



Quality Tree Service User Interview

This provides a framework for interviews to be carried out with a sample of users of the service to ask their views about how much they experience the quality outcomes below. The wording can be changed and any communication aids that would help should be used e.g. pictures, signs or symbols. Any positive and negative comments should be recorded. Follow up questions can be used to find out more.

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

How to conduct the interview

The aim of the interview is to find out what the users of a service think of that home or day service. Interviews such as this can be hard because:

- People may be worried about saying the wrong thing
- People may be worried they will get someone into trouble if they talk about something they do not like
- People may not understand the questions

To make it easier, we need to:

1. Put the person at ease

For example: If possible meet the person for a chat before the interview. Have a cup of tea. Meet them in a familiar place where you can both sit comfortably and will not be interrupted. Sit next to them or in a chair at an angle. Do not sit right opposite them or across a desk. If they wish to have a friend or supporter in the interview that is fine.

2. Explain what the interview is for

Key points to explain are: You are there to help the staff at the unit make it better. You are very interested in what the person has to say. You will be talking to several people at the unit, not just them. They have not done anything wrong; you are talking to them because you would like to know what they think. They will not get into trouble if they say they do not like something.

3. Change your language to help them understand

The questions in the interview are a guide. We want to find out about the good and bad things about each area of the Quality Tree if we can. Some of the questions have alternatives to try. Do not worry if the person starts telling you about another part of the "Tree"- we can sort out the good and bad things into the right places later. Try to let the conversation flow and follow up their answers if they seem to have more to say, for example, "Tell me more about the day trips", "What did you do then?" Signs and symbols may help if the person usually uses them to communicate.

4. Try to write things down in the person's own words

It may help if you have someone with you to take notes. You can use a tape recorder if the person is happy with it.

5. Do not force a person to take part

Always ask if they are willing to talk to you. If they do not want to, then thank them and try someone else.



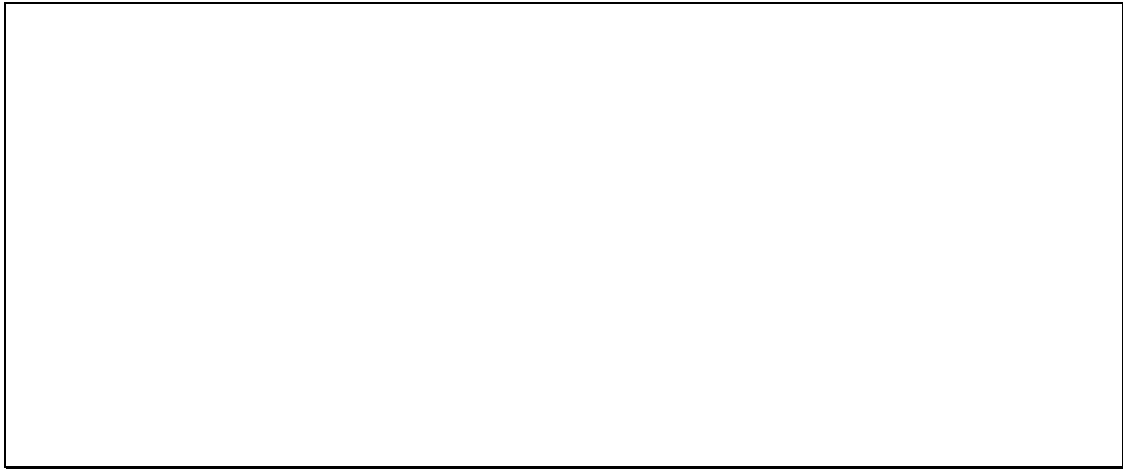
Doing Things

"People do things in their life that they like, and that are useful. They may go to work or college or do other nice things in the day. At home they may help with the housework or do things to enjoy themselves like hobbies and watch TV. If they do not have good things to do, people get bored and fed up."

What do you do here at?

What is good about the things you do at?
(What do you like best about the things you do at.....?)

**What is bad about the things you do at?
(What do you not like about the things you do at.....?)**

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Choice

" I want to talk about choice and choosing things. People choose when they decide for themselves what they want. They may choose what they want to eat, what to wear, where to go, where to live and all sorts of other things."

What things do you choose for yourself at?

What else would you like to choose for yourself here at?



Being Part of the Community

"I want you to think about where you live. People do all sorts of different things to enjoy themselves. They may go out to shops, pubs clubs the cinema etc. I would like to know what you think about the things that you do in your local area."

Where do you go?

Which places do you like to go to best?

Which places do you not like going to?



Are there any other places you would like to go to?





Friendships & Relationships

" I want to ask about how you get on with other people, your friends and your family. You might be very happy because you have friends you like, or you have a boyfriend or girlfriend, or because you like seeing your family. Or you may be unhappy because you do not have many friends, or do not see your family as much as you would like to, or cannot see your boyfriend or girlfriend when you want."

Tell me about your friends and family.

What makes you happy about your friends & family.....?

What makes you unhappy about your friends & family?

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Being Safe

*"I would like to ask you about feeling safe.
People feel safe when they do not worry about
other people hurting them or frightening them.*

*You may feel unsafe because you do not like some other
people, they hurt you or frighten you, they bully you or you
do not like being with them."*

What helps you to feel safe from bullying at?

**What things make you feel unsafe at?
(What makes you worry at?)**



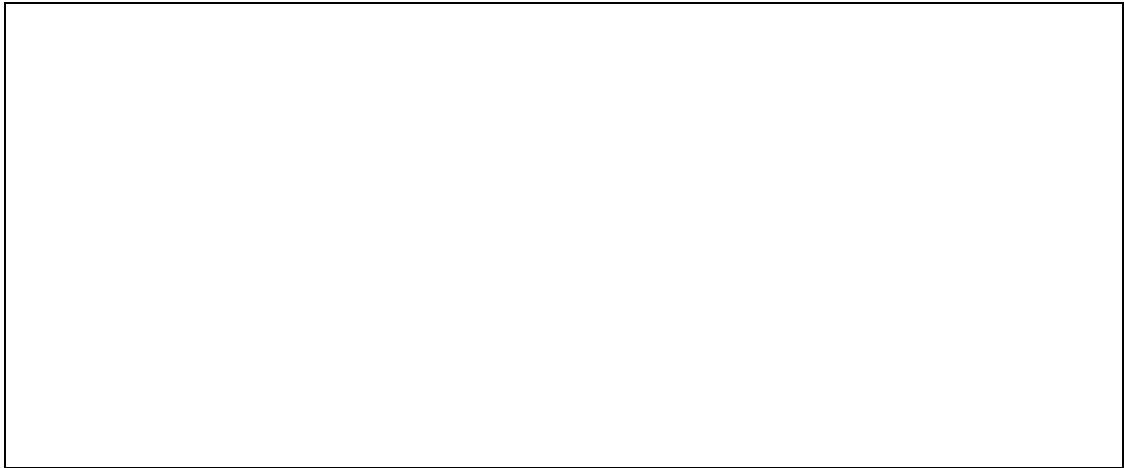
Respect

" I want to ask about how people treat you. People can treat you well by taking notice of your feelings, letting you have time and space to yourself, treating you with respect, and taking you seriously. People might treat you badly when they do not listen to you, when they make fun of you or when they do not take you seriously. This is what I mean by how people treat you."

How do people treat you at?

What do you like about the way people treat you at?

What do you not like about the way people treat you at





Staying Healthy

"I would like to ask you about healthy living. This means eating good food, getting exercise and seeing the doctor when you need to. You may feel unhealthy if you do not eat good food, do not get enough exercise or do not get enough help from doctors."

What things athelp you have a healthy life?

(What sports do you do? What do you like to eat? What is the doctor like?)

Is there anything that makes you feel poorly at?



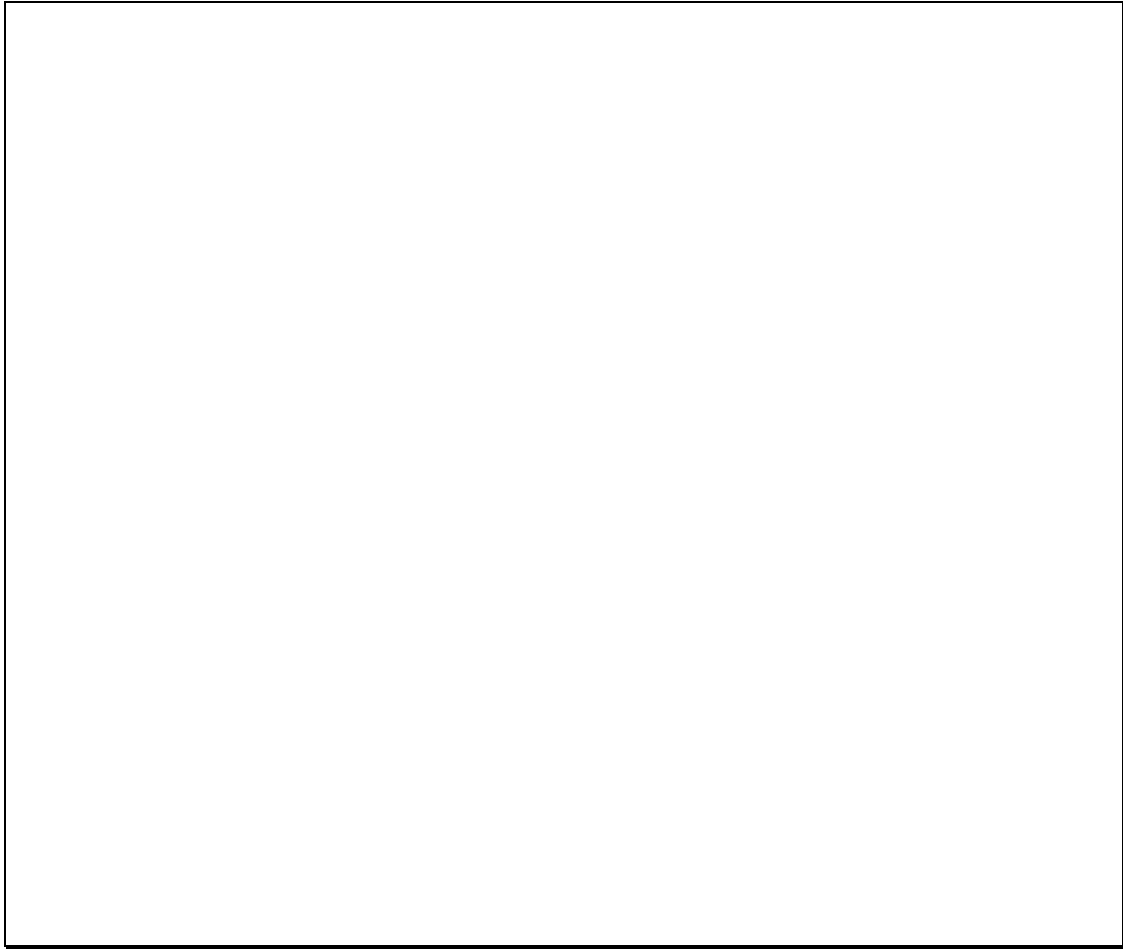
Communication

*"I would like to ask you about Communication at
Communication means talking to people in ways they
can understand. It means listening to people. It means writing things
down so people can understand. It means using signs and symbols and
pictures to help people understand."*

How do people here help you understand things?

What happens if you do not understand things?

Is there anything else you would like to tell me about

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Thank you for talking to me about