

## Feedback survey for commissioners and other professionals

Name of service:	
Date:	

The views of people who use, live or work in a care service are important to us. They help us form a view of the way in which a service and its staff help promote people's well-being.

Please take a few minutes to tell us your views about the care and support provided by this service.

You do not need to provide your name and contact details, unless you would like to do so, or if you wish to speak to us. Your individual comments are confidential and we will not be shared them.

1. In your view does the statement of purpose accurately reflect what the service provides? Please tick 1 box

Yes

No

If no, please provide details

2. What do your individual reviews/reassessments of people's needs tell you about this service? Please provide details

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3. Overall, how well does the care and support provided by this service help people to achieve their outcomes? Please circle



Excellent

This is an exceptional service that supports people very well and exceeds our expectations.



Good

This is a good service that supports people well and meets our expectations.



Needs Improvement

This service is not supporting people well and needs to improve to meet our expectations.



Poor

This service is supporting people safely and urgent action is needed to protect people and to improve outcomes.

4. What does the service do well? Please provide details

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5. What needs to change or improve? Please provide details

6. Do you have any concerns about this service you would like to discuss with us?

Yes

No

If yes, please provide details or a contact number so we can discuss these

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7. Please add any other comments you would like to make

Contact details:

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## What we do with the information we receive from you.

We may discuss issues raised within this questionnaire as part of the inspection and matters may be referred to in the inspection report. However, we will not disclose your identity.

**Important:** We process any personal and/or sensitive information we hold about you fairly and lawfully, and we only ask for such information where it is necessary for us to carry out our role. For more information about how we process your personal data, and your rights in relation to this, please see our Privacy Notice at <https://careinspectorate.wales/how-we-use-your-information>, or contact us for a paper copy.

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