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**Example questions for staff**

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.

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 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 arrange to speak with a manager.

Key area

**People experience compassion, dignity and respect**

Example questions and evaluations

1 – We treat people with 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 involve people and their families in decisions about their care and treatment.

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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 – We support people to keep in contact with those who are those important to them.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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5 – We understand the rules on visiting so that families can visit their relatives safely.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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6 – We make sure that people can spend their time doing things that they enjoy, in a group or on their own, including getting to spend time outdoors if they want, for example in the garden.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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**People experience the right healthcare from the right person at the right time**

7 – We work well with community nursing staff, GPs, and other health and care professionals.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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8 – We encourage people to be as active as possible.

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| --- | --- | --- | --- | --- | --- |
| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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9 – I know when to report a concern about someone’s safety or wellbeing, and who
to report it to.

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

**Leadership and staffing arrangements ensure all necessary precautions are taken to prevent the spread of infection**

10 – 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.

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| Unsatisfactory | Weak | Adequate | Good | Very good | Excellent |
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11 – I know how to put on and take off my PPE, and how to dispose of these items safely.

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

12 – I know what the signs and symptoms of Covid-19 or other infectious diseases
are, including the different ways it presents in older, frail people or those with complex needs.

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

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

 13 - There are enough staff, and we work well together.

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

14 – I have time to spend talking with people when it’s important to them.

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

15 – When there are agency staff on duty, we work together with them, so they know what to do.

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

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

16 – I feel confident in my work and role.

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

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

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| --- | --- | --- | --- | --- | --- |
| 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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