**Easy Read**



# Feedback survey about your care home

Please tell us what you think

|  |  |
| --- | --- |
| Name of care home: |  |

|  |  |
| --- | --- |
| Date: |  |

|  |  |
| --- | --- |
|  | This is an easy read version. The words are easy to read and understand. |
|  | We want to know what you think about your care home or the care and support you receive in your home. |
|  | Your views are important to us. Your views help us understand how are services and staff:   * are being run and organised * help to keep people safe. * support people to have good **well-being**. |
|  | **Well-being** is anything to do with your health and happiness. |
|  | Please take a few minutes to answer the questions in this response form to tell us your views. |
|  | You do not need to tell us your name or contact details unless you want to. |
|  | We will keep your answers private. We will not share them. |

## Questions for people

Please answer these questions if you are:

* A person using the service
* A family member of someone using the services
* An **advocate**



An **advocate** is someone that helps someone by speaking up for them.

1. **My care and support is:**

Please tick 1

|  |  |  |
| --- | --- | --- |
| iStock-1048353294 | **Excellent** |  |
| iStock-1048353294 | **Good** |  |
| iStock-1048353294 | **Needs to be better** |  |
| iStock-1048353294 | **Not very good** |  |

1. **What is good about living here?**

Please write your answer in the box below.

|  |
| --- |
|  |

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1. **What would you like to change or make better?**

Please write your answer in the box below.

|  |
| --- |
|  |

1. **Would you tell friends or someone in your family that they should use this service? Or come here or live here?**

Please tick 1 box

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Yes** |  | **No** |  | **Maybe** |  |

**Please tell us why:**

|  |
| --- |
|  |

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1. **Is there anything else you want to tell us?**

Please tell us in the box below

|  |
| --- |
|  |

|  |  |
| --- | --- |
|  | **What we do with the information you give us** |
|  | We may talk about the answers people give us in these surveys. |
|  | We may write about the answers people give us in a report. |
|  | We will not name say who has given the answers. |
|  | We will treat your information fairly. We will follow the law. We will only ask for information that we need. |
|  | You can find out more about how we deal with your information. And about your rights in our **Privacy Notice**. |
|  | You can ask us to send you a copy in the post. Or you can read it online here:  <https://careinspectorate.wales/how-we-use-your-information> |

**Where to send your completed survey**

When you have answered the questions you can send it back to us by email at [ciw@gov.wales](mailto:ciw@gov.wales) or by post to:

Welsh Government office  
Sarn Mynach  
Llandudno Junction  
LL31 9RZ