



The Richmond Fellowship Scotland

PARTICIPATION

The right choice for support for you



The Richmond Fellowship
Scotland

The right choice for support for you



Austen Smyth
Our Chief Executive Officer

WELCOME

Would you like to get involved in making your support services better?

I want to **encourage you** to have your say about your support service.

Please read on to find out how **you** can be involved.

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WHAT IS PARTICIPATION?

Participation is having a say about the support service you receive. It is making decisions about your own support service and the wider services provided by The Richmond Fellowship Scotland.

We would like to encourage you to be involved in participation. At The Richmond Fellowship Scotland we will always listen to what you say.

This leaflet tells you about the different ways that you can be involved in participation. You can choose as many as you like. Your participation is voluntary though, you do not have to do any of these if you do not want to. You can change your mind at any time.

Please fill in your details below:

Name: _____

Address: _____

Service that supports you: _____

Date: _____



Now read on to find out how **YOU** can be involved. When you have made your choices, please give the completed form back to your key worker or a member of staff.

Alison -
involved in
discussions

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TAKE OUR SATISFACTION SURVEY

Each year we have a satisfaction survey. It is called **“How well are we doing?”**

This survey tells us what we are doing well. It tells us what we need to do better. It is available in a written format and a more accessible format.

We will respond to any points you bring up. We will tell you the results of the survey for your service and for the whole organisation.

Please tick the box that applies to you

Yes, I would like to take part

No, I don't want to take part



Emma and Robert -
reading over surveys

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Austen - **listening to comments**

TELL US WHAT YOU THINK ABOUT OUR STAFF

Every year our staff have an appraisal. This is a written report about their work.

An appraisal gives praise for good work, and points out any things that the worker could improve.

We can speak to you about what you think is good about your workers, and where they could improve. We will include what you say in the appraisal.

Please tick the box that applies to you

Yes, I would like to take part

No, I don't want to take part



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CHOOSE THE STAFF THAT SUPPORT YOU

How about being involved in choosing the staff that will support you? When we choose new staff there are different stages that you can be involved in. These are:

- Choosing the words for the advertisement
- Choosing the questions to ask
- Choosing the people who will be interviewed
- Meeting the people who are being interviewed and telling us what you think
- Asking questions at the interview
- Helping choose the right person

You can be involved in any or all of these stages.

Please tick the box that applies to you

Yes, I would like to take part

No, I don't want to take part



Billy -
involved in
interviewing

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James - **having his say at a meeting**

COME TO TEAM MEETINGS

Your service has regular team meetings. At these meetings, staff discuss the everyday running of the support service and any important issues. You can come to these meetings and have your say at them.

Please tick the box that applies to you

Yes, I would like to take part

No, I don't want to take part



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SERVICE PLANNING

Each year your service will make a plan. This plan will look at how the service can develop and improve where needed.

We want you to be part of this process. There will usually be a service planning day that you can come to and share your ideas.

Please tick the box that applies to you

Yes, I would like to take part

No, I don't want to take part



Jamie -
making plans

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HELP US EVALUATE YOUR SERVICE

Every year we carry out an evaluation of our services. We look at how the service operates and the procedures that are in place. We check that the service is meeting our standards. We use a document called the National Evaluation Tool. You can be involved by discussing your experience of your service with your local staff. You can tell us whether your service is meeting the standards.

There may also be the opportunity to meet with staff from our Quality and Evaluation Team, based at our Head Office. They come to check that the evaluation is right.

Please tick the box that applies to you

Yes, I would like to take part

No, I don't want to take part



Jennifer - **from the Quality Team**

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CARE INSPECTORATE

The Care Inspectorate is a government body which registers and inspects our services. They make sure we are meeting the national care standards and regulations. They award a grade that tells you how good the service is. They write a report that is available to everyone.



The Care Inspectorate think it is very important that you are involved in the inspection process, and so do we.

Here are the ways you can be involved:

- Discussing the service with your workers. They will write down your comments.
- Attending meetings with other people who are supported and deciding what grade you would give the service.
- Filling in a questionnaire about your views on the service
- Meeting with the Inspection Officer

Please tick the box that applies to you

Yes, I would like to take part

No, I don't want to take part



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WHAT HAPPENS NOW?

Please give this form to your key worker or a member of staff.

If you have chosen a way **to participate** – great! A Senior Worker at the service will be in touch with you to speak about this.

If you have chosen **not to be involved** in these areas that is fine. It will not affect your support in any way. We will ask you if you still feel the same way in the future.

Remember, you can speak to a member of staff or the Team Manager at any time if there is something you want to discuss about your service.



**Thank you for taking the
time to read this leaflet**

Craig -
enjoying
participation!



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Affix Local Address

Our leaflets are available in different formats including:
easy read, audio and Braille. Please contact us to ask for these.

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