

Service User Experience Sampling

Information for participants

Hartlepool Borough Council
Child and Adult Services



Service User Experience Sampling

Four times each year, we carry out Service User Experience Sampling. This sampling helps us find out what people think of the Adult Social Care services and support we provide.

Finding out about people's experiences of Adult Social Care helps us to make our services better for everyone who uses them.

» Adult social care

Adult social care is part of the Child and Adult Services department at Hartlepool Borough Council. We used to be called Social Services. Some of the things we do are:

- provide equipment, adaptations and advice to help people move around their homes safely, prepare meals, and keep clean
- work to agree a support plan which give people choice and control over the help they need to live independently
- give advice on welfare benefits and help people who can not manage their own money
- give information about the services and support available to people in Hartlepool

Your name has been picked at random from a list of people who have used our services in the past year.

If you agree to take part, a worker from the Child and Adult Services department will visit you at home to talk about your experiences of adult social care. This might include:

- what it is/was like to get in touch with us
- how easy or difficult it is/was to find out or get what you needed from us
- how good or bad we are/were at explaining things to you
- whether or not you feel /felt in control of the support you get

We will value what you say and treat it in confidence. We will use your answers to help us make our services better. Nothing you say will have a negative effect on the services or support you get from us.

If you have any specific issues you would like us to look in to, your interviewer will raise the matter with the appropriate team manager. Your interviewer or team manager will let you know what the outcome was.

If you have any questions about the sampling or do not want to take part, please contact the person named in the invitation letter which came with this leaflet.