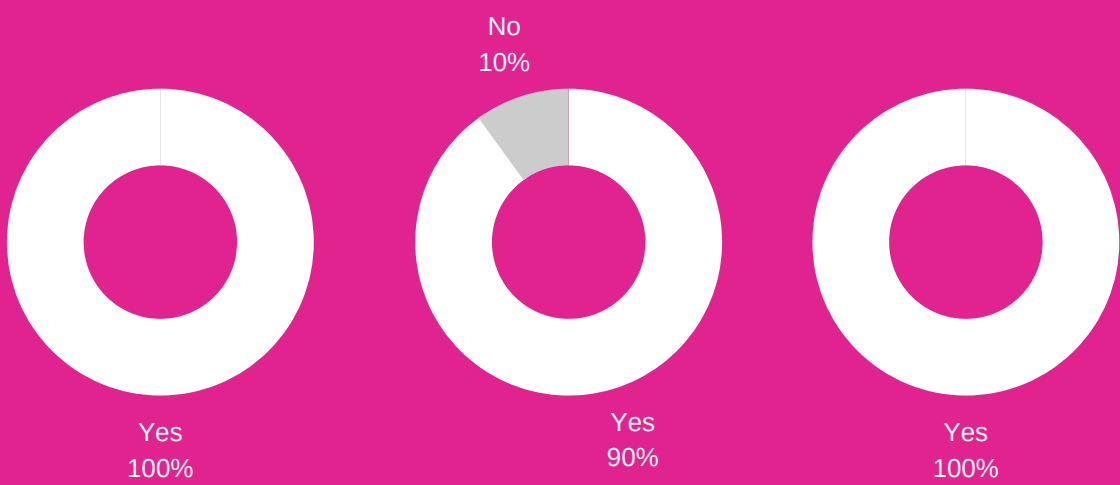


# SERVICE USER INFOGRAPHIC

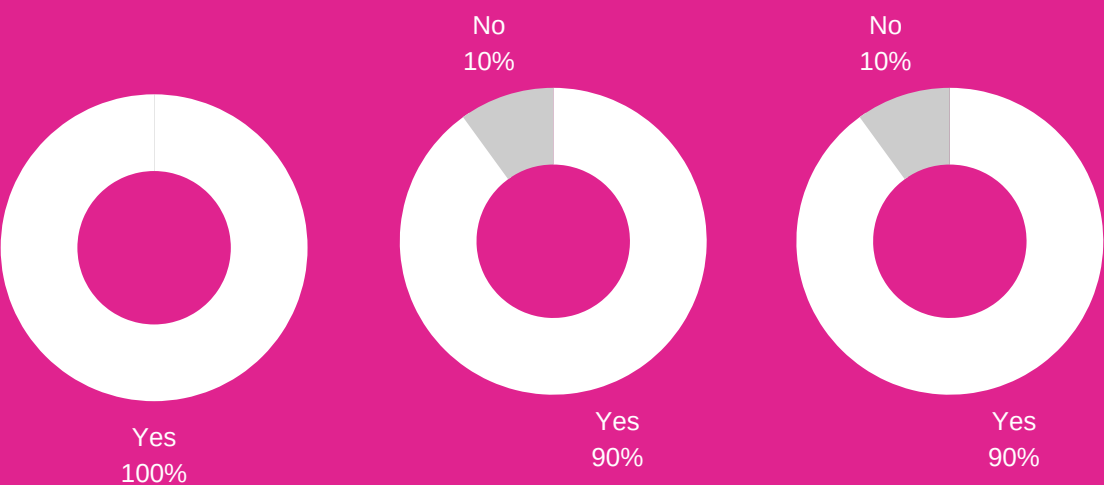
## THE QUESTIONS



**Do the staff arrive on time or within 15 minutes.**

**I am familiar with people providing my care.**

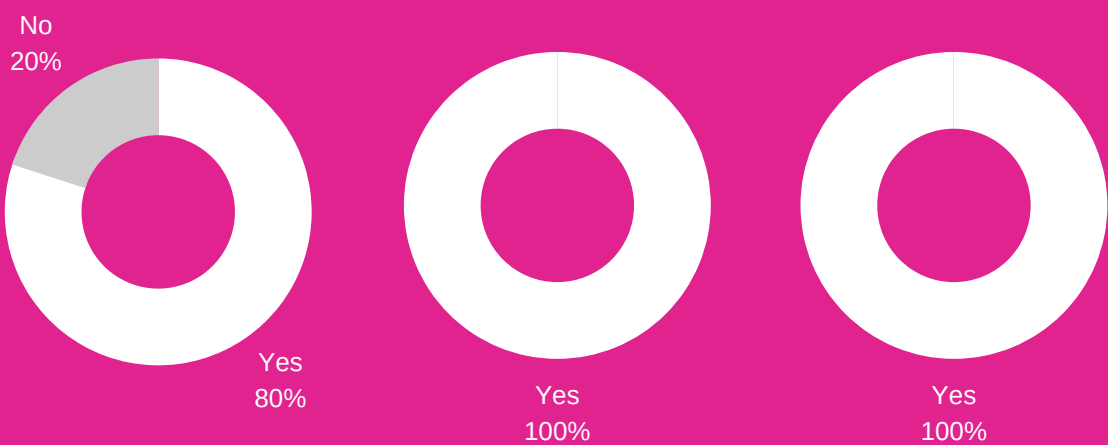
**My Support is provided the way I want it to be.**



**Staff are friendly and respectful**

**I have a say in how my support is provided.**

**If there is a change in my care I am informed straight away**



**I feel comfortable speaking to staff about concerns.**

**Management are easy to contact and happy to facilitate any changes**

**I feel Spotlight insure person centred care is provided**

**I feel Service users/families who said "no" to some of these questions had the comments below.**

- Once I only met my support staff once before going out on my own with them, i would like to see them more before.
- My mum completed my care plan and i was not able to help as I was at my day centre.
- My staff was off sick one day and it wasn't until on the day I found out.
- I am shy and find it hard to talk openly to my support staff.
- I don't know what stays private between me and my support staff.

**As a result of these findings the National Care Standards and the Codes Of Practice were sent out to all families and any issues were discussed at the reviews. speaking to staff about concerns.**