



Questions about the adult social care team in Richmond



We want to check how well the **adult social care team** is working in Richmond.



Adult social care is care and support that people might need at home, in their local community or in a care home.

It is for people aged 18 and older.



The **adult social care team** has social workers and support staff.



Thinking about when someone from the adult social care team came to visit you. We want to ask you some questions about the visit.



We will use what you tell us to help make our services better.



Please answer these questions.



You can fill in a paper copy of these questions. Post your answers back to us at:

**Transformation and Digital team
Adult Social Care
3rd floor
York House Stables
Richmond Road
Twickenham
TW1 3AA**



Or

You can fill in the form on the computer. Just type your answers into the boxes.



If you have answered the questions on the computer, you need to:

- save the form on your computer

then



- email it back to us



You can email your answers to us at:
LDuserexperiencesurvey@richmondandwandsworth.gov.uk



If you need any help with the questions, please contact us at:
0208 8971 7151

Questions for you



Question 1. When did someone from the adult social care team come to visit you?



Please tick 1 box.

☐

In the last month

☐

More than 6 months ago

☐

2 to 3 months ago

☐

More than 12 months ago

☐

4 to 6 months ago



Question 2. Did the person who came to visit tell you their name?



Yes



No



I don't
know



Question 3. Why did someone from the team come to visit you?
Please tell us:



Question 4. Communication is about being able to tell other people what you want or think.



Think about how you communicate and understand what people say.

Were you given the support you needed to communicate or understand information?



Yes



No



I don't know



I don't need any support



If you ticked **no**, please tell us why:



Is there is anything else you want to tell us about how we communicate with you? Tell us here:



Question 5. Was your visit from the adult social care team helpful?



Yes



No



I don't
know



If you ticked **no**, please tell us why:



Question 6. Tick the box if the person who visited did any of these things.



☐ Told you more about the things you need to know about



☐ Gave you leaflets

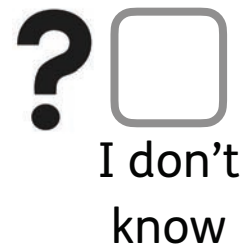


☐ Told you about helpful websites

☐ Other. Please tell us:

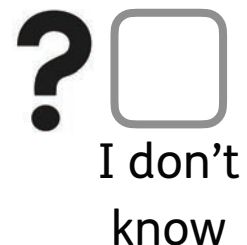


Question 7. Do you feel the person who visited listened to you and what you think?



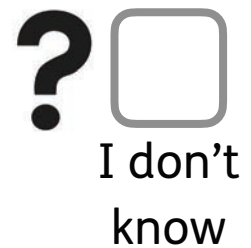
Question 8. Thinking about all the support the adult social care team gives you.

Do you think the support you get helps you to do the things you want to do in your life?



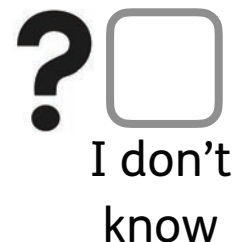
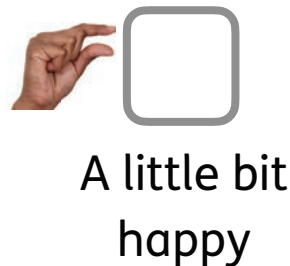


Question 9. Did the person from the team talk to you about money and how you can pay for your care and support?



Question 10. Thinking about when a person from the adult social care team came to visit you.

How happy or unhappy were you with the visit?



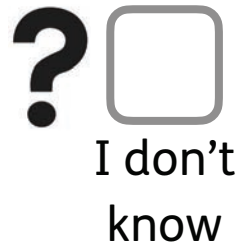


Question 11. Is there anything else we could have done to make the visit better? Please tell us:



More information

We might want to ask you more about your answers. Would you be happy for us to contact you?



If you ticked **yes**, please tell us how we can contact you.

Your name:



Your phone number:





Your email address:



Thank you for answering our questions.