Over the past few years, numerous policy documents and initiatives have sought to highlight the importance of user and carer involvement.

The delivery of person-centred care can only really be achieved when service users and their representatives have ‘a voice’ and are able to influence the way in which priorities and services are planned, designed, delivered and evaluated - this includes making decisions about their own care.

Such involvement generally means that people are happier and more satisfied with services, that they are more likely to be persuaded that a particular service offers value for money and that they are more likely to accept changes in provision.

Feedback should be welcomed as a means through which the quality of services can be assessed.

It is also important to note that positive feedback from users can be just as valuable as negative. When complimentary feedback is received, service providers should be asking what is in place that makes that experience good, and how can it be replicated?

**Key Outcomes**

- Every service user will be involved in their care and will be supported to make choices related to the way in which care is provided.
- The culture of learning from service user and carer experience will be embedded in service delivery, at every level.
- Users and their representatives will be consulted and involved in service development and redesign.
- Information about services will be widely available and accessible to all, to support informed decision-making.

**Description**

"Involving users and carers in developing and evaluating technology enabled products and services can only add value to them. Nobody knows better the value of a product or service that works well or the potentially huge negative impact of a product, or service that doesn’t, making capturing their outcomes for users and carers vital to the quality of their delivery."

Madeleine Starr
Madeleine Starr, MBE, Carers UK

Madeleine Starr, MBE, Carers UK
The Audit Process

The Audit Process will seek robust evidence that the key outcomes have been met.

As a minimum, TEC Quality certified organisations must:

- Conduct an annual user survey using at least a 5% sampling base of its current users: the survey will seek views on all aspects of service quality e.g. timeliness of response, helpfulness of staff

- Have a comprehensive and accessible Complaints Management Policy and Procedure that makes clear who to complain to, what to expect and how to appeal in the case of dissatisfaction with the outcome

- Analyse complaints to identify trends, developing action plans to address areas of concern

- Provide examples where user experience has directly influenced service delivery

- Provide evidence that service users are fully involved in decision making at every step of the process: from referral to response

Evidence might include:

- Consent Policy
- Complaints Management Policy
- Complaints Action Log
- Compliments Log
- Annual Survey results and analysis
- User and Carer Group Terms of Reference
- Equality and Diversity Policy
- Advocacy Policy
- Minutes of meetings with User and Carer Groups
- Documented examples of user involvement and choice in their care

TEC Quality is the organisation set up to develop and run the Quality Standards Framework (QSF) - a set of outcome-based standards developed in partnership with key stakeholders across the TEC sector. TEC Quality audits and certifies organisations against these standards.

Whilst QSF is the intellectual property of the TSA, TEC Quality has full autonomy and sector-wide support to administer the QSF standards.