

SERVICE USER-LED STANDARDS + QUESTIONS

Final draft standards and questions

Staff Qualities and Skills

1. Tulip staff listen and communicate effectively

- a. When you are talking to staff, do they seem interested and listen to what you're saying?
- b. When you are talking with staff, is what they say to you clear and understandable?

2. Tulip staff are non-judgemental

- a. Do you feel confident that you would be able to share sensitive or painful issues with staff?
- b. Do you ever feel that your life choices or the life that you lead is being judged by staff?

3. Tulip staff are competent and professional

- a. Do you feel confident that staff can help and support you with what you'd like to achieve?
- b. Do you feel confident that staff have the knowledge and expertise to be effective?
- c. When you meet with staff are they on time and if not, do they offer you an explanation and an apology?
- d. When staff say they are going to do something, do they do it and do it in the time agreed?
- e. Do you experience staff as consistent in the service they provide?

4. Tulip staff are caring and understanding

- a. Do you feel that staff genuinely care about your welfare?
- b. Do you feel that staff have your best interests in mind?
- c. Do you feel that staff make genuine attempts to understand your experiences?

5. Tulip staff respect confidentiality

- a. Would you feel able to share sensitive or personal information with staff and be sure that the confidentiality of that information would be discussed with you?

Support and care planning

- 1. Everyone has a support or care plan that is regularly reviewed and updated**
 - a. Do you have a signed copy of your support or care plan?
 - b. Has your support or care plan been reviewed within the last six months?
 - c. Do you know when your next review will be?
- 2. Service Users feel that their support or care plans reflect their views, goals and hopes**
 - a. Do you feel that your support or care plans reflects your views, goals and hopes?
 - b. Do you feel that you had a meaningful part in creating your support or care plan?
- 3. Support or care plans are meaningful and support recovery**
 - a. If needed, does your support or care plan cover practical areas of your life such as budgeting, education & training, leisure and social activities?
 - b. If needed, does your support or care plan cover specialist areas of your life, such as debt management, alcohol and substance issues and housing and homelessness?
 - c. Has the support or care planning process helped you to make improvements in your life?
- 4. Service Users are given the opportunity to have someone with them at any support or care planning meeting**
 - a. Do you know that you can have someone with you to support you at a support you at a meeting with staff?
 - b. Have you ever been given the opportunity of having someone with you to support you at a support you at a meeting with staff?
 - c. Have you ever been refused the opportunity of having someone with you to support you at a support you at a meeting with staff?

Service User Involvement

- 1. Service Users have the opportunity to be involved in how services are delivered and developed**
 - a. Have you ever been asked your opinion about the service Tulip delivers?
 - b. Have you ever been given and filled in a survey or questionnaire about the service?
 - c. Do you feel that Tulip has acted on your views?
- 2. There are opportunities for training for service users, alongside staff when appropriate**
 - a. Have you ever been offered opportunities for training, e.g. IT, food hygiene, admin and first aid?
 - b. Have you ever been offered the chance to train alongside Tulip staff?
- 3. Service users have choice over how, when and how much to be involved in the delivery and development of services.**
 - a. Do you feel you have had opportunities to be involved in the delivery and development of services in a way in which you chose?
 - b. Do you feel that your level of involvement has been:
 - i. too little?
 - ii. too much?
 - iii. just right?
 - c. Have you ever said “no” to an offer of involvement and felt you’d let Tulip down?
- 4. There are volunteering opportunities within Tulip for service users**
 - a. Are you aware of any volunteering opportunities in Tulip?
 - b. Have you ever been offered opportunities to volunteer?
- 5. Feedback and complaints from service users are met with a meaningful response**
 - a. Have you ever made a complaint or suggestion about the service?
 - b. If you have, was it taken seriously and dealt with promptly?

Dignity, Respect and Diversity

- 1. Service Users are treated with respect as individuals**
 - a. Have you ever felt patronised or talked down to by Tulip staff?
- 2. Service Users' life experiences are respected and valued**
 - a. Do Tulip staff show an interest in your life outside of your mental health issues?
 - b. Do staff help you to use your life experiences positively?
- 3. Service Users' diversity (ethnicity, sexuality, gender, disability, age, culture, faith, class) is positively valued**
 - a. Have you ever felt discriminated against?
 - b. Do Tulip staff show a positive attitude towards difference?

Information and communication

- 1. Information given to service users is diverse and comprehensive**
 - a. Have you been given information about local services and developments?
 - b. Have you been given information about Tulip's services and policies
 - c. Have you been given information about national service developments and policies?
- 2. Service users are provided with information in an appropriate format**
 - a. Is any information you have been given, in a form that suits your needs, i.e. Braille, large print, verbally?
- 3. Service users are provided with information of a good standard**
 - a. Is any information you have been given accurate, timely, clear and concise?
- 4. Information given to service users by Tulip staff respects confidentiality**
 - a. Has any information you have been given respected your confidentiality and/or the confidentiality of other service users?