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**Example questions for the relatives or friends of people using your service**

The questions below are based on the Care Inspectorate’s Quality Framework for Support services (care at home and supported living models of support), 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 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 phone and speak to us directly.

Key areaarea

**People experience compassion, dignity and respect**

Example questions and evaluations

1 – My relative is treated with dignity and respect.

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

2 – The staff know my relative well and know what is important to them.

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

3 – The staff include me in important decisions about my relative’s care (where appropriate).

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

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

4 – My relative gets appropriate support from other health and social care professionals outside the service when they need it.

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

5 – Staff encourage and support my relative to move around as much as possible.

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

6 – Staff recognise when my relative is unwell and communicate this effectively in order to get the right care and support for them.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**People are protected because staff take all necessary precautions to prevent the spread of infection**

7 – If staff need to wear masks, gloves and aprons (PPE), they explain why they are wearing these.

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

**Staffing arrangements are right, and are responsive and flexible**

8 – Someone lets me know when there are changes to my relative’s support

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

9 – The support workers are familiar faces

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**Quality assurance, including self-evaluation and improvement plans, drive change and improvement where necessary**

10 - The office staff contact me regularly and ask me how my relatives support workers are getting on

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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11 – If I am not happy with my relatives support, I am listened to and can suggest changes

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

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

12 – Staff seem knowledgeable about the people they are supporting, and confident in their role.

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

17 – The staff team work well together, communicating key information about my relative as necessary.

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

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

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

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