



How to use this pack

This pack describes the Quality Tree and contains several tools, which can be helpful in collecting information. Services may have many ways in which they are currently evaluated, and the framework is flexible to include all this information, and to draw it together into an overall picture. It is not intended that every service should use every tool – they are there to be used if helpful. All of the materials in this pack may be photocopied for use by any service.

The Aim of an Evaluation

An evaluation should aim to bring together information about **Quality**, which focuses on the **Service User's Experience** and covers **all 8 Fruits or Outcomes**. The final report should highlight good and poor practice and lead to actions and goals to improve the service.

Who should Evaluate?

This will depend on the service and the resources it has. The tools can be used internally by a staff team to look at their own service. This has advantages such as:

- It is non threatening for staff
- Service users will not be disturbed by strangers visiting
- It can be carried out with limited extra resources

It may be that an element of external input is possible – for example by staff and users from another unit collecting information, or evaluators from other agencies. This has advantages such as:

- Outsiders may be more objective
- It may be easier for service users to say critical things to outsiders rather than staff that provide their care
- Outsiders may have more skills in evaluating and more time

What about service users evaluating?

In several of the pilots, for example, service user interviews, we used service users as part of the interviewing team. This proved helpful in that some service users found it easier to talk to other users, and was able to empathise more with that person's situation. If service users are to be involved as evaluators they must be provided with some training on interview techniques, and should interview jointly with another person to aid recording of information.




What data to collect

The evaluation should aim to collect data about each of the Fruits from the staff, users and carers, and also objective information from existing paperwork and extra observations and recordings.

What to Measure	What to Use	How to do it
Staff	Service Questionnaire	Completed by the staff team of the service
Service Users	Service User Interview	Completed with all or a sample of service users by interviewers from the staff or from outside – may include other service users
Carers	Carer's Questionnaire	Sent out to carers for completion

How to Write a Report

A small team should collect together all of the information about each fruit, and summarise the good and poor practice points. The aim should be to praise and encourage services for their good achievements, and highlight areas of concern in a way that gives some constructive advice on how improvements can be made. It may be helpful to use the Service Profile sheet as a pictorial way of reporting. For this, each fruit is given a rating based on how many issues for improvement have been identified.

 Full Apple Service Quality as high as could reasonably be expected	 Half Apple Service Quality Adequate, but obvious room for improvement	 Core Service does not really meet clients' needs. Major areas for improvement
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It is suggested that if no significant improvements can be suggested, then a full apple would be given. If one or two significant changes are identified, half an apple, and if many improvements can be suggested then a core is given. It should be noted that this is a summary of the subjective judgements of the review team, based on objective information. It is just a handy summary of the report to illustrate areas for improvement, and cannot be taken as a "Pass/Fail" measure for the service. The important outcome of the evaluation should be the list of suggested improvements, which can then be reviewed at a later date.

Using the Report

The report should be available for staff, users and carers and should give an overall picture of the service as well as goals for action. The Report should have a review date when progress can be measured, and new targets set. Quality of service user experience is something that we all need to constantly strive to improve.