



Quality Tree

Service Questionnaire

This Questionnaire is to be filled in by the staff team of the service to evaluate progress towards outcomes in each of the Quality Tree Areas.

- **Respect**
- **Friendships & Relationships**
- **Choice**
- **Being Part of the Community**
- **Doing Things**
- **Being Safe**
- **Staying Healthy**
- **Communication**



Respect

Respect means treating service users as valued adults, taking notice of how they are addressed, listened to, their privacy, and meeting their cultural and religious needs.

What training is given to staff about treating service users as valued adults?

In what ways do staff safeguard service users' privacy?

How are service users' cultural and religious needs provided for?

We are PROUD of these aspects of our service that promote respect

We think we could IMPROVE these aspects of our service that promote respect



Friendships & Relationships

Relationships with friends and family are the most important part of life for most people. Service users may need help and support to make and maintain relationships.

What training is given to staff about relationships and sexuality?

How are service users helped to keep in touch with their families?

How are service users helped to learn about relationships and given opportunities to meet friends?

We are PROUD of these aspects of our service that promote friendships and relationships

We think we could IMPROVE these aspects of our service that promote friendships and relationships



Choice

Choice means service users being involved in everyday decisions and major decisions about their life. This means being given information they can understand, being taught how to make decisions and assert themselves.

What training is given to staff about helping service users make choices?

In what ways do staff involve service users in everyday decisions?

In what ways do staff involve service users in major decisions?

We are PROUD of these aspects of our service that promote choice

We think we could IMPROVE these aspects of our service that promote choice

Being Part of the Community



Service users should get the chance to meet other people in their local communities, use local community facilities and take part in general community activities, not just special ones.

What training is given to staff about helping service users be part of their local communities?

Which local ordinary community activities and facilities do service users take part in?

How are service users helped to take part in their local communities?

We are PROUD of these aspects of our service that promote taking part in the local community

We think we could IMPROVE these aspects of our service that promote taking part in the local community



Doing Things

Service users should be involved in meaningful activities which include work or other daytime occupation, full involvement in domestic activities and enjoyable leisure pursuits.

What training is given to staff about involving service in meaningful activities?

What meaningful daytime and leisure activities are service users involved in?

How are service users helped to take part in domestic activities?

We are PROUD of these aspects of our service that promote meaningful activities

We think we could IMPROVE these aspects of our service that promote meaningful activities



Being Safe

Service users may be vulnerable to abuse, harassment and bullying for many reasons - because of their lack of understanding, assertiveness or because of the people they mix with. Quality services aim to minimise these risks while promoting a full and varied lifestyle.

What training is given to staff about abuse and bullying?

In what ways do staff safeguard service users' safety?

How does the service monitor and deal with incidents of abuse and harassment?

We are PROUD of these aspects of our service that promote safety

We think we could IMPROVE these aspects of our service that promote safety



Staying Healthy

Service users have the right to help and information about healthy living. Service users may be more prone to problems with their physical health and adequate services should be available to help meet their needs.

What training is given to staff about healthy living?

In what ways do staff promote healthy lifestyles?

How are service users helped to access mainstream health services?

We are PROUD of these aspects of our service that promote health living

We think we could IMPROVE these aspects of our service that promote healthy living



Communication

Service users have the right to help and information which is relevant to their abilities and understanding. They may need communication aids, or staff who are trained in augmented communication. Documents should be user accessible wherever possible.

What training is given to staff about communication?

In what ways do staff promote communication?

What special help is provided to aid communication (e.g. aids, symbols, signs?)

We are PROUD of these aspects of our service that promote communication

We think we could IMPROVE these aspects of our service that promote communication