

Company Name: Integrative Supported Living Care

Policy No: 03-2101	Authorised: Pellagia Margolis	Date: 15/01/2020
MONITORING OF SERVICE USER FEEDBACK		

This Policy summarises the arrangements within the Organisation for assessing the satisfaction of the service user (as the principal service user) and relatives / family regarding the Care Services provided. This will provide an essential indicator regarding the Organisation's achievement of its Quality objectives:

1. Monitoring service user satisfaction is considered to be an important indicator as to whether the Organisation is achieving its objectives in delivering a quality Domiciliary Care service. The Organisation will attempt to monitor this through the use of questionnaires which will be distributed to service users and visitors.

2. SERVICE USERS' QUESTIONNAIRE:
 - 2.1 The questionnaire will be completed by the nominated Care Worker or a member of the Senior Care Staff by interviewing the service user and recording the responses on the relevant questionnaire Forms.
 - 2.2 As far as work-load permits it is the Organisation's objective to interview at least one service user per month. Service users will be interviewed 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.
 - 2.3 Completed questionnaires are forwarded to the Domiciliary Care Services Manager for assessment and are reviewed at Staff Meetings.
 - 2.4 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 2203*.

3. FAMILY QUESTIONNAIRE:
 - 3.1 The questionnaire will be offered to a service user's relative or family member for completion. It is the Organisation's objective to request a minimum of two questionnaires per month.
 - 3.2 Completed questionnaires are forwarded to the Domiciliary Care Services Manager for assessment and are reviewed at Staff Meetings.
 - 3.3 Summaries of the questionnaire will be reviewed at the 6-monthly Quality System Management Review Meetings as per 2.4 above.

FORMS REFERENCES:

Form No: 2-102 Service User Questionnaire