

Care and Support Customer Voice: our guidelines

Overview and key objectives

This panel represents the views of care and support customers and helps to improve services across the East Midlands.

The panel gathers data from customer / colleague feedback, stakeholder feedback, complaints, the Care Quality Commission and satisfaction surveys. The panel will act responsibly when conducting research and gathering feedback. The panel will produce reports and recommendations based on the feedback received.

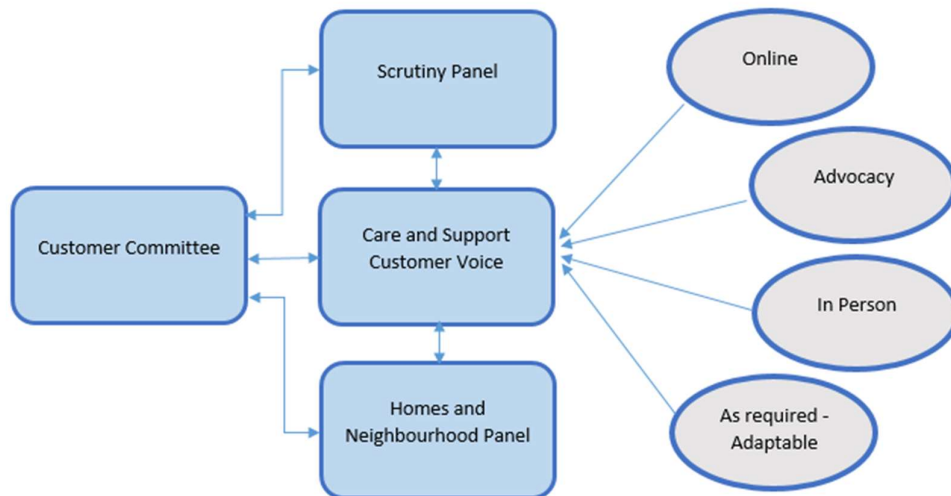
We'll use informal methods of data collection including:

- Online engagement
- Advocacy-based engagement
- In person engagement.

Keeping things in check

We're open to suggestions from any contributor and the panel will be reviewed by customers with lived experience of care and support services.

The diagram below outlines where this panel sits in NCHA's customer involvement structure.



Support for the group

The panel will be supported by:

- Care and support representative
- Customer involvement coordinator
- Assistant Director of Homes and Wellbeing.

Membership

The panel will include the following membership:

- One Panel Chair
- Two independent members with lived experience of care and support services.

New members will be gained through open recruitment available to all. Members serve for a term of two years, subject to successful appraisal, this can be extended up to a maximum of six years.

Meetings

The panel are to meet at least six times per year in person or remotely.

Measuring outcomes

Outcomes will be measured in a variety of ways which are considered to be suitable and accessible.

This includes:

- Using before and after surveys
- Monitoring implemented recommendations
- Measuring customers' ability to suggest improvements.