**IMPACT – the Evaluation of the Social Services and Well-being Act**

**PRO FORMA: for service users who need care and support and unpaid carers**

*For more information about the IMPACT study, visit:*

[*https://wihsc.southwales.ac.uk/evaluation-implementation-social-services-and-well-being-wales-act-gwerthuso-gweithrediad-deddf-gwasanaethau-cymdeithasol-llesiant-cymru/*](https://wihsc.southwales.ac.uk/evaluation-implementation-social-services-and-well-being-wales-act-gwerthuso-gweithrediad-deddf-gwasanaethau-cymdeithasol-llesiant-cymru/)

*If you want to access this pro forma online please go to:*

[*https://southwales.onlinesurveys.ac.uk/impact-proforma*](https://southwales.onlinesurveys.ac.uk/impact-proforma)

***PLEASE COMPLETE AS MANY QUESTIONS AS YOU WANT TO. ONCE YOU ARE FINISHED, PLEASE EMAIL YOUR RESPONSE TO PROFESSOR MARK LLEWELLYN:*** [***mark.llewellyn@southwales.ac.uk***](mailto:mark.llewellyn@southwales.ac.uk)

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| **Introduction** |
| The following questions are about the care and support you receive, or the care and support the person you care for receives. They have been structured around the five principles of the Act: well-being, voice and control, prevention, co-production, and multi-agency working.  Please try and answer in as much detail as possible so that we can understand your experience. Your answers are important and will help us understand what is good and what needs to change. After each question are some points that may help you to think about your experiences.  Please do not complete these questions if you have already taken part (other than if you intend to complete this pro forma from the perspective of both a service user and a carer if that applies to you), or plan to take part in any of the other activities within this study.  You can withdraw from completing the pro forma at any time simply by closing the window and your data will not be saved. Your data will only be saved if you submit your responses at the very end.  Before starting, it is important that you read through the Participant Information Sheet (PIS). The PIS can be accessed by clicking here: <https://wihsc.southwales.ac.uk/evaluation-implementation-social-services-and-well-being-wales-act-gwerthuso-gweithrediad-deddf-gwasanaethau-cymdeithasol-llesiant-cymru/impact-evaluation/> |

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| **About you** | |
| **Q1. Are you…?** | |
| 1. A service user |  |
| 1. A carer |  |
| *We recognise that it is possible to be both a service user and an unpaid carer. You are welcome to complete the pro forma from both perspectives should you want to. Please complete both columns (from Q9 onwards) on the pro forma.*  *If you are neither a service user or carer but want to contribute to the study, please contact Professor Mark Llewellyn –* [*mark.llewellyn@southwales.ac.uk*](mailto:mark.llewellyn@southwales.ac.uk) | |

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| **Consenting to take part** | |
| Please answer the following questions to confirm that you are happy to take part in the study by completing the pro forma. | |
| **Q2. I confirm that I have read and understand the information sheet dated 13.4.21 (version 1) for the IMPACT study. I have had the opportunity to consider the information, ask questions and have had these answered satisfactorily.** | |
| 1. Yes |  |
| 1. No |  |
| **Q3. I understand that my participation is voluntary and that I am free to withdraw at any time without giving any reason, without any consequence to myself.** | |
| 1. Yes |  |
| 1. No |  |
| **Q4. I understand that accepting the informed consent statements at the beginning of the pro forma implies consent to participate.** | |
| 1. Yes |  |
| 1. No |  |
| **Q5. I agree to anonymised quotes being used in any publications that arise from this research.** | |
| 1. Yes |  |
| 1. No |  |
| **Q6. I give permission for my data to be stored and processed in accordance with the General Data Protection Regulation (2018).** | |
| 1. Yes |  |
| 1. No |  |
| **Q7. I understand that anything declared concerning illegal/unprofessional activity or suggesting potential of actual harm might arise to an individual or group will be reported to the appropriate authorities.** | |
| 1. Yes |  |
| 1. No |  |
| **Q8. I agree to take part in the above study.** | |
| 1. Yes |  |
| 1. No |  |

**FOR THE REMAINING QUESTIONS, PLEASE USE THE LEFT HAND COLUMN IF YOU WANT TO PROVIDE FEEDBACK FROM THE PERSPECTIVE OF A SERVICE USER, AND/OR USE THE RIGHT HAND COLUMN IF YOU ARE RESPONDING FROM THE PERSPECTIVE OF A CARER.**

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| **Your situation** | |
| *Service user perspective* | *Carer perspective* |
| **Q9. What sort of care and support do you receive, and who provides it for you?** | **Q9. What sort of care and support does the person you care for receive, and who provides it for them?** |
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| **Well-being** | |
| The Act seeks to ensure that people who need care and support, and carers who need support, enjoy well-being in every area of their lives.  Well-being is about more than just being healthy, it can also include:   * being safe * having somewhere suitable to live * being involved in decisions that impact your life * having friends * being part of good, strong communities * having every chance to do well in education * feeling good about your life * For adults – being able to work * For children – being able to grow up happily and successfully, and being well-looked after.   Assessments are undertaken with individuals to focus on what the individual needs and try to meet those needs, and carers to identify the support they need. A ‘what matters’ conversation helps to carry out the assessment. It is a way for professionals to understand people’s situation, their current well-being, and what can be done to support them.  It’s about identifying with the person:   * How they want to live their life * What might be preventing that * What support might be required to overcome any barriers   It is an equal conversation and is important to help ensure the voice of the individual or carer is heard and ‘what matters’ to them. | |
| *Service user perspective* | *Carer perspective* |
| **Q10. To what extent do you think the care and support you receive is based around ‘what matters’ to you?**  *(Think about what was good, what wasn’t as good, what difference it made to you)* | **Q10. To what extent do you think the care and support the person you care for receives is based around ‘what matters’ to them and you?**  *(Think about what was good, what wasn’t as good, what difference it made to them)* |
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| **Q11. Thinking about the care and support you receive, what could be done to improve your well-being?**  *(Think about the support you receive, or your relationships with friends, family, the community)* | **Q11. Thinking about the care and support the person you care for receives, what could be done to improve their well-being and yours as their carer?**  *(Think about the support you receive, or your relationships with friends, family, the community)* |
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| **Voice and Control** | |
| Voice and control aims to put the individual and their needs at the centre of their care and support, using their ‘voice and control’ over the outcomes that can help them achieve well-being and the things that matter most to them. This could be:   * Having a safe and permanent home * Taking part in activities * Being able to plan and cook a meal * Remain or become part of their communities   Advocacy is an important tool to support people’s voice and control, and well-being. Advocacy services help people to:   * Access information and services * Get involved in decisions about their lives * Explore choices and options * Express their needs and wishes | |
| *Service user perspective* | *Carer perspective* |
| **Q12. How much voice and control do you feel you have over the care and support you receive?**  *(Think of an example about when you have talked about what is important to you with a person or agency who is providing your care and support)* | **Q12. How much voice and control do you feel the person you care for has over the care and support they receive?**  *(Think of an example about when you have talked about what is important to you with a person or agency who is providing your care and support)* |
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| **Q13. Has the amount of voice and control you feel you have changed in the last year?**  *(What has changed, what was it like before it changed? Has that been a good thing or a bad thing for you?)* | **Q13. Has the amount of voice and control you feel the person you care for has changed in the last year?**  *(What has changed, what was it like before it changed? Has that been a good thing or a bad thing for them?)* |
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| **Prevention** | |
| The Act is designed to make sure that:   * People can ask for the help they need when they need it to prevent their own situation from getting worse * Carers can access support to assist them in their caring roles and maintain their own well-being | |
| *Service user perspective* | *Carer perspective* |
| **Q14. In what ways do you feel the care and support you receive impacts on your life?**  *(Think about whether there is anything that makes it harder or better - what helps or hinders. Can you think of any examples?)* | **Q14. In what ways do you feel the care and support the person you care receives impacts on their life and yours as their carer?**  *(Think about whether there is anything that makes it harder or better - what helps or hinders. Can you think of any examples?)* |
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| **Q15.How far do you feel that the care and support you receive has stopped you from facing unexpected moments of difficulty in your life?** | **Q15.How far do you feel that the care and support the person you care for receives has stopped them from facing unexpected moments of difficulty in their life?** |
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| **Co-production** | |
| Under the Act, people will be more involved in the design and provision of their support.  It means working WITH them and their family, friends and carers so their care and support is the best it can be.  It recognises their strengths and the expertise they can bring, too.  This will make sure our care and support services are designed around what matters most to people. | |
| *Service user perspective* | *Carer perspective* |
| **Q16. To what extent do you feel that decisions about the care and support you receive are taken with you?** | **Q16. To what extent do you feel that decisions about the care and support the person you care for receives are taken with them?** |
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| **Q17.Can you give an example of what co-producing your care and support means to you?**  *(Think about what was good and what wasn’t as good, did any changes happen, what difference it made to you)* | **Q17.Can you give an example of what co-producing your care and support means to the person you care for?**  *(Think about what was good and what wasn’t as good, did any changes happen, what difference it made to you)* |
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| **Multi-agency** | |
| The Act wants to strengthen joint working between local authorities and other relevant partners, such as health, housing and the voluntary sector.  This is to improve people’s well-being and the quality of services and support people receive.  This will make sure the right types of support and services are available in local communities to meet people’s needs. | |
| *Service user perspective* | *Carer perspective* |
| **Q18. How good do you think the agencies that provide the care and support you receive are at working together?**  *(Think about what is good about it and why, and what isn’t as good and why)* | **Q18. How good do you think the agencies that provide the care and support for the person you care for are at working together?**  *(Think about what is good about it and why, and what isn’t as good and why)* |
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| **Q19. Thinking back to when you first started receiving care and support, has the way in which the agencies work together to support you changed?**  *(If yes, what has changed, what was it like before it changed? How has this affected you?)* | **Q19. Thinking back to when the person you care for first started receiving care and support, has the way in which the agencies work together to support them changed?**  *(If yes, what has changed, what was it like before it changed? How has this affected you?)* |
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| **Overall** | |
| *Service user perspective* | *Carer perspective* |
| **Q20. Over the past year, has anything about the care and support you receive got better?**  *(If yes, think about what this is and why it is better. Can you give an example?)* | **Q20. Over the past year, has anything about the care and support the person you care for receives got better?**  *(If yes, think about what this is and why it is better. Can you give an example?)* |
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| **Q21. Over the past year, has anything about the care and support you receive got worse?**  *(If yes, think about what they are and why it is worse. Can you give an example?)* | **Q21. Over the past year, has anything about the care and support the person you care for receives got worse?**  *(If yes, think about what they are and why it is worse. Can you give an example?)* |
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| **Q22. To what extent are you able to achieve the outcomes that matter to you?**  *(Think about how you know your outcomes are being met, what does it look like?)* | **Q22. To what extent are you able to achieve the outcomes that matter to them and to you as their carer?**  *(Think about how you know their outcomes and your outcomes are being met, what does it look like?)* |
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| **About you** | |
| **Q23. In which local authority area do you live?** | |
| 1. Anglesey |  |
| 1. Blaenau Gwent |  |
| 1. Bridgend |  |
| 1. Caerphilly |  |
| 1. Cardiff |  |
| 1. Carmarthenshire |  |
| 1. Ceredigion |  |
| 1. Conwy |  |
| 1. Denbighshire |  |
| 1. Flintshire |  |
| 1. Gwynedd |  |
| 1. Merthyr Tydfil |  |
| 1. Monmouthshire |  |
| 1. Neath Port Talbot |  |
| 1. Newport |  |
| 1. Pembrokeshire |  |
| 1. Powys |  |
| 1. Rhondda Cynon Taff |  |
| 1. Swansea |  |
| 1. Torfaen |  |
| 1. Vale of Glamorgan |  |
| 1. Wrexham |  |
| **Q24. How old are you?** | |
| 1. 16-18 |  |
| 1. 19-25 |  |
| 1. 26-49 |  |
| 1. 50-64 |  |
| 1. 65-84 |  |
| 1. 85 or older |  |
| **Q25. Which of these best describes your gender?** | |
| 1. Male |  |
| 1. Female |  |
| 1. Non-binary |  |
| 1. Prefer not to say |  |
| 1. Prefer to self-describe (please state) |  |
| **Q26. Which of these best describes your ethnicity?** | |
| *White* | |
| 1. Welsh, English, Scottish, Northern Irish or British |  |
| 1. Irish |  |
| 1. Gypsy or Irish Traveller |  |
| 1. Any other White background |  |
| 1. Mixed or Multiple ethnic groups |  |
| 1. White and Black Caribbean |  |
| 1. White and Black African |  |
| 1. White and Asian |  |
| 1. Any other Mixed or Multiple ethnic background |  |
| *Asian or Asian British* | |
| 1. Indian |  |
| 1. Pakistani |  |
| 1. Bangladeshi |  |
| 1. Chinese |  |
| 1. Any other Asian background |  |
| *Black, African, Caribbean or Black British* | |
| 1. African |  |
| 1. Caribbean |  |
| 1. Any other Black, African or Caribbean background |  |
| *Other ethnic group* | |
| 1. Arab |  |
| 1. Any other ethnic group |  |

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| **Q27. How would you describe your use of Welsh?** | |
| 1. I can read Welsh |  |
| 1. I can write in Welsh |  |
| 1. I can speak Welsh |  |
| **Q28. Are you or the person you care for able to receive care and support through the Welsh language if you or they want to?** | |
| 1. Always |  |
| 1. Often |  |
| 1. Sometimes |  |
| 1. Rarely |  |
| 1. Never |  |
| 1. This is not relevant to me |  |
| **Q29. Who provides the care and support you or the person you care for receives?**  *[Tick all that apply]* | |
| 1. Local authority |  |
| 1. Independent sector care agency or organisation |  |
| 1. Voluntary sector care agency or organisation |  |
| 1. NHS |  |
| 1. Other (Please state) |  |
| **Q30a. Which of the following statements best describes where you live?**  **FOR SERVICE USERS ONLY** | |
| 1. I live in my own home on my own |  |
| 1. I live in my own home with others who support me |  |
| 1. I live in a residential or nursing care home |  |
| 1. I live in a children's residential home or foster placement |  |
| 1. I live in another form of accommodation (like extra care, supported living or others) |  |
| **Q30b. Which of the following statements best describes where you live?**  **FOR CARERS ONLY** | |
| 1. I care for an adult or older adult in their own home |  |
| 1. I care for an adult or older adult in their own home living with a disability |  |
| 1. I care for an adult or older adult in another setting |  |
| 1. I care for an adult or older adult in another setting living with a disability |  |
| 1. I care for a child in their own home |  |
| 1. I care for a child in their own home living with a disability |  |

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| **And finally…** |
| **Q30. Is there anything else that you want to say?** |
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| **Thank you!** |
| Thank you for taking the time to complete this pro forma.  Once you have finished, please email it to Professor Mark Llewellyn:  [mark.llewellyn@southwales.ac.uk](mailto:mark.llewellyn@southwales.ac.uk) |

