

Your Views Count

We're here to do everything possible to meet the standards we set for our staff and services. We need you to tell us if things were as you expected, or you want to make a comment or share an idea for improvement. We can use your comments to help improve services.

Please note that to follow up on your feedback the information provided may be shared on a need to know basis, with Health and Social Care professionals and service providers who may contribute to your care.

I would like to make a: **Compliment** ☐ **Comment** ☐ **Complaint** ☐

The service I would like to comment on (please only tick one):

Customer Services	<input type="checkbox"/>	Carers Assessment	<input type="checkbox"/>	Reablement & Rehabilitation	<input type="checkbox"/>
Day Care	<input type="checkbox"/>	Residential/Nursing Home	<input type="checkbox"/>	Home Care	<input type="checkbox"/>
Supported Accommodation	<input type="checkbox"/>	Finances/Charges	<input type="checkbox"/>	Safeguarding	<input type="checkbox"/>
Shared Lives Service	<input type="checkbox"/>	Direct Payments/ Personal Budget	<input type="checkbox"/>	Respite Services	<input type="checkbox"/>
Assessment & Review Process	<input type="checkbox"/>	Equipment & Adaptations	<input type="checkbox"/>	Other (please specify)	

.....
Please use this space to give us more detail and to tell us how we can improve our service (or put things right).

Please see over page - use and attach a separate sheet if necessary.

My experience of adult social care services - please tick	Agree	Disagree	Neither
I have been treated with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My views have been taken into consideration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with the outcome of my assessment or review	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received information about other agencies that could help me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information was provided at the right time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information was provided in a format suitable for my needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your contact details:

Name:

Address:

.....

.....

Tel No:

Email address:

Details of the person who receives/received a service from Adult Social Care

Name:

Address:

.....

Tel No:

Email address:

We won't automatically acknowledge your feedback however please tick if you want to be contacted about your comment or complaint. ☐

Our contact details:

When you have completed this form, please return to us using the freepost address below. You do not need to use a stamp.

Address: Freepost
LANCASHIRE COUNTY COUNCIL

Online: www.lancashire.gov.uk

Phone: 0300 123 6720

If you would like this information in another format or language, contact our Customer Access Service on 0300 123 6720.

If you would like help in making your comment or complaint please contact:

Advocacy Focus

Phone: 0300 323 0965

Email: admin@advocacyfocus.org.uk **Website:** www.advocacyfocus.org.uk



LAS No :

P5SCRM