Service User Outcomes

Service User Outcome 1:
I have a positive experience of care and support at all times

- I only want to explain my situation once

- My care worker should have the right personal qualities and skills to support me well

- My care worker should know about me, who I am, and recognise and meet my support needs

- There must be good communication in the right way at the right time

Service User Outcome 2:
My health and wellbeing are promoted at all times and I am supported to maintain my independence wherever possible

- I want to live in my own home

- I am supported to do things I want to do and live how I want to live

- I need my care in a way that suits me when I need it and for carers to have enough time to support me well

- I need to have a regular carer who knows me and what support I need

Service User Outcome 1

Service User Outcome 2

Service User Outcome 3

Service User Outcome 4

...come 4:
...oidable harm and free
...harassment and
...on

- ... the support I receive

- ... quality assessments and ...e is working well

- ...d to and what I say is

- ...ons even if others consider

Resident outcome 4: I feel safe - protected from avoidable harm and free from any kind of abuse, harassment and discrimination

- Protected from abuse in accordance with my views and wishes
- Concerns are taken seriously
- Protected from avoidable harm
- Right to make decisions
- Best interests are central and legal rights supported
- Right to raise concerns and complaints without fear