

PERSONALISATION USER QUESTIONNAIRE

A partnership of Voluntary and Community Sector Organisations and statutory bodies have come together to explore what you know about personalisation. Personalisation's overall aim is for users of social care services to have more control over how the money for their care is spent. It also presents them with the opportunity to assess their own care and support needs and decide how their needs should be met. This short questionnaire is the start of this work and aims to provide people with a voice who may have opted for 'personalisation' as a means of support. Findings may be shared with Local Authorities at some time in the future; this can sometimes help to influence and shape services. As well as Individual participants will remain anonymous and updates, feedback and more information can be gained from Tracy Dearing (North Bank Forum, Partnership Co-ordinator) on 01482 499042. Please ✓ the box which reflects your answer.

DEFINING AND USE OF PERSONALISATION

Are you currently using 'personalisation' as a means of support (personal services, individual budgets or personal budgets)?

Yes No

How would you describe 'personalisation' to other people?



BENEFITS AND IMPACTS

Has 'personalisation' / personal services impacted on your quality of life?

Yes No

Please explain

What do you think have been the main benefits of 'personalisation' / personal services?



CHALLENGES

What have been the main challenges of 'personalisation' / personal services?



How do you think these challenges can be overcome?

Would you recommend personalisation to others?

Yes No

Please explain

SUPPORT

What support and guidance have you received whilst using 'personalisation' / personalised services?



Who provided this support?

Please rate the support / guidance you have received.

Very Satisfied Satisfied Neither Dissatisfied Very Dissatisfied

What improvements could you recommend to personalisation / personal services?



THANK YOU FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE