

## Service User/Carer Feedback of adult protection support

Listening to service user and carers' views on the outcomes of their assessment / investigation and their experience of how they were supported throughout can create a therapeutic environment for closure on what can be a difficult experience.

It also provides a mechanism to review the current safety of the adult and for practitioners to learn from user experience, reflect on practice and to consider future opportunities for improvement at both a strategic and individual level.

For professional staff only: This guide replaces 10,000 Voices Adult Safeguarding Survey and should be adapted accordingly to meet the individual needs of the adult during the closing discussion with the adult and their carer (s) as appropriate.

### Section A: Support

1. Overall on a scale of 1-10 how supported did you feel?

|      |         |   |   |   |   |   |           |   |    |
|------|---------|---|---|---|---|---|-----------|---|----|
| Poor | Average |   |   |   |   |   | Excellent |   |    |
| 1    | 2       | 3 | 4 | 5 | 6 | 7 | 8         | 9 | 10 |

2. Tell me about a time when you felt you were kept informed during the assessment?

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3. On a scale of 1-10 how well were you updated?

|      |         |   |   |   |   |   |           |   |    |
|------|---------|---|---|---|---|---|-----------|---|----|
| Poor | Average |   |   |   |   |   | Excellent |   |    |
| 1    | 2       | 3 | 4 | 5 | 6 | 7 | 8         | 9 | 10 |

### Section B: Outcomes

4. Were the outcomes you wanted listened to and understood at the beginning and if so how was this shown?

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5. On a scale of 1 - 10 how well do you feel the agreed outcomes were either partially or fully achieved?

|      |         |   |   |   |   |   |   |   |           |
|------|---------|---|---|---|---|---|---|---|-----------|
| Poor | Average |   |   |   |   |   |   |   | Excellent |
| 1    | 2       | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10        |

### Section C: Risk / Danger

6. On a scale of 1-10 how involved were you in understanding and responding to the risks during the assessment?

|      |         |   |   |   |   |   |   |   |           |
|------|---------|---|---|---|---|---|---|---|-----------|
| Poor | Average |   |   |   |   |   |   |   | Excellent |
| 1    | 2       | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10        |

### Section D: Safety Planning

7. Could you describe what was helpful when decisions were being made about how people could support you to keep safe?

8. On a scale of 1 -10 how happy are you with what people did to try to increase safety?

|      |         |   |   |   |   |   |   |   |           |
|------|---------|---|---|---|---|---|---|---|-----------|
| Poor | Average |   |   |   |   |   |   |   | Excellent |
| 1    | 2       | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10        |

9. What do you think made a difference or has now changed to help you to feel safer?

10. On a scale of 1-10 how safe do you feel now?

|      |         |   |   |   |   |   |           |   |    |
|------|---------|---|---|---|---|---|-----------|---|----|
| Poor | Average |   |   |   |   |   | Excellent |   |    |
| 1    | 2       | 3 | 4 | 5 | 6 | 7 | 8         | 9 | 10 |

11. Is there something that could be done differently that would have improved your experience?

Please tick here  if you or your carer would like to provide additional information.  
Please contact Helen McCormick, Trust Adult Safeguarding Specialist:  
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