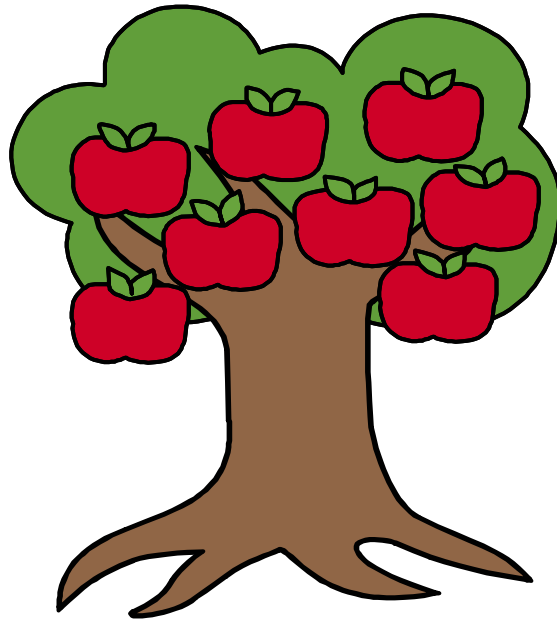


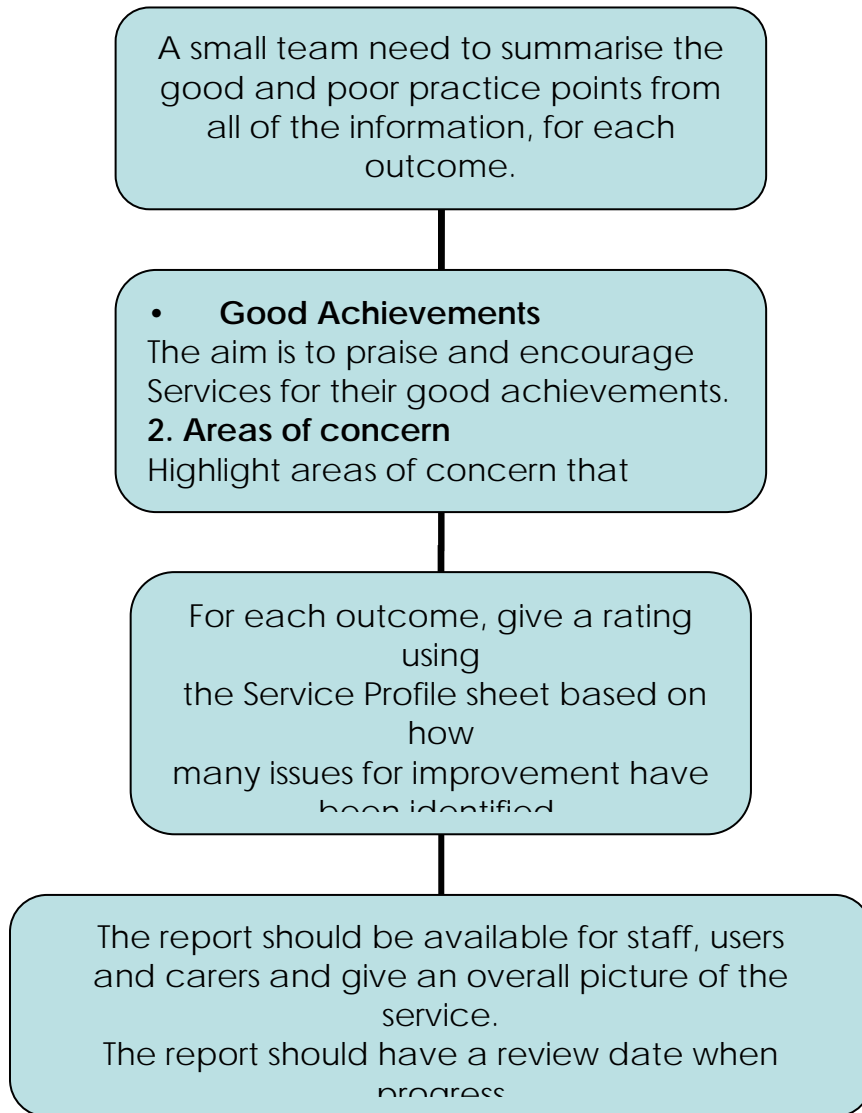
Tool 12. Writing a Report



After all of the information has been collected, a report needs to be written to display the findings and highlight any areas for improvement. This section includes:

- **Information on how to write a report**
- **Two examples of a report**
- **Templates of reports for each outcome:**
 - **Respect**
 - **Friendships & Relationships**
 - **Choice**
 - **Being Part of the Community**
 - **Doing Things**
 - **Being Safe**
 - **Staying Healthy**
 - **Communication**

How to write a Report



Example of Report for 'Doing Things' in Day Services



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.

Date: 3rd February 2006

What we have found:

We believe that we work hard in trying to involve our clients in various activities when they are at the day centre. For example, including clients in the domestic rota to enhance independence, and going out in the community to aid socialisation. Clients and carers are also happy with this involvement as it provides meaning to their day and gives them something to look forward to.

We felt we could improve on:

- Although we get clients out in the community to do different activities, it can sometimes be difficult to do this everyday due to staffing levels. We would like to re-arrange the rotas so that trips can be made shorter, therefore allowing more people to go out on a more regular basis.
- Clients enjoy going out wherever they go but we feel as though we should make more of an effort to allow them to make decisions of where to go (within reason). i.e. increase communication regarding choice of 'doing things'.

Because we found these two areas for improvement, we've rated ourselves a '**half**', and will hopefully achieve the improvements by the next review.

Date of next review: 3rd February 2007

Example of Report for 'Friendships & Relationships' in Residential Services



Friendships & Relationships Report

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.

Date: 3rd February 2006

What we have found:

Before looking at this, we thought we were pretty good at helping people to make and maintain their relationships. We also make sure that our clients get the chance to go out to clubs and meet new friends, as well as take phone calls from their families.

We felt we could improve on:

- The residents have very little family contact overall. We need to find out from the families what their views are, and if they'd like more contact too, then we need to find out from them what is happening. We may need to support people with transport arrangements, and maybe look at facilitating contact with children in families.
- Some families may not wish for more contact. For those residents we need to look closely at whether we can help them with alternatives. Maybe we could look for befrienders.
- We never thought about how much time the staff spend on the phone compared to the residents! We're going to implement a new approach to phoning and make the phones more accessible to residents. This may need some staff support and might involve looking at different phone models.
- Most of the staff are fairly new and didn't realise some residents have lost touch with old friends. From this assessment, we're asking each keyworker to try and track down old friends from the old place and see how feasible it is to make contact again.

Because we found these four big areas for improvement, we've only rated ourselves a '**Core**' for this. Hopefully we'll make things better soon.

Date of next review: 3rd February 2007



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.

Report

What we have found:

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We felt we could improve on:

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Count how many areas for improvement you find and rate the service on the profile: Core, Half or Full apple

Date of next review



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.

Report

What we have found:

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We felt we could improve on:

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Count how many areas for improvement you find and rate the service on the profile: Core, Half or Full apple

Date of next review



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.

Report

What we have found:

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We felt we could improve on:

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Count how many areas for improvement you find and rate the service on the profile: Core, Half or Full apple

Date of next review



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.

Report

What we have found:

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We felt we could improve on:

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Count how many areas for improvement you find and rate the service on the profile: Core, Half or Full apple

Date of next review



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.

Report

What we have found:

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We felt we could improve on:

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Count how many areas for improvement you find and rate the service on the profile: Core, Half or Full apple

Date of next review



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.

Report

What we have found:

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We felt we could improve on:

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Count how many areas for improvement you find and rate the service on the profile: Core, Half or Full apple

Date of next review



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.

Report

What we have found:

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We felt we could improve on:

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Count how many areas for improvement you find and rate the service on the profile: Core, Half or Full apple

Date of next review



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.

Report

What we have found:

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We felt we could improve on:

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Count how many areas for improvement you find and rate the service on the profile: Core, Half or Full apple

Date of next review