Logo, company name

Description automatically generated

**Example questions for support services staff**

The questions below are based on the Care Inspectorate’s quality framework for support services, which sets out their 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.  If you have feedback not covered by the questions below, please use the box at the end of the form to tell us about this. Alternatively, you can arrange to speak with a manager.

Key area

**People experience compassion, dignity and respect**

Example questions and evaluations

1 – We treat people with dignity and respect.

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

2 – We know the people that we support and know what is important to them.

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

3 – We always make sure that we involve people and their families/representatives in decisions about their support, where appropriate.

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

**People experience the right support from the right people at the right time**

4 – We work well with other health and social care professionals.

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

5 – I know when to report a concern about someone’s safety or wellbeing, and who to report it to

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

**Leadership and staffing arrangements ensure the necessary systems and resources are in place to prevent the spread of infection**

6 – I feel confident that I have enough knowledge about infection prevention and control to do my job and to keep myself and others safe from the risk of infection.

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

**Staffing arrangements are right, and staff work well together**

7 – We have enough time to support people in the ways that are important to them and we work well together.

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

8 – Generally, I have a regular group of people who I support and we provide good continuity.

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

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

9 - The management team provide good support and there is good communication.

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

10 – I feel confident in my work and role.

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

**Staff competence and practice support improving outcomes for people**

11 – I feel I have the right skills and knowledge to undertake my work and role.

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

12 – There are regular training and development opportunities which helps me keep up to date with good practice.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **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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