Devon County Council is working to improve services as COVID measures are eased. There have been some new ways of working developed in the last 12 months which may be useful going forward, including the use of technology and the telephone to carry out social care assessments, reviews and meetings.

In partnership with Living Options Devon, we are seeking feedback from people who have used adult social care services and their Carers about their experiences of having assessments, reviews and meetings via the telephone or video call.

Your views will be used to help shape the way that staff work to deliver services going forward.

**Your responses are anonymous. Thank you for your time.**

1. **Are you or do you have?** (you can tick more than one)

* Autistic
* An older person
* Blind or partially sighted
* Deaf (Sign Language (SL) user)
* Hearing impairment (not SL user)
* Learning disability
* Long term illness or health condition
* Mental health condition
* Limited mobility
* Speech impairment
* Unpaid or family carer
* Other (please specify) …………………..

1. **Have you and or your carer had an assessment, review or meeting with Devon County Council in the past 12 months over the telephone or video call (i.e. was not face to face)?**

🞎 Yes

🞎 No

1. **How effective did you find this method of communication?** Please rate on a scale of 1 -5 with 1 being not at all effective and 5 being very effective

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Not at all effective |  |  |  | Very effective |
| 1 🞎 | 2 🞎 | 3 🞎 | 4 🞎 | 5 🞎 |

1. **Would you be happy to have future assessment/reviews or meetings conducted in this way?**

🞎 Yes

🞎 No

**If yes, why?**

**If no, why not?**

**Any further comments?**

**Many thanks for your time**

**Please contact** [**socialcareinvolvement-mailbox@devon.gov.uk**](mailto:socialcareinvolvement-mailbox@devon.gov.uk) **if you have any questions or need help completing the survey.**