What Does Good Look Like?

Supporting information for Warwickshire Care Champions visits.

Care Champions will look at **six** key areas to get a sense of customer experience. The examples in this document are to give you an idea of things you might look at or questions you might ask to consider whether each area is **good**, but you are not expected to treat this as a checklist. There might be other things you notice that are important – each visit will be different.

How you make judgements about each area is up to you, but you might need to think about:

- What you can see
- What you can hear
- What you can smell, or taste
- How you feel, or how others might feel

There are lots of ways to get information about customer experience. Some things you might do on a visit include:

- Talking to customers and their family and friends
  (in some settings, customers may communicate non-verbally – you may need to find out about individual communication preferences)
- Having a chat with staff / management / volunteers (if appropriate).
- Taking time to sit back and observe what's happening
- Joining in with an activity or meal
- Taking a tour of the setting
- Have a look at customer photobooks (if appropriate)

Again, this is not a checklist of things you **have** to do. It is up to you, as the Care Champion, to decide how you want to approach each visit. You may wish to make notes, or record your observations in another way.

You will need to speak to a member of staff at the setting if you wish to take photographs – if permission is given, remember that **photographs should only be used to capture detail about the environment**, and should not identify individual customers.

Six Key areas of Customer Experience

1. Customer / Staff Relationships

- *Do staff greet customers / carers / visitors with a smile?*
- *How do staff address customers?*
- *Do staff show they have **real time** for customers – do they interact patiently and in a friendly manner?*
- *How do staff respond to requests?*

2. Environment and Accessibility

- *Is it a comfortable temperature?*
- *Do communal areas look tidy?*
- *How does the setting smell?*
- *Is there outdoor space? And can people access this when they choose to?*
- *Are signs clear and easy to understand?*
- *Do all areas promote customers' dignity? E.g. are customers' personal care needs dealt with discreetly and in private?*

3. Food and Drink

- *Are vegetarian options regularly available?*
- *What's on the menu today? Does the food available look appetizing?*
- *Are people able to choose what they eat?*
- *Are appropriate resources and support available for all customers at meal times?*
- *Is food culturally diverse? Are alternative options available?*
- *Are snacks available outside of meal times?*
- *Do customers get involved with food preparation?*

4. Activities

- *Do residents look engaged in what's going on?*
- *Are there opportunities for outdoor activities?*
- *Are there organised "communal" activities, but with choice in participating?*
- *What is available for those not involved in group activities?*
- *What is available for customers who are not mobile / bed-bound?*
- *Are there opportunities to visit local shops, café, library, park, if appropriate?*

5. Personalisation / choice

- *Can people choose their activities?*
- *If appropriate, are there photos of residents in the setting?*
- *Are rooms personalised to customers' choice? (e.g. bedrooms in residential settings)*
- *Do customers feel staff understand their individual needs and preferences?*
- *Do staff appear to know customers well?*
- *How is personalisation managed for those who struggle to communicate their preferences / lack capacity?*

6. Family and friends

- *Are there visitors today that you can chat to?*
- *Do family and friends feel well-informed and involved?*
- *How is information shared with relatives? E.g. a newsletter, notice board, other regular communications?*
- *Can children visit?*
- *What about pets? Or can customers go and visit them if they choose?*

Warwickshire County Council

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