



Every Covid Visit Matters Feedback form

This form should be used to provide feedback about where our contracted Providers are working well or where improvement is needed regarding any service area you visit, both positive or any identified areas for improvement.

The form is for internal use only for monitoring purposes during the current pandemic. If a safeguarding or complaint is needed, please follow agreed processes.

The completed form should be forwarded to: Quality Assurance Team, e-mailed to:
contracts@halton.gov.uk

Service Provided → (please delete as appropriate)	<ul style="list-style-type: none"> Domiciliary Care Residential Nursing Care Day care services Supported Living; Address of Unit Other (please state) 	Date of visit	
Provider Name:		Service user name & ID (if applicable)	
		Name of Referrer	

Please give feedback on the service area you visited, both positive or if there is any areas for learning/improvement

(services could include care homes, supported living, community settings where the person has a package of care)

(context of visit)

(examples of feedback could be interactions with people they were supporting, communication, family involvement, personalised care being given/not given, openness of the service)

What actions would you like to see taken in order to improve this service, if any?

(this could be training, a focused visit, assurances around key areas of care delivery)

If applicable, what key areas of the service impressed you the most?

(an important part of the feedback. An opportunity to state the positives you encountered from your visit)

Has a Safeguarding Concern been raised?

YES / NO