

Organisation:

With You

Key Rights Applied:

Right to the highest attainable standard of physical and mental health

Background & Context:

With You were keen to ensure that feedback and complaints processes were easy to follow and proactive and that the feedback received would be used to improve services or ensure that what is being done well is shared as good practice both internally and externally. The approach to gathering feedback from clients had been inconsistent across services. The aim was also to ensure that people who had left services in an unplanned way (no contact at closure, dropped out) had a way of feeding back, should they wish to.

The National Care Standards and SSSC codes of practice for social care workers (which are rights based) were used to form the questions in collaboration with a co-production panel, who were all active clients. A free text box to capture any other information was also included. Text messages with links to a Google form are sent automatically at closure. The Google form collates the results and displays as graphs and tables, and is easily managed at a service level.

Use of the Charter Toolkit:

FAIR model and AAAQ framework used.

Results to date:

- Over the first quarter:
 - 11% return rate, 6% higher than any previous period
 - 195 responses for planned discharges
 - 5 responses for unplanned discharges
 - 10 services participated
 - 138 client comments gathered

Lessons Learned:

- Feedback is hugely important.
- People want to provide feedback, and it should be made as easy as possible.
- Complaints should be welcomed as they help to make improvements to services, and help people feel empowered.
- It is good practice to include feedback on service improvement plans.

Recommendations for Others:

- The Charter can be applied in any setting.
- The simpler the better.