



Review Sheet



Last Reviewed
12 Dec 2024



Last Amended
12 Dec 2024



This policy will be reviewed as needs require or at the following interval:
Annual

Business Impact:

Reason for this Review:

Scheduled review

Changes Made:

No

Summary:

Relevant Legislation:

Underpinning Knowledge:

Suggested Action:

Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.

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Because We Care Northampton
Downloaded: 13 September 2025
Chay Lynch



Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.



Forms

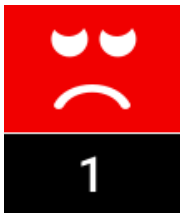
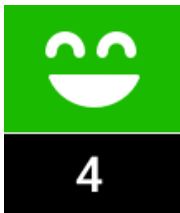
The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
FSP12 - Relatives and Representatives Survey		QCS

**Because We Care Northampton**

30 Brookfield Road Kingsley Northampton Northamptonshire NN2 7LS

FSP12 - Relatives and Representatives 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.							
 1	Inadequate 1 Score	 2	Requires Improvement 2 Score	 3	Good 3 Score	 4	Outstanding 4 Score

1
Is the service Safe?

	 1	 2	 3	 4
Any equipment I see staff from Because We Care Northampton 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				



FSP12 - Friends, Relatives and Advocates Survey

Stakeholder Surveys - Relatives and Representatives

Because We Care Northampton

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Total	1	2	3	4
	Score (for office use only)			

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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 Because We Care Northampton				
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)			

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4

Is the service Responsive?

	 1	 2	 3	 4
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?

	 1	 2	 3	 4
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				



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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)			



Respecting My Privacy

If you wish, you do not have to declare your identity on this survey and you may return it anonymously		
	Yes	No
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		

Comments

FOR OFFICE USE ONLY

Date returned:

Total Score:

Tallied By:
(initials)

Notes