

The Healthwatch Bristol Adult Social Care Project **Focus Group Questions**



- ✓ 1A
- ✓ 2A
- ✓ 3A
- ✓ 4A
- ✓ 5A



These questions are for Focus Groups:
1A, 2A, 3A, 4A and 5A



1

Can you please tell us about the
Adult Social Care services you receive.



2

How were you referred to Adult
Social Care?

Were there any issues with that?





3

When a social worker first contacted you...



Was it quick or did it take a while after you were referred to Adult Social Care?



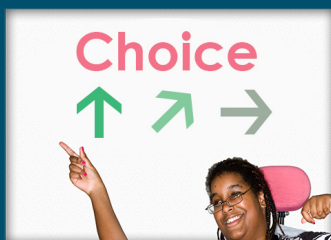
How did you find their response after they contacted you?





4

Do you feel the social worker understood your care needs?



5

Do you feel the social worker offered you choices on how to meet your care needs?





My choices

6

Do you feel your choices were taken into account?



My needs

7

How did Adult Social Care services respond when, or if, your care needs changed?





8

How has it been for you in terms of:

- Care Reviews
- Care Reassessments



In terms of your care needs, are you aware of:

- who to contact
- when to contact





Care Direct



10

Have you had any experience of Care Direct?



11

Do you feel you get the support that you think you need?

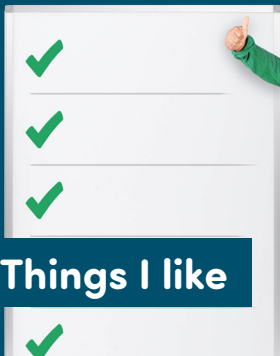
Support to me





12

What is your experience of Direct Payments?



13

What things do you like about the support you get?





14

What could be better about the support you get?

Better?



15

What are your thoughts about your future needs and support?

MY future





16

What 3 things are most important about the services you receive?



GOOD
service

17

What does a good service look like to you?



**A co-production group worked together
to make this easy-read document**



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