

## Friends, Relatives and Advocates Survey

Date:	Requested due date:
Name:	Relationship to Service User:
You are not required to complete the above information. You may complete either name or relationship to Service User, or neither if you wish to remain anonymous.	

Please read the questions below and place a tick ✓ or ✗ cross at the grade you feel we perform. This will help us improve and raise the standards.



**Inadequate**  
1 Score



**Requires Improvement**  
2 Score



**Good**  
3 Score



**Outstanding**  
4 Score

### 1 Is the service Safe?







Any equipment I see staff from CENTRAL SUPPORT LTD using is well maintained				
There are enough staff to make sure the person important to me receives a reliable service that is not rushed. Staff have the right mix of skills to make sure they are kept safe				
I feel confident their belongings are safe and secure				
I know how to raise concerns about issues I may observe				
Staff give medicine according to the Care Plan and it is stored correctly and safely				
The person important to me is kept safe and protected by staff, but also, they have as much freedom as possible to do the things they want to do				
Staff protect their dignity and human rights and respect them as an individual				
The person important to me is protected from being bullied, harassed, harmed and abused				
Staff deal with incidents and accidents quickly and openly				
Total	1	2	3	4

Score (for office use only)

Friends, Relatives and Advocates Survey

2





Is the service Effective?

				
	1	2	3	4
Staff have the right knowledge, qualifications and skills to carry out their role in providing the person who is important to me with the right care				
Where I have financial guardianship, I have been informed about the costs of the service including any extra costs				
When needed, I am involved in decisions about their care				
Staff make sure the person important to me gets the right food and drink, and that they have enough of it				
I am regularly asked for my views about the service the person important to me receives, and my feedback is consistently good				
Total	1	2	3	4

Score (for office use only)

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3 Is the service Caring?

				
	1	2	3	4
I can visit the person important to me whenever they would like and I am welcomed by SEVEN DAY GROUP LIMITED				
If the person important to me has communication challenges, I was consulted on their likes and dislikes				
I am encouraged to express my views about the service they receive				
Staff communicate with the person important to me according to their needs and wishes				
Staff communicate with me in the way I need them to				
The person I visit is supported to get the help they need when they need it, such as an advocate (people who can speak on their behalf)				
The staff team is caring and staff work well together				
Staff treat me with dignity, respect, kindness and compassion as well as the person important to me				
Total	1	2	3	4

Score (for office use only)

## Friends, Relatives and Advocates Survey

### 4 Is the service Responsive?



The treatment and support of the person who is important to me is set out in writing and tells staff what is needed to support them best

Where I have an activated lasting Power of Attorney, I am fully involved in decisions about their current and future care

The person important to me is helped by staff to keep up their hobbies and get involved in the community if they want to

They are helped by staff to not feel lonely and staff help them keep in contact with me and other family and friends

When they need to visit hospital, staff plan this well with them to make sure it goes as smoothly as possible

If I have any concerns and complaints, staff always take them seriously, investigate them thoroughly and respond to them in good time

Total

1	2	3	4

Score (for office use only)

### 5 Is the service Well-led?



I know who the manager is and anyone else in charge

Staff know what is expected of them and are happy in their work

Staff and managers work effectively with others who may be involved in caring for the person important to me, such as the local council

The managers know what they need to do and are always honest, including when things go wrong

I am asked for my views on the wider service and I feel included in how things will be different. The management communicates clearly to everyone, thinking about the way we will understand the message best

Total

1	2	3	4

Score (for office use only)

# Friends, Relatives and Advocates Survey

## Respecting My Privacy

If you wish, you do not have to declare your identity on this survey and you may return it anonymously

A member of staff helped me to complete this survey

I have been told that I can return this survey anonymously

I have been shown how to return this survey anonymously

I am satisfied that I can return this survey anonymously if I want to

Yes	No

### Comments

### FOR OFFICE USE ONLY

Date returned:

Total Score:

Tallied By:  
(initials)

### Notes