

How good is your care?

Please tell us what you think of your support.

This is called care at home support.



Questions



1. What do you think about it?

Good

Bad

Not sure

Some questions about your support



We are called the **Care Inspectorate**.



We check your support is right for you, is good and safe.



We want to know what you think of your support.



There are some questions for you to answer in this form

Please answer the questions if you can.



You can leave some questions if you do not want to answer them.



Then please send this form back to us with your answers.

There is an envelope that comes with this form.



You can use the envelope to send us back your answers. You **do not** need a stamp.



This form is only to find out what you think of your support.

You cannot make a complaint about your support using this form.



A complaint is when you say you are not happy with your support.

If you want to complain about your support, you can go to our website or email us.



Our website is: www.careinspectorate.com



Our email address is:
enquiries@careinspectorate.gov.scot



We will keep your information private and safe.

The questions start on the next page.

Please tick one box for each question.





About you



1. Is someone helping you to fill in this form?

Yes

No

If someone is filling in this form for you please tell us who they are:

Friend, family or supporter

Support worker from the service

Someone from the Care Inspectorate



About your support

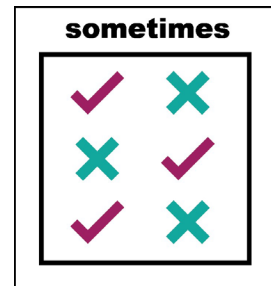
2. Are you happy with the support you get from this service?



Yes



No



Sometimes

3. Do you know who is coming to support you?



Yes



No



Sometimes

4. Do you know when the person supporting you will get there?



Yes



No



Sometimes



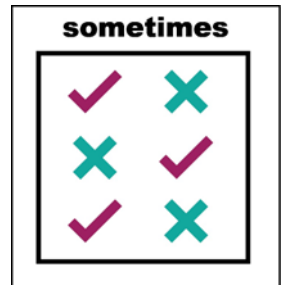
5. Does someone tell you if your support will be changing?



Yes



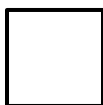
No



Sometimes

6. Can you help to make decisions about how your support service works

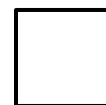
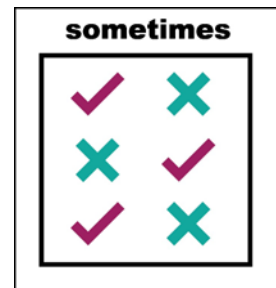
For example, can you go to meetings about how your support service works?



Yes

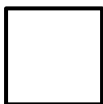


No

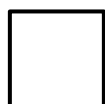


Sometimes

7. Can you help to choose new staff?



Yes



No



Not sure

8. Are you asked what you think of your support?



Yes



No



Sometimes

9. Do you know who to speak to if there are any problems with your staff or support?



Yes



No



Not sure

10. Do staff tell you what they have done about any problems you tell them about?



Yes



No



Sometimes



11. Do you know how to tell the Care Inspectorate if you are unhappy with your support?

We also look into problems that people have with their support.



Yes



No



Not Sure

12. Do staff have enough time to support you?

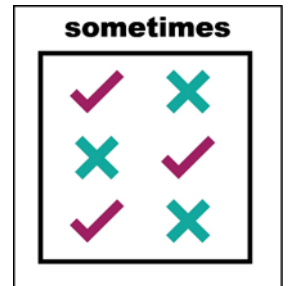


Yes

No

Sometimes

13. Do staff support you to do things for yourself?



Yes

No

Sometimes

14. Do staff support you to do things that are important to you?



Yes



No



Not Sure

15. Do you get on well with staff that support you ?



Yes



No



Sometimes

16. Do the staff who support you listen to you and treat you well?



Yes

No

Sometimes

17. Do staff know you well?



Yes

No

Sometimes



18. Do Staff respect your religion, culture and beliefs?



Yes



No



Not sure



19. Does your support plan help you to do things that you want?



Yes



No



Not Sure

20. Can you choose who else is involved in your support?

For example, you might want your family or friends to help you.



Yes



No



Not Sure

21. Can you help to make the plan about your support?



Yes



No



Not Sure

And can you help to check that the plan is working? This is sometimes called a review.



Yes



No



Not Sure



22. Is there anything else you want to tell us about your support?

Please tell us in the box below.

We will write a report about your support service.

We might use what some people say in the report.

But we **would not** use your name.

Thank you for answering our questions.



Are you happy for someone to contact you to find out more about what you think of your support?

This would be someone who works for the Care Inspectorate.



If you are happy with that, please tell us how we can get in touch with you on the next page.



We will keep your information private and safe.

We will only use the information to get in touch with you if we need to.

We will get rid of your information when we have finished checking your support service.



Your name



Your phone number



Your email address

Thank you.



How to get in touch with us

Phone us on 0345 600 9527



Email us at:

enquiries@careinspectorate.gov.scot



Our address is:

Care Inspectorate
Compass House
11 Riverside Drive
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Pictures by Photosymbols

Headquarters

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