**Service User Questions/Prompts**

Below are some suggestions of questions you may ask service users when you interview them, they are organised into KLOEs and where they link to specific standards this is indicated in brackets. This list is not exhaustive and some questions may need to be amended or rephrased for some teams. Please consider other questions you may want to ask based on the self-assessment or as follow up questions.

SAFE

* Do you feel this is a safe environment?
* Do you know if you have a risk assessment? Have you been involved in assessing your risks? (S6)
* Are you happy with the cleanliness of the service? (S8)

Notes:

EFFECTIVE

* Have you been given enough support to help you make important decisions? (E7)
* Do you feel you have the ability to challenge any decision regarding medication/treatment or do you feel that your wishes will not be listened to? (E7)
* Were you asked who you wanted your information shared with? (E5)

Notes:

CARING

* Are you encouraged to have input into your care plan or do you feel that staff decide what goes into it? (C4)
* Do you feel that any concerns and issues regarding your care that you raise are actually listened to and acted on? (C4)
* Have you been provided with the information you need about your care and treatment? (C3)
* Do you feel a part of the decision making during meetings about your care with staff? (C4)
* Are all interactions with staff treated in a confidential manner? (C6)
* Do you feel that you are treated with dignity and respect at all times? (C6)
* Do you know who you can contact if you needed support out of hours? (C2)

Notes:

RESPONSIVE

* Do you know how to give feedback about the service or have you ever been asked to provide feedback? (R1)
* Have any of your appointments been cancelled or delayed? Are the reasons for the cancellations or delays explained to you? (R11, R12)
* Do you feel confident and have understanding and knowledge in using the complaints procedures? (R1)
* Have you made a complaint or raised a concern? How was your complaint/concern managed? Were you treated compassionately and given the help and support needed? (R3)

Notes:

WELL LED

* Do you think staff are confident, trained enough to respond with your needs/concerns? (W3, W5, W6)
* Do you think the staff work well as a team? (W2)

Notes:

OVERALL

* What would you say is great about this service?
* What could this service improve on?

Notes: