****

**Example questionnaire for visiting professionals (care home for children and young people)**

We would welcome your feedback on our service. Your honest feedback is very important to us and we value all comments. 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 speak to us directly.

1 – The staff know the children and young people well.

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

2 – The service works well in partnership with you and carries forward agreed plans for children and young people?

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

3 – Staff provide a welcoming, nurturing environment.

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

4 – We can see staff using best practice guidance effectively and they appear confident in what they are doing.

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

5 – Where possible, families and people important to children and young people are routinely involved in a meaningful way in their child’s care and development.

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

6 – Children and young people are safe in the service.

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

7- Children and young people are seen to be having fun.

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

8 - The service environment feels well cared for and homely.

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

9 - The resources are varied, high-quality, age appropriate and engaging for the children and young people.

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

10 - Everyone seems clear in their roles and work together well to provide a positive culture and quality care.

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

11 - There are always enough staff to welcome children and young people and meet their needs.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| 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.

|  |
| --- |
|  |