



The Link Nursing & Care Agency Ltd, , Pondwick House, Lutterworth Close, Bracknell, Berks, RG42 2NW
Tel: 01344 488 155 Fax: 01344 303 669 www.linknursing.com email@linknursing.com

Date:

Dear

We regularly review the support we give to all our Service Users. This is important as it enables us to identify any issues and to highlight areas of good practice so we can provide the best possible support for people in our services.

We would appreciate it if you could take some time to complete this form and return it in the enclosed stamped addressed envelope. We fully appreciate your feedback.

Thank you very much.

Name of Service User:

Person completing this form:

Relationship to:

Date:



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If you were involved in the support plan, how do you feel your views were taken into consideration?

Fully	Some what	Not at all
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How could we have made you feel more inclusive in the process?

Do you feel the support plan is accurate and provides the information to fully support?

Yes	Some what	Not at all
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What information is missing or incorrect?

How do you feel the information provided to you is presented?

Clearly	A bit confusing	Very unclear
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How do you think we can improve on this?



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How would you describe our staff?

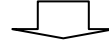
Polite	Respectful	Reliable
Knowledgeable	Helpful	Caring



Any other comments?

Do you feel the staff encourage, develop and try to promote independence?

Yes	Somewhat	No
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In what way do you feel we are not doing this and how do you feel we could improve?

Do you feel you have effective communication with office and management team?

Yes	Somewhat	No
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What problems have you experienced and how do you feel we could resolve these?



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Are you aware how you can make a complaint if necessary?

Yes

No

Are you aware compliant and compliment policies and forms are included in the support plan?

Yes

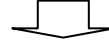
No

How would you describe the service and support we provide?

Excellent

Good

Poor



How could we improve our service provision?

Do you have any other comments or suggestions to help us improve our service?

Thank you for your comments. If you wish to comment further or raise any other issues personally please feel free to contact the office.

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