

## Ways to support people with the care survey

We want people to be able to engage much more meaningfully with our inspections in care homes for older people, in the way that suits them best. Our new care survey, together with optional prompt cards, is designed to support this in a flexible way. The survey begins by asking how the person feels about the service and the questions we ask reflect the Health and Social Care Standards. People can choose to do as much of the survey as they are able to. Some people may wish to focus on the first page with images about how they feel and others may be happy to complete the whole survey.



## How do I use the sentiment cards?



Some people will manage to complete the survey independently and others may need some support, encouragement or prompting. Depending on the person's individual communication needs, the sentiment cards may help to support some people's participation and communication for the first pictorial pages of the survey

Lay out the sentiment cards in front of the person and ask them to pick up or point to the images that describe how they feel living in the care home. You can then record the responses on the paper survey.

The person might want to tell you why they picked the cards and their comments can be noted in the wellbeing comments section of the survey.

You can also use the sentiment cards laid out on a table in a residents' meeting to stimulate discussion by asking people about their experiences of living in the care home and again you can note comments made in the discussion on the paper survey.

## How do I use the response cards?

Some people will manage to complete the survey independently without using the response cards. Some people may need support, encouragement and prompting. Depending on the person's individual communication needs, using the response cards may support them to take part in the survey.

For some people, reading the statement and then asking them to pick the appropriate response card for their answer will work. Some people might need you to break the question down so that they can respond first with yes or no. When they answer you can then prompt them to pick the appropriate response card.

Don't worry if you have to experiment with different ways to complete the survey until you find the approach that works best for that person.

