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**Example focus group plan with people using the service**

Consider the optimum number of people to be involved, plus staff. Are staff needed to support communication or engagement? If not, minimise the number of staff involved to encourage people to express their views freely.

Consider the feasibility of independent facilitation, for example an advocate, volunteer or relative. Use [communication aids](https://abilitynet.org.uk/factsheets/communication-aids-0), where appropriate, and consider how people can express their views if they are unable to do so verbally.

This focus group was attended by:

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| xx people who use the service and xx staff |

This group will look at how people are involved in developing and reviewing their personal plans – using the key area ‘people are involved in directing and leading their own care and support’.  
  
Three questions from this key area:

I am involved in writing and updating my personal plan and know where it is.

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

I am involved in or can contribute to any meetings that happen about my care and support.

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

Staff listen to me when I have something to say about my care and support.

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

The group will use cards to vote on each question, and we will then agree on an overall evaluation for each one.

We will discuss what ideas people have to make improvements, and what comments people made, and record them here:

Consider what works well and what could be done better.

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