



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:

Changes Made:

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.



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
FSP14 - External Professionals Survey		QCS



FSP14 - External Professionals Survey

Date:	Requested due date:		
Name:	Position:		
You are not required to complete the above information. You may complete either name or position, 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?

				
I feel Service Users are protected from bullying, harassment, avoidable harm, neglect, abuse and discrimination				
Medication processes appear to be well managed				
Equipment I see is well maintained				
I am positively encouraged to challenge and report any poor practice and I am confident this would be acted upon				
I am involved quickly and appropriately in Service Users' care if they are assessed as requiring specialist advice or intervention				
When I have been present, I feel there are the right number of staff to support the Service User's care/support needs				
Total	1	2	3	4
Score (for office use only)				

2. Is the service Effective?

				
Staff appear to be clear about their roles and responsibilities				
Staff appear to receive a good induction and I see staff shadowing more experienced staff				



Because We Care Northampton
30 Brookfield Road Kingsley Northampton Northamptonshire NN2 7LS

Staff appear to be well trained and the service is one of continual improvement				
Staff accept advice and recommendations from visiting professionals which improves outcomes for those in their care				
I feel the Service User is always asked for their consent by staff for their care and treatment and the appropriate people are involved in best interest decisions when necessary				
Total	1	2	3	4
	Score (for office use only)			

3. Is the service Caring?

I feel staff treat Service Users and their loved ones with dignity, respect, kindness and compassion				
There are warm positive relationships between Service Users and staff				
The staff team is caring and staff work well together				
Service Users' privacy appears to be always respected by staff of Because We Care Northampton during my visits and this includes their personal information				
I feel staff communicate with Service Users and their loved ones about their needs and staff understand the importance of not discriminating because of someone's protected characteristic				
Total	1	2	3	4
	Score (for office use only)			

4. Is the service Responsive?

I feel staff understand the service is for Service Users, they listen to their needs, preferences and ideas and act on them				



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I have experienced friends, relatives and advocates being consulted when it is right to do so. Their views are listened to and acted on				
I am kept up to date by staff when this is necessary				
Any concerns I have and complaints I make are taken seriously, dealt with promptly and I am kept informed				
Total	1	2	3	4
	Score (for office use only)			

5. Is the service Well-led?

The management team at Because We Care Northampton is well known to Service Users, relatives and staff and is easily contactable				
I have experience of the managers, they appear to know what they need to do and they have been honest with me, including when things go wrong				
Staff appear to be happy in their work				
I am asked, when appropriate, for my views on the wider service and I feel included in how things will be different				
There appears to be good communication between management and staff				
The culture within Because We Care Northampton appears to encourage contributions from all involved				
There is, in my opinion, strong leadership which welcomes views from all				
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
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