

SAFEGUARDING EXPERIENCE

Relatives, Friends, Carers



Name of individual	
Carefirst ID	
Name and relationship of person providing feedback	
Date of visit	Date entered on to Carefirst

No	Question	Feedback
1	Did you feel listened to during conversations and meetings with people about helping your relative, friend, person you care for, to feel safe? i. I was always listened to ii. I was listened to quite a bit iii. I was not listened to very much iv. I was not listened to at all v. Not answered	
	Comments:	
2	Did you get information that you could understand during the concern? (This could be spoken or written) i. I got a lot of good information ii. I got quite a lot of information iii. I did not get very much information or could not understand information given iv. I did not get any information or information was poor v. Not answered	
	Comments:	
3	Did you or your relative, friend, person you care for, get the chance to say what you/they wanted to happen? i. Yes ii. No iii. Partly iv. Not answered	

	Comments:
4	<p>How satisfied are you with the end result of what people did to try to keep your relative, friend, person you care for safe?</p> <ul style="list-style-type: none"> i. I am very satisfied with the end result ii. I am quite satisfied with the end result iii. I am not very satisfied with the end result iv. I am not at all satisfied with the end result v. Not answered
	Comments:
5	<p>How satisfied are you with how people dealt with your concern throughout?</p> <ul style="list-style-type: none"> i. I am very satisfied with how people dealt with the concern ii. I am quite satisfied with how people dealt with the concern iii. I am not very satisfied with how people dealt with the concern iv. I am not at all satisfied with how people dealt with the concern v. Not answered
	Comments:
6	<p>Do you feel that the person in this case is safer now as a result of the help from people dealing with the concern?</p> <ul style="list-style-type: none"> i. I feel the person is a lot safer now ii. I feel the person is quite a bit safer now iii. I feel the person is not much safer now iv. I feel the person is not at all safer now v. Not answered
	Comments:

7	<p>Would you be happy to talk to the council (or other organisations) to help us improve the way we support people to stay safe?</p> <ul style="list-style-type: none"> i. I would be interested in joining a forum which meets regularly to share the views of people who have experienced safeguarding and their families ii. I would be interested in taking part in staff training sessions to share my experience iii. I would be interested in helping organisations to develop training resources (such as videos or real life stories) iv. I would like to know more before I make a decision – please contact me to discuss further v. I would not be interested in being contacted in this way.
	<p>Comments:</p>
8	<p>Is there anything else you think the council (or other organisations) could have done better during the time of this concern?</p>
8	<p>Interviewer's comments:</p>