



TULIP USER GROUP



Working for better mental health in the community

STAFF QUALITIES AND SKILLS

TULIP USER GROUP (TUG) AUDIT 2010

IN CONFIDENCE AND ANONYMOUS
(but you may put your name if you wish)*

SERVICE:

NAME (*you don't have to write this down*):

DATE AND TIME:

SERVICE USER TUG MEMBERS:

STAFF TUG MEMBER:

The Tulip User Group (TUG) would really appreciate your help in completing this short questionnaire which will evaluate the service against the 'Staff Quality & Skills' Standards.

Please read each question in relation to each standard and show your response. Where there is a scale of 0 - 10 please put X on the line with **0** meaning **completely no** and **10** meaning **completely yes**.

*If there are things that you put down in this survey that you would like to talk to the Manager about (perhaps you are very dissatisfied with something), then please feel free to put your name on the form and the Manager will contact you.

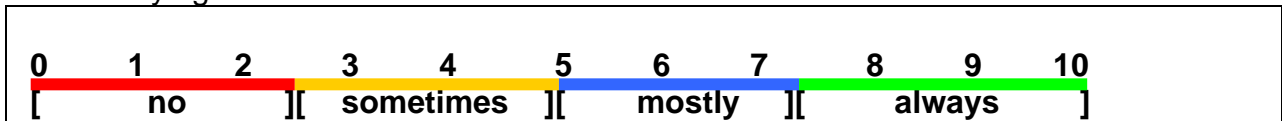
STAFF QUALITIES AND SKILLS TUG QUESTIONNAIRE

IN CONFIDENCE AND ANONYMOUS

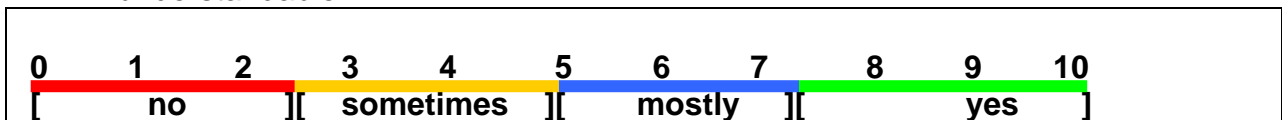
Standard 1

Tulip staff listen and communicate effectively

- a) When you are talking to staff, do they seem interested and listen to what you're saying?



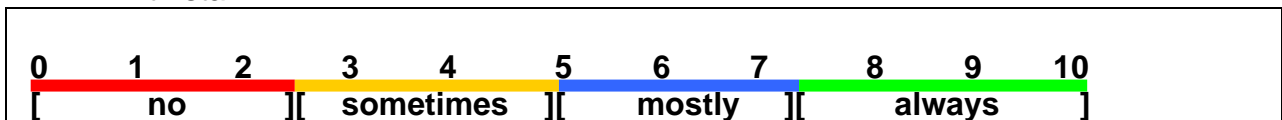
- b) When you are talking with staff, is what they say to you clear and understandable?



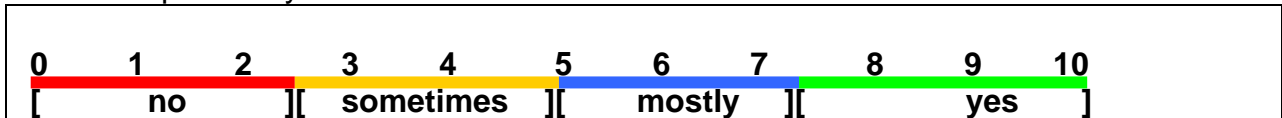
Standard 2

Tulip staff are non-judgemental

- a) Do you feel confident that you would be able to share sensitive or painful issues with staff?



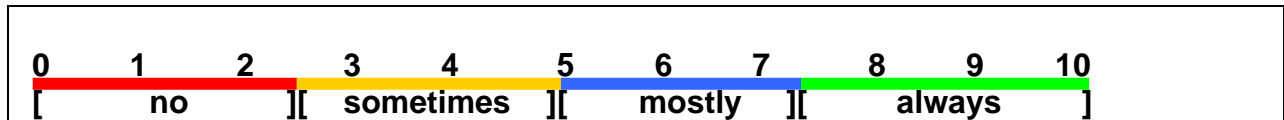
- b) Do you feel that your life choices or the life that you lead is accepted and respected by staff?



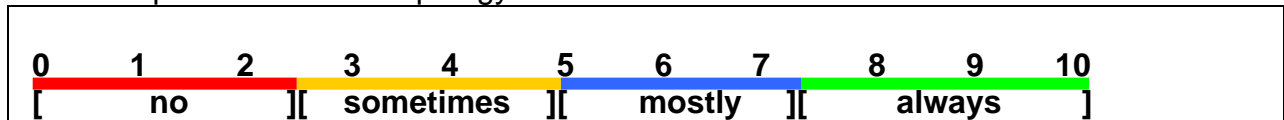
Standard 3

Tulip staff are competent and professional

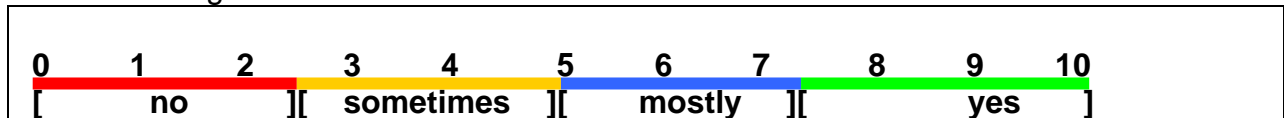
- a) Do you feel confident that staff can help and support you with what you'd like to achieve?



- b) When you meet with staff are they on time and if not, do they offer you an explanation and an apology?



- c) When staff say they are going to do something, do they do it and do it in the time agreed?



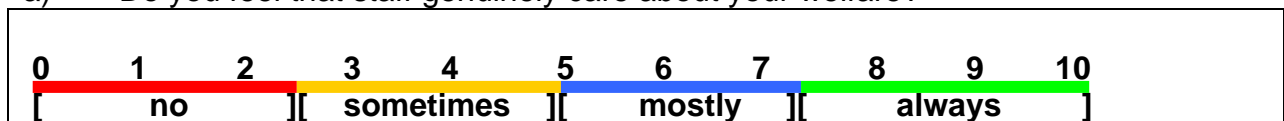
- d) Do you experience staff as consistent in the service they provide?



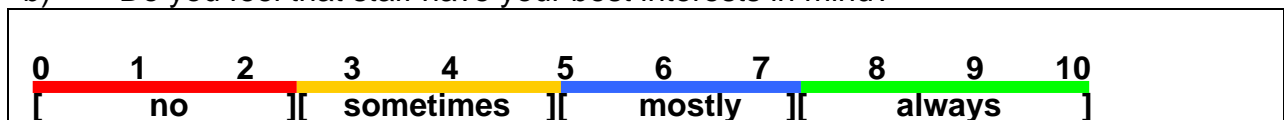
Standard 4

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?

