tsela e bohareng To a moderate extent 4	Ka tsela e tlase To a small extent 3	Ka tsela e nyane haholo To a very small extent 2	Ho hang Not at all 1	Ha nkame Not applicable 0
14. ba o jwetsang ka sephetho sa ditlhahlobo (jwalo ka diteko tsa kutlo, ho kgantshwa (scan) ha boko, di-Xray, videofluoroscopy?) explain and tell you about the results from assessments (e.g., hearing tests, brain scans, X-rays, videofluoroscopy?)	Ka tsela e kgolo haholo To a very great extent 7	Ka tsela e kgolo To a great extent 6	Ka tsela e batlang e le kgolo To a fairly great extent 5	Ka tsela e bohareng To a moderate extent 4	Ka tsela e tlase To a small extent 3	Ka tsela e nyane haholo To a very small extent 2	Ho hang Not at all 1	Ha nkame Not applicable 0

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15. ho o fa tlhahiso-leseding mabapi le mefuta ya ditshebeletso tse fanwang sepetlele kapa tleliniking kapa setjhabeng sa heno (jwalo ka ditsi tsa tlhokomelo ya bana motshehare)? <i>. give you information about the types of services offered at the hospital or clinic or in your community (e.g., referral to the dietician; day care centres in your area,)?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha e nkame <i>Not applicable 0</i>
16. ho kgona ho fumana tlhahiso-leseding mabapi le bokowa ba ngwana wa hao (jwalo ka se bo bakang, ka moo bo mpefalang ka teng, bokamoso)? <i>have information available about your child's disability (e.g., the causes, how it progresses, the future)? e.g. like a pamphlet, or posters on the walls</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha e nkame <i>Not applicable 0</i>
17. fana ka monyetla bakeng sa lelapa lohle ho fumana tlhahiso-leseding (jwalo ka matsatsi a bohle (open days), ho etela malapa, ho mema lelapa lohle ho tla le wena kalafong)? <i>provide opportunities for the whole family to obtain information (e.g., open days, doing home visits, inviting the rest of the family to come with you to therapy)?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha e nkame <i>Not applicable 0</i>
18. ba nang le tlhahiso-leseding e fumanehang ho wena ka mekgwa e fapaneng, jwalo ka dibukana, video, maqephe, jwalo jwalo. <i>have information (e.g. about day care centres, care dependency grants, how to find a school; or things to do with your child at home) available to you in various forms, such as pictures, booklets, video, pamphlets, etc</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha e nkame <i>Not applicable 0</i>
19. ba fanang ka dikeletso mabapi le ka moo o ka fumanang tlhahiso-leseding kapa ho ikopanya le batswadi ba bang (jwalo ka dihlopha tsa batswadi tse jwalo ka mokgatlo wa DICAG, kapa mekgatlo e meng ya batho ba dikowa) <i>provide advice on how to get information (e.g. about finding a school or getting a grant) or how to contact other parents (e.g., parent groups such as DICAG, or other disabled peoples organizations)</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha e nkame <i>Not applicable 0</i>
20. ba netefatsang hore o fumane monyetla wa ho hlalosa dingongoreho le dintho tse o tshwenyang ka ho fetisisa mabapi le ngwana wa hao?	Ka tsela e kgolo haholo <i>To a very great</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent</i>	Ka tsela e bohareng <i>To a moderate extent</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small</i>	Ho hang <i>Not at all 1</i>	Ha e nkame <i>Not applicable</i>

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<i>ensure that you have had the chance to explain the concerns and the things which worry you most about your child ?</i>	<i>extent 7</i>		5	4		<i>extent 2</i>		0
21. ba nkang dikgato mabapi le dintho tseo o buileng ka tsona kapa tseo o batlileng ho di tseba? <i>. follow-up on the things you discussed or wanted to know?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>
22. ba o fang ditlhaliso le maikutlo ka dintho tseo o ka di etsang tse nolofatsang ho tshwara le ho hlokomela ngwana wa hao? <i>give you suggestions and ideas of things to do which make it easier to handle and look after your child?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>
23. Ke ho fihla boemong bofe o ikutlwang hore o fumana se seng nakong e nngwe le e nngwe ya ketelo? <i>. To what extent do you feel that you gain something from every session ?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>
24. Qetellong, ke ho fihla boemong bofe o kgotsofetseng ka tshebeletso ya kalafo eo o e amohelang moo? <i>Finally, to what extent are you satisfied with the therapy service you receive here ?</i>	Ka tsela e kgolo haholo <i>To a very great extent 7</i>	Ka tsela e kgolo <i>To a great extent 6</i>	Ka tsela e batlang e le kgolo <i>To a fairly great extent 5</i>	Ka tsela e bohareng <i>To a moderate extent 4</i>	Ka tsela e tlase <i>To a small extent 3</i>	Ka tsela e nyane haholo <i>To a very small extent 2</i>	Ho hang <i>Not at all 1</i>	Ha nkame <i>Not applicable 0</i>