**Team Manager Questions/Prompts and Evidence to Review**

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

* 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. what measures do you take? (S1, S2)
* What processes does the team follow if a safeguarding concern is raised? (S5)
* Are there systems in place to manage and monitor the prevention and control of infection? (S8)
* Do these systems use risk assessments and consider the susceptibility of service users, and any risks that their environment and other users may pose to them? (S8)
* Have there been any serious incidents involving this service recently? If yes, what was the key learning from this and how was this shared with the team? (S7)

**Documents/evidence:**

* Evidence of learning lessons from incidents reported (S7)
* A sample of service user risk assessments, and care plans (S6)
* Environmental risk assessments (S8)
* Staff training records (S3)

Notes:

EFFECTIVE

* How do you stay up to date with relevant NICE guidance? (E1)
* 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)
* Have you been involved in QI projects or undertaken any of the QI training programmes? What was the focus of the project and what did you achieve? (E3)
* What audits does the service participate in? How do you share results across the team? (E2)
* How do you work with other teams/organisations? (E5)

 **Documents/evidence:**

* Recent audit reports/standards and minutes from team discussions/action plan (E2)
* Involvement in QI Project e.g. presentations, LifeQI (E3)
* Outcome measures/data, readmission data etc (E4)

Notes:

CARING

* What systems of observation, supervision and support to ensure that staff work in a compassionate, timely and appropriate way (C5)
* How are service users involved in their care and treatment? (C4)

Documents/Evidence:

* Examples in assessments and care plans of SU involvement

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)

Documents/evidence:

* PREM Feedback (R2)
* You Said, We did board (R3)
* Information for service users regarding how to provide feedback/complain (R1)
* Response to a complaint (R3)
* Operational policy (R8)
* Multiagency/disciplinary care plan (R7)
* Documentation that shows action is taken to support those that are vulnerable/have additional needs (R5, R6)

Notes:

WELL LED

* Does the team have protected time for team building and discussing service development? (W4)
* What are the aims and values of the service? How is this communicated to staff and people who use the service? (W1)
* How would you describe the culture of the team? (W2)
* What training do the team undertake? Are you aware of when training is out of date?

Documents/Evidence

* Supervision records/Supervision tree (W6)
* Induction checklist (W5)
* Agenda and minutes from team meetings/away days (W4)
* Leaflets/information about the service which states its aims/values (W1)

Notes:

OVERALL

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

Notes: