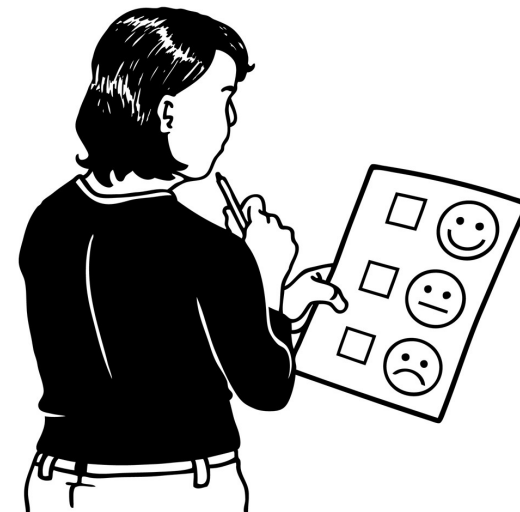




FAMILY QUESTIONNAIRE DRIVING UP QUALITY 1ST JULY 2014

Name : _____



1a –Do you think Highfield go above and beyond their paid care responsibilities?	Y	N
1b - Can you recollect personal experience of Highfield going above and beyond for your family member?	Y	N
1c - Please comment -		

1d -Have you given Highfield feedback in the past, either over the phone, in person or via a questionnaire?	Y	N
1e - If Yes, did the feedback contribute towards positive change?	Y	N
1f - Please comment -		

<p>Please comment on any areas, relevant to the 5 key areas, you feel Highfield are good at (and should keep doing) -</p>
<p>Please comment on any areas, relevant to the 5 key areas, you feel Highfield could improve in -</p>

Thank you for completing this questionnaire, the feedback will help us greatly with the self assessment process.



5a –Do you have the opportunity to spend time with the team leader, manager or senior management either in person or over the phone?	Y	N
5b - Would you find it easy to speak with the manager or senior management if necessary (do you know who to ring, are they easy to get in touch with?)	Y	N
5c - Please comment -		

5d –Do you think that the management team help to drive up quality of support?	Y	N
5e - Have you/your family member had personal experience of this?	Y	N
5f - Please comment -		

1g –Do you feel Highfield offers flexible support (allowing for changed to activities, holidays, family occasions, social opportunities etc)?	Y	N
1h - Do you feel Highfield allow service users choice and control over their lives wherever possible? (planning support, activities, opportunities to develop etc)	Y	N
1i - Please comment -		

1j - do you feel Highfield tries hard to maintain good quality of life despite funding cuts?	Y	N
1k - Have you noticed any changes to the level of support offered to your family member following funding cuts?	Y	N
1l - Please comment -		

2a –Do you feel that Highfield promotes friendships and relationships (including family connections)?	Y	N
2b - Do you think Highfield could do more to encourage friendships, relationships and family connections?	Y	N
2c - Please comment -		

2d –Do you feel Highfield allows for enough 'positive risk' - enabling the service user's to push their boundaries?	Y	N
2e - Have you any experience of Highfield allowing positive risk in regards to your family member?	Y	N
2f- Please comment -		

3a –Do you feel that Highfield keep in touch with you enough to make sure you are happy with the support your family member receives?	Y	N
3b - Have you had any experience of Highfield supporting your family member through times of distress?	Y	N
3c - Please comment -		

4a –Do you feel your feedback and discussions about the support we provide your family member with are valued?	Y	N
4b - Do you feel you or your family member have enough opportunity to be involved in discussions, meetings and planning surrounding their support?	Y	N
4c - Please comment -		