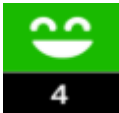
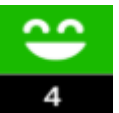


**FSP03 - Relatives and Representatives Survey**

Date:	Requested due date:						
Name:	Relationship to Resident:						
You are not required to complete the above information. You may complete either name or relationship to Resident, or neither if you wish to remain anonymous.							
Please read the questions below and place a tick or cross at the grade you feel we perform. This will help us improve and raise the standards.							
 1	Inadequate 1 Score	 2	Requires Improvement 2 Score	 3	Good 3 Score	 4	Outstanding 4 Score

1. Is the service Safe?

	 1	 2	 3	 4
I am satisfied that Weyspring Limited works well with other people and organisations to ensure that the person I know receives the right support at the right time				
The environment and equipment I see is safe and well maintained				
I know how to raise concerns about what I may have observed and I am confident that Weyspring Limited will address any issue and make improvements				
I feel that Weyspring Limited involves the person I know, and me if it is appropriate, when making decisions that affect what support the person receives or what the person does				
There are always enough staff with the correct skills to support the person important to me				
Weyspring Limited involves the person important to me as much as they would like in managing any medication they need				
I feel that infection control and hygiene are a priority at Weyspring Limited and all areas of				

**Weyspring Limited**

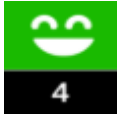
Bell Vale Lane Haslemere Surrey GU27 3DJ

the service that I see are clean and hygienic				
Weyspring Limited always followed the latest guidance during infectious outbreaks, such as the COVID-19 pandemic, and shared what was expected of me in a sensitive and clear way				
Total	1	2	3	4
	Score (for office use only)			

2. Is the service Effective?

				
	1	2	3	4
Staff have the right knowledge, qualifications and skills to carry out their role so that the person who is important to me has a good quality of life				
When I talk to someone about an issue with the care and support received by the person important to me, I am confident that the information will get to the person that needs to know				
When it is appropriate, I am included in any assessment or changes in how support is provided to the person important to me				
In my opinion, Weyspring Limited actively supports the person important to me to be as independent, healthy and happy as they can be				
When assessed as having capacity, the person important to me makes their own decisions, and Weyspring Limited always involves them as much as possible				
Total	1	2	3	4
	Score (for office use only)			

3. Is the service Caring?

				
	1	2	3	4
The person important to me is always treated				

**Weyspring Limited**

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with kindness, compassion and dignity				
When I visit Weyspring Limited, I am welcomed, treated politely and my wishes are respected				
I am encouraged to express my views about the service the person receives				
The person important to me has as much choice and control as possible to live the life they want				
The staff team is caring and staff work well together				
In my opinion, if the person's needs rapidly change, Weyspring Limited responds quickly to alleviate any distress				
The person important to me gets the privacy they need, and their personal information is treated confidentially				
Total	1	2	3	4
	Score (for office use only)			

4. Is the service Responsive?

				
	1	2	3	4
If I have any concerns and complaints, staff always take them seriously, investigate them thoroughly and respond to them in good time				
I feel that Weyspring Limited works in partnership with wider health services, the local community and others for the benefit of the person important to me				
Information from Weyspring Limited is shared with the person important to me in a format that they can understand				
I feel that the service provided to the person important to me is equal in quality to others using the service				
The person important to me is helped by staff to not feel lonely and they keep in contact with me and other family and friends				
In my opinion, the care and support provided for the person important to me is				



Weyspring Limited
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personalised, and recognises what is important to them				
Total	1	2	3	4
	Score (for office use only)			

5. Is the service Well-led?

				
I know who the manager is and they make an effort to know who I am				
The managers and staff all know what they need to do and appear to be happy in their work				
The management and the staff appear to work well together and have a consistent approach				
Weyspring Limited feels part of the local community and works in partnership with others				
I am aware of any plans for the future of Weyspring Limited and feel that things are improving over time				
Total	1	2	3	4
	Score (for office use only)			

Respecting My Privacy

If you wish, you do not have to declare your identity on this survey and you may return it anonymously		
	Yes	No
A member of staff helped me to complete this survey		
I have been told that I can return this survey anonymously		
I have been shown how to return this survey anonymously		
I am satisfied that I can return this survey anonymously if I want to		

Further Comments



Weyspring Limited

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FOR OFFICE USE ONLY

Date returned:

Total Score:

Tallied By:
(initials)

Notes