

Getting your feedback – Named Social Worker Project

Your social care worker will fill out this section:

Service User Name: _____ CareFirst6 No.: _____

Your named social worker: _____



Your named social worker has been supporting you through your transition process.

In the past this process might have involved you working with a few different social workers – depending on who was available when you contacted us.

We would like to find out if having a particular, named social worker is helpful.

We would like you to ask you a few questions

Please tick one box to answer each question



Question 1

Is your named social worker easy to contact?

No



Unsure






Yes



Question 2

Do you understand the information given to you by your named social worker?

No information Some information All information






Question 3

Do you feel listened to by your named social worker?





No Unsure Yes

Question 4

Do you feel you can ask questions of your named social worker?

No Yes






Question 5

Have you felt able talk about everything you wanted to?






No, I did not talk about everything I wanted to Unsure, I talked about some of the things I wanted to Yes, I talked about everything I wanted to

Question 6

Do you feel that having a named social worker gives you more control over your transition process?

No Unsure Yes




  



Question 7

Has your social worker done what they said they were going to?

No Unsure Yes



Question 8

Is there anything else you want to say about having a named social worker?

Please write your answer in this box, you can ask for help to write your comments:

Thank you. Your completed questionnaire can be returned to: Transition Team, Halton Borough Council, Ground Floor, Runcorn Town Hall, Heath Road, Runcorn, WA7 5TD.

If you would like to give more detailed feedback, in the form of a compliment or complaint, please contact the Adult Social Services Customer Care Team Tel: 0151 511 6941 Email: ssd.complaints@halton.gov.uk

For information about data protection please go to www.halton.gov.uk/privacy