

Information Gathering Tool

Service User and Carer Participation

Information gathering tool – service user and carer participation

We are changing how we regulate so that people who use care services, and their carers can be more involved in our work. We have produced this tool to help Care Commission officers promote participation among service users and carers. So that our participation approach really empowers service users and carers, we have developed effective practice for working with groups and developed our understanding of the theory and practice for effective community engagement.

Recording and analysing this information will show us how best to include views from service users and carers in our inspection reports. This, in turn will inform and influence our wider corporate planning processes. This links strongly with our Quality Assessment Framework (QAF). Service users and carers will be critical verifiers of the self assessments that service providers must submit to the Care Commission.

While there should be a drive towards an outcome focused approach, the quality statements and themes from the QAF will be the basis for discussion with service users and carers. This should help to promote national consistency. This tool enables discussion and recording of individual and collective outcomes for service users and carers.

The five principles from the Better Regulation Task Force are met by being:

Proportionate – ensuring that people who use social care are invited to participate in ways that respect their time and circumstances and maximise their opportunities for contributing.

Accountable – helping people who use social care to own their participation, make informed suggestions and decisions and to shape the nature of their involvement.

Consistent – ensuring that initiatives to increase participation in different areas of social care are consistent with one another.

Transparent – making information available in a variety of formats and ensuring that participants understand what is expected and what their participation can achieve.

Targeted – minimising burdens on participants and avoiding duplication and omission of opportunities to participate.

Note: Group methods can promote group interactions which help to facilitate discussions and explore issues in greater detail and in a collective way. CCO's can use the themed prompts to direct the group's discussion. However, the discussion should be allowed to be as free flowing as possible. CCO's should promote discussion on all the key points so that the approach is consistent. Key issues should be recorded as agreed by the group at the end of each discussion. These will be recorded as 'strengths' and 'areas for development' on the recording tool.

Aim: To gather service users and carers views on the quality of care within the service in a participative way which fully engages and empowers the group.



Part one

Introduction to the National Care Standards, Quality Themes, Quality Statements and the Provider Self Assessment Process

Number of people attending

Carers	
Service users	
Advocates	
Other	

Notes or comments from introduction



Part two

1. Quality Theme – Quality of Life

General discussion prompts

Individual care and support – personal care plans, needs assessments, key workers, risk assessments.

Health – health assessments, food and nutrition, preventative screening, medication, infection control, mental health and well being. This may only apply to certain services.

Choice and individual outcomes – personal aspirations on care plan, activities, menus, key days, including religious days, finances, community and friends links, outings, dress, confidentiality.

Communication – needs recorded, life history books, staff and management communication with service users and carers.

User and carer involvement – participation, how do views influence service, access to advocacy.

Quality Theme – Quality of life

Strengths – key points

1.

2.

3.



Additional comments

Quality Theme – Quality of Life

Areas of development – key points

1.

2.

3.



Additional comments

2. Quality Theme – Quality of Environment Quality Theme – Quality of Information *

General discussion prompts

Information – usefulness of introductory packs, introductory visits, written agreements) * this is the only discussion area if the theme is quality of information.

Safety – do service users feel safe? Do carers feel that their relatives are safe? How? Levels of cleanliness, levels of staff, appropriate risk planning.

Environment – What is it like living in the care home? bedrooms, communal areas, choice vs risks, heating, cleanliness.

Privacy – physical environment, staff values, personal items, keys.

Quality Theme – Quality of Environment/Information

Strengths – key points

1.

2.

3.



Additional comments

Quality Theme – Quality of Environment/Information

Areas of development – key points

1.

2.

3.



Additional comments

3. Quality Theme – Staffing

General discussion prompts

Staff quality – how do staff communicate, value, respect, protect and provide choice to service users? Staff turnover, sufficiently trained?, Do staff support inclusion and wellbeing?

Quality Theme – Quality of Staffing

Strengths – key points

1.

2.

3.

Additional comments



Quality Theme – Staffing

Areas of development – key points

1.

2.

3.

Additional comments



4. Quality Theme – Quality of Management and Leadership

General discussion prompts

Management – how do management communicate, value, respect, protect and provide choice to service users? How do they act on complaints and comments? Are the aims and objectives clear? Do you feel that the management are up-to-date in providing the service.

Leadership – do you feel that the owner/management provide good leadership, steering the service in a way that gives you confidence?

Quality Theme – Quality of Management and Leadership

Strengths – key points

1.

2.

3.



Quality Theme – Quality of Management and Leadership

Areas of development – key points

1.

2.

3.

Additional comments



Overall Rating

Discussion required on whether there is verification of providers self assessment grading on service user and carer participation

Comments

■ HEADQUARTERS

Care Commission
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 01382 207100
Fax: 01382 207289
Lo-call: 0845 603 0890
enquiries@carecommission.com
www.carecommission.com

■ REGIONAL OFFICES

■ CENTRAL EAST

Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 01382 207200
Fax: 01382 207288
Lo-call: 0845 600 8331

■ CENTRAL WEST

4th Floor
1 Smithhills Street
Paisley
PA1 1EB
Tel: 0141 843 4230
Fax: 0141 843 4289
Lo-call: 0845 600 8334

■ NORTH

Johnstone House
Rose Street
Aberdeen
AB10 1UD
Tel: 01224 793870
Fax: 01224 793899
Lo-call: 0845 600 8332

■ SOUTH EAST

Stuart House
Eskmills
Musselburgh
EH21 7PB
Tel: 0131 653 4100
Fax: 0131 653 4149
Lo-call: 0845 600 8335

■ SOUTH WEST

Princes Gate
Castle Street
Hamilton
ML3 6BU
Tel: 01698 208150
Fax: 01698 282162
Lo-call: 0845 600 8336