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**Example questions for people experiencing your care**

The questions below are based on the Care Inspectorate’s Quality Framework for Care Homes for Older People and Adults, which sets out the Care Inspectorate’s expectations about how care services should improve outcomes for people. The headings are from the key areas in the framework.

We are always keen to improve, and your honest feedback is very important to us.

Please tell us how we are doing and where we can make improvements, even if you feel these are only small things. We value all comments. If your feedback is not covered by the questions below, please use the box at the end of the form to tell us about this. Alternatively you can speak to any member of staff who will be happy to listen to what you have to tell us.

Key area

 **People experience compassion, dignity and respect**

1 – I am treated with respect.

Example questions and evaluations

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

2 – The staff know me well and know what is important to me.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

3 - I am involved in decisions about my care and if I want my family to be included, they can be.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

**People are supported to have a range of meaningful contacts within and outwith the service with others who are important to them**

4 – I am able to keep in contact with people who are important to me.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

5 – I can spend my time doing things that I enjoy, in a group or on my own.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

6 – I can go outside and spend time in the garden if I want.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

**People experience the right healthcare from the right person at the right time**

7 – If I am unwell, staff can recognise this and help me get the right help.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

8 – I can move around as much as I am able to, and staff encourage me to do this.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

9 – I enjoy the meals, and I can choose the food I want.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

**The skill mix, numbers and deployment of staff meet the needs of people**

10 - There are enough staff, and if I need help with something, staff are available quickly.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

11 – Staff have the time to talk with me.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

12 - The staff are familiar faces.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

**Leadership is having a positive impact on staff**

13 - I see or hear from the manager and senior staff often.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

14 – Staff seem confident, relaxed and happy to be at work.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
|  |  |  |  |  |  |

If there are specific areas you think we could improve on, please provide some detail below.

|  |
| --- |
|  |

If there is anything else you’d like to add, please use the box below.

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