

Preferred Provider Scheme

Carers Comments 3rd July 2014-07-17

Your Views on the preferred option

Working

- *Very satisfied with support to family member.*
- *Small and local perhaps better.*

Not working

- *Potential providers should show in their bid that they have a plan to manage change (taking on extra service users).*
- *Family involvement full and frank. Balance? – Maybe some things our family members may not want everyone to know.*
- *History of resident- good assessment.*
- *Appropriate communication.*
- *Families feelings listened to.*
- *It is bad that services have to be monitored.*
- *Concerns for the future.*
- *Poor communication from managers of services.*
- *Fear.*

Questions

- *How do people know about providers? Who/where they are.*