

SERVICE USER'S INTERVIEW

OUTLINE OF INTERVIEW TOPICS FOR INTERVIEWEES TO READ IN ADVANCE

Here is a list of the topics on which the Social Services manager would like to hear your views. You could use it to decide whether you wish to participate.

If you agreed to participate in an interview, you could use the list to prepare some of your comments, if you so wished. Also, you could decide whether there were certain topics which you would not want to discuss, since interviewees would have complete say over this.

THE SERVICE USER'S GENERAL VIEWS

What are your views on your help from Social Services?

- **How satisfactory do you find it?**
- **Does it achieve the results which it's supposed to?**
- **Are there ways it could be done better?**

Are there any types of help which you'd like from Social Services but which you are not getting at present?

HOW SATISFACTORY ARE CURRENT ARRANGEMENTS IN THE MAIN AREAS OF DAILY LIVING ?

How do you manage things in the following areas of daily living?

For each of these areas...

is there any help which you need but which you're not getting?

is there any improvement which you would like made to the help which you receive?

- **Meals/refreshments**
- **Shopping**
- **Laundry**
- **House cleaning**
- **Odd jobs in the household**
- **Being able to get help quickly if you're ill or have an accident at home**
- **Feeling safe from crime or nuisance behaviour**
- **Do you manage with money, bills and other financial or legal matters?**
- **How satisfactory do you find personal care?**
- **Can you get out of your house as much as you would like?**
- **Does your present amount of social life suit you?**
- **Do you have enough things of interest in your everyday life to suit you?**

QUALITY OF HOME CARE

If you receive Home Care, the manager would like to ask you the following questions:

- **In the last 6 months, have Home Care staff ever missed a planned visit to you?**
- **How well do the times of your visits from Home Care staff suit you?**
- **How happy are you with the sort of communication and relationships which you have with Home Care staff? Any ways you would like this to be different?**
- **How well do you feel your privacy and dignity are respected in the ways staff give you Home Care?**
- **To what things should staff pay most attention in order to maintain or improve the quality of your Home Care? Either things which you value about what they do now or extra things which you'd like them to do?**

Would you have any particular requests which you'd like Home Care staff to keep in mind?

OTHER SPECIFIC TYPES OF HELP

If you use any other types of Social Services help besides Home Care, the Manager may ask you your views on this also. For instance, if you attend any day centre, what are your views on it? If you have been in hospital during the last year, what did you think of the help provided for you when you left hospital? If there were a member of your family present when the Manager visited, the latter would be interested in hearing their views too on the help which Social Services has been providing.

HELP IN GENERAL

Finally, the Managers would like to ask everyone the following general questions.

How satisfied are you with your circumstances as a whole?

- **Aside from the services which you already get, are there any other types of help which you would like?**