

Market: UK	Authorised: _____	Date: _____	Page 1
MONITORING SERVICE USERS' FEEDBACK REGARDING THE CARE SERVICE Version 5.0e Last Up-dated 01 April 2010 ©GMP Systems, Year 2010			

This Policy summarises the arrangements within the Home for assessing the satisfaction of the resident as the principal service user regarding the Care Services provided. This will provide an essential indicator regarding the Home's achievement of its Quality objectives:

- Monitoring service user satisfaction is considered to be an important indicator as to whether the Home is achieving its objectives in delivering a quality Care Service. The Home will attempt to monitor this through the use of questionnaires which will be distributed to service users and also to their relatives and visitors to the Home (ref Policy No 211).
- A questionnaire for completion by the service user will be designed to address the service user directly, and to be as user-friendly as possible. It will focus upon the following key elements of the Care Service as perceived by the service user:

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| <ul style="list-style-type: none"> ● <i>The Staff in the Home</i> ● <i>Your Daily Care</i> ● <i>Comfort, Cleanliness & Convenience</i> ● <i>Our Planned Social Activities</i> ● <i>Our Laundry Service for your Garments</i> ● <i>Our Food & Catering Services</i> ● <i>Your Democratic Rights</i> ● <i>Your Privacy & Independence</i> ● <i>Health & Safety within the Home</i> |
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- A blank questionnaire is allocated to each service user. Where the service user is able to, he / she will be encouraged to complete it himself / herself. Where the service user may require assistance, then this can be achieved through the Keyworker, a member of the Senior Care Staff, or by the service user's advocate, according to the service user's wishes.
- If, for reasons of a service user's physical or mental impairment, it is not possible to include that service user in the feedback process, i.e. service users' involvement in the running of the Home is restricted, then attempts will be made to ascertain views through the service user's relatives or carer. In all cases, the outcomes will be recorded on the blank questionnaire allocated to that service user.
- As far as work-load permits it is the Home's objective to obtain feedback from at least one service user per week. This will be done on a rotating basis ensuring that ultimately all service users' views are obtained. Service users' relatives / families are encouraged to help in the completion of the questionnaires as they wish.
- Completed questionnaires are forwarded to the Proprietor for assessment and are reviewed at Staff Meetings.
- Summaries of the questionnaire will be reviewed at the 6-monthly Quality System Management Review Meetings in respect of any action that may be required and in assigning responsibilities and target dates, ref. Policy No 209.

FORMS REFERENCES: