**Staff Questions/Prompts**

Below are some suggestions of questions you may ask staff 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

* How would you generally describe the safety of the service?
* What are the staffing levels this team requires to provide safe care? Is this level always met? If you are short staffed due to sickness etc. is cover provided? (S1, S2)
* How does the team learn from incidents? (S7)
* Can you describe the process to be followed if you suspected abuse of a service user or staff member? If there is a safeguarding issue how would you raise this? (S5)
* Are you aware of the risk register and what risks are on there? Is this discussed in your team meetings? (S8)
* Is the duration of handover sufficient to allow this to be comprehensive? (S4)

Notes:

EFFECTIVE

* Have you been involved in any of the QI training programmes? (E3)
* Has the team undertaken any QI projects and if yes can you tell us a bit about this? (E3)
* What audits does the service participate in? How do you share results across the team? (E2)
* How are people’s care and treatment outcomes monitored? Is this information routinely collected and monitored? Does this information show that the intended outcomes for people are being achieved? (E4)
* How are service users supported to make decisions about their care and treatment? (E7)
* How are service users supported to lead healthy lifestyles and maximize their independence? (E7)
* How would you identify if people need extra support e.g. because they are a carer, have a long term condition etc? (E6)

Notes:

CARING

* How do you ensure that all care plans are personalized and detailed and show that patients have been involved? Do you use the care plans to inform you of the patient’s care? (C4)
* How is dignity and privacy being respected? (C6)
* How do you support a service user to increase their confidence and feel respected?
* How do you act upon requests that service users make?
* What would you do if you witnessed disrespectful, discriminatory or abusive behaviours? How would you report it?(C1)

Notes:

RESPONSIVE

* How are service users and carers encouraged to give feedback about the service? (R1, R2)
* Can you give me an example of when you/the service has acted upon patient feedback received? (R1, R2)
* How do you communicate what has been changed as a result of feedback with service users? (R3)
* How are people’s concerns and complaints listened and responded to? Are lessons shared with others (internally and externally) (R2, R3)
* Are reasonable adjustments made so that people with a disability can access and use services on an equal basis to others? (R4)
* What action is taken to minimize the length of time people have to wait for care, treatment, or advice? (R10)
* Do people with the most urgent need have their care and treatment prioritised? (R8)

Notes:

WELL LED

* Do you know and understand the Trust’s strategy, and your role in achieving it?
* Do you know who the Board Directors are?
* Are you clear on how progress against team objectives and performance are monitored and reviewed within your team/service? (W4)
* When you first joined the service, can you tell us a bit about what your induction was like and what it included? (W5)
* Are you clear on role/ responsibilities within the team? How are you supported to fulfil your role? (W3)
* How often do you get supervision? Is it enough? (W6)
* What do you think makes a good team? (W2)
* How would you describe the team culture? (W2)

Notes:

OVERALL

* What makes your service outstanding?
* If you could wave a magic wand and change 1 thing, what would it be?

Notes: