

Service user feedback

Service user feedback (if available) should be recorded in the “service user comments” section. Students are encouraged to consider service users’ perspective on their performance as this is good professional practice. This will always be a voluntary process for the service user. Students should always discuss with their practice educator before approaching a service user for feedback. Students may wish to use the information on Visual CARE Measure or Paediatric CARE Measure available from <http://www.talkingmats.com/research-consultancy/free-stuff-communication-disability/> to help gather feedback, or the CARE Measure itself at <http://www.caremeasure.org/about.php>

In some circumstances it may be more appropriate to gain feedback from carers, family members or other appropriate individuals rather than the service user, although it is recommended to seek this from the service user where possible.