



“OUR VOICE MATTERS!” Project

Questions and Structure for Consultation with Service Users

Template for Information Gathering and Submission

Consultation Process

For information about how to support someone through this process, please see the ‘Resource Pack for Consultation with Service Users about the Strategic Plan’, found in the Download Section of the Intranet under ‘Strategic Development 2021’ or on YourOTC.

This template is for use in 2 ways:

1. You can use this template to gather information from one or a group of service users.
2. When you have completed the information gathering and you feel you have all the information you need, please **summarise** the information (including the information from all service users) and complete a fresh copy of the template for **ALL** of the service users combined. When its complete please pass it to one of the named people who are the named leads for the appropriate service user group (see page 2).

If you have any questions or are unsure how to use the template, please contact a named person from the list below.

Thank you.

1.	2.	3.	4.	5.	6.	7.	8.
SU living in SMH Residential Houses & Community services/Link. Also includes individualised provision for SU.	Hubs	Local Centres	School leavers and Short-term Training Centre	Training Centres	SU who need extra support to communicate in any location/service plus work for all groups on guidelines for collecting information from SU.	SU of or nearing Retirement age in any service / location	SU availing of ASD/Abhainn type services
Colin Redmond Maeve Mulryan Edel Carty Roisin O'Neill Anne O'Brien Marian D'Arcy	Sarah Hewitt Feabhra Mullally	Roisin Leggett Sabrina Barrett	Eimear Ryan Claire Hopkins	Sabrina Barrett Jenny Costello	Mary Sloan Tara Ghalaieny	Medbh Mooney Dominic Burke	Feabhra Mulalley Eoin Keating

Overview Information – PLEASE COMPLETE

How many people did you consult and are represented in this template _____?

Age group of those consulted (tick all that apply):

18-30 30-50 50-65 Over 65


Living Arrangements of those consulted (tick all that apply):

Live in SMH Residential


Live in individual home (supported by SMH)


Live at home with family


Please summarise the information gathered:


 <p>Helping me plan for my life</p>	<p>Q1. What do we (SMH) do well?</p>	<p>Q2. What do we (SMH) not do well?</p>	<p>Q3. What matters to me for the future?</p>
<p>Guiding Questions</p> <ul style="list-style-type: none"> • <i>Do I have a person-centred plan?</i> • <i>Do people take account of who I am e.g. my religion and my past?</i> • <i>Do staff understand my preferences so I can plan for my life?</i> • <i>Have people important to me been consulted?</i> 			


Having my Voice heard	Q1. What do we (SMH) do well?	Q2. What do we (SMH) not do well?	Q3. What matters to me for the future?
<p>Guiding Questions</p> <ul style="list-style-type: none"> • <i>Do I get the opportunity to participate in meetings about myself (e.g. ICMs; My Life Meetings)</i> <i>Do I get the chance to influence things that happen in SMH?</i> • <i>Do I have the support to make a complaint if I want to?</i> <i>Do I have the support to make a compliment if I want to?</i> • <i>Do staff know how to support me to fully participate in meetings?</i> <i>Would I like to have a way to influence things that happen in SMH (being part of a steering group, advocacy group etc.)</i> 			


 <p>Where I live</p>	<p>Q1. What do we (SMH) do well?</p>	<p>Q2. What do we (SMH) not do well?</p>	<p>Q3. What matters to me for the future?</p>
<p>Guiding Questions</p> <ul style="list-style-type: none"> • <i>Can you tell me what you like/don't like about where you live?</i> • <i>What are my preferences and how do staff know?</i> • <i>How do you know the person likes/doesn't like where he/she lives?</i> 			

 <p>My Activities – daily, weekly etc.</p>	<p>Q1. What do we (SMH) do well?</p>	<p>Q2. What do we (SMH) not do well?</p>	<p>Q3. What matters to me for the future?</p>
<p>Guiding Questions</p> <ul style="list-style-type: none"> • <i>What I like/don't like about my day?</i> • <i>Activities that I would like try – do I get opportunities to try new things?</i> • <i>“Do you get help from staff to do something different?”</i> • <i>Do staff understand how I show them that I like/don't like an activity?</i> • <i>Do I get opportunities to try new things?</i> • <i>Are the activities meaningful?</i> • <i>“Do you get a chance to practice things that you are good at?” e.g taking part in a sensory group.</i> 			

 <p>My Skills</p>	<p>Q1. What do we (SMH) do well?</p>	<p>Q2. What do we (SMH) not do well?</p>	<p>Q3. What matters to me for the future?</p>
<p>Guiding Questions</p> <ul style="list-style-type: none"> • <i>What am I good at and are my strengths being used to support my goals?</i> • <i>Are there any supports that are missing?</i> • <i>“can you get to your job/swimming pool?”</i> • <i>Do staff understand what I am good at and use this information to plan my goals and my life?</i> • <i>Does the person have Cosan (or similar) goals?</i> 			

 <p>My People</p>	<p>Q1. What do we (SMH) do well?</p>	<p>Q2. What do we (SMH) not do well?</p>	<p>Q3. What matters to me for the future?</p>
<p>Guiding Questions</p> <ul style="list-style-type: none"> • <i>Do I have relationships, e.g. friends/family and do I get to spend time with the people I want to spend time with?</i> • <i>Do I get opportunities to develop and maintain relationships?</i> • <i>Am I supported to meet people with similar interests and at a similar life stage?</i> 			

 <p>My Places</p>	<p>Q1. What do we (SMH) do well?</p>	<p>Q2. What do we (SMH) not do well?</p>	<p>Q3. What matters to me for the future?</p>
<p>Guiding Questions</p> <ul style="list-style-type: none"> • <i>What I like/don't like about my places?</i> • <i>Places that I would like to go to – do I get opportunities to explore new places?</i> • <i>“Do you get help to think about where you want to go on holidays?”</i> • <i>Do staff understand how I show them that I like/don't like a place? E.g. my day service</i> • <i>“Do you get help to think about different places that you can go?”</i> • <i>Do I get opportunities to try new places?</i> 			

 <p>My Health & Wellbeing</p>	<p>Q1. What do we (SMH) do well?</p>	<p>Q2. What do we (SMH) not do well?</p>	<p>Q3. What matters to me for the future?</p>
<p>Guiding Questions <i>Do I have access to medical and clinical supports to help me be healthy and well?</i> <i>Do my medical supports suit me e.g. am I happy with GP?</i> <i>Do I have an assessment of Need?</i></p>			

Any additional Comments please note them here: