



Consent

I confirm that I understand the information on this sheet, that I agree to take part in this project and that my involvement is voluntary.

I understand that Measuring the Mountain may share data it collects with its partners on the Steering Group (a complete list of these people and organisations can be found on <http://mtm.wales/blog/the-steering-group>) for the purposes of analysis and reporting of the project. I understand that I can consent to you also using and sharing my story more widely.

I understand that I have the right to withdraw from the project until May 31st 2020, after which time it will not be possible to remove any information I have provided.

The project is scheduled to finish on October 31st 2020. Data will potentially be kept beyond this point for the purposes of dissemination.

If I decide to have my data removed from Measuring the Mountain, or if I have any concerns or complaints, I will contact Katie Cooke, Project Manager katie.cooke@southwales.ac.uk or Jonathan Sinfield, University Research Governance Officer, Research and Innovation Services, 8 Forest Grove. 01443 484518. jonathan.sinfield@southwales.ac.uk

I understand that data collected by Measuring the Mountain will be held securely. All information is handled and stored in accordance with the General Data Protection Regulation (GDPR 2018)

If you agree to take part in Measuring the Mountain please read these statements and tick one box:

I am happy for my story to be shared publicly, and for Measuring the Mountain, and its partners on the Steering Group, to use all the information I provide for the purposes of analysis and reporting on the project.

I do not want my story to be shared publically. However, I am happy for Measuring the Mountain, and its partners on the Steering Group, to use the anonymised information I provide for the purposes of analysis and reporting on the project.

1. Tell us a story about an experience of needing care or support, or of being a carer, that you have had in the last 12 months.

This could be about advice, care, or support for you, or someone you know, or your experiences as a carer. We recognise that care and support services can relate to many different aspects of a person's life, so please feel free to tell us about community activities, school, health matters, housing etc. Looking at question 4 may give you some ideas.

Tell us a story about an experience that stands out to you.

2. Please give your story a title

3. Which best describes the story you have just told? (Please mark one option).

- My story is about care or support I have received
- My story is about being a carer
- This story is about someone else's experience

4. What setting, service, or provider does your story most relate to? (Mark up to three).

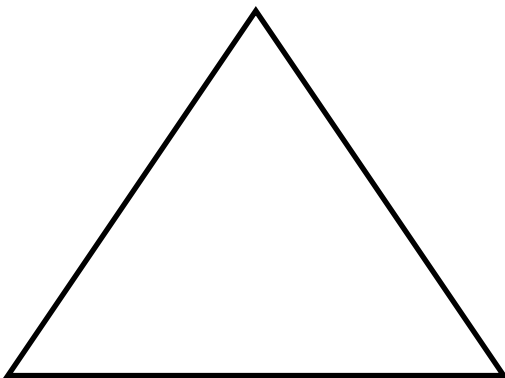
- | | |
|---|---|
| <input type="checkbox"/> Information and advice | <input type="checkbox"/> Day centre |
| <input type="checkbox"/> Advocacy | <input type="checkbox"/> Adult family placement |
| <input type="checkbox"/> Support for carers | <input type="checkbox"/> Child family placement |
| <input type="checkbox"/> Equipment, aids or adaptations | <input type="checkbox"/> Long-term residential care |
| <input type="checkbox"/> Home care / help in the home | <input type="checkbox"/> Respite / short breaks |
| <input type="checkbox"/> Supported living | <input type="checkbox"/> Health |
| <input type="checkbox"/> Community support and activities | <input type="checkbox"/> Mental health |
| <input type="checkbox"/> Financial support | <input type="checkbox"/> Transport |
| <input type="checkbox"/> Social worker | <input type="checkbox"/> Education |
| | <input type="checkbox"/> I don't know |

Other:

Please put one mark in the triangle in the position that best describes the story you shared. The further from a corner your mark is, the less that factor applies. If none of the factors apply, please tick 'none of these'.

5. Reflecting on the support you received...

I got what I felt I needed



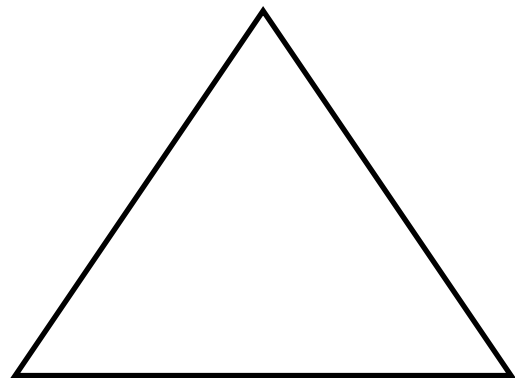
I was listened to

I had a choice

None of these

6. Reflecting on the support you received...

I did not get what I felt I needed



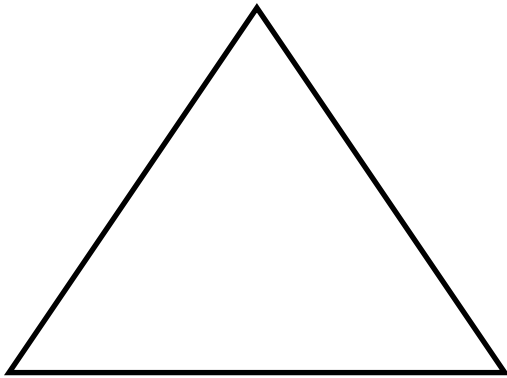
I was not listened to

I did not have a choice

None of these

7. In the story you have just told us about, who influenced what happened?

The person receiving the service



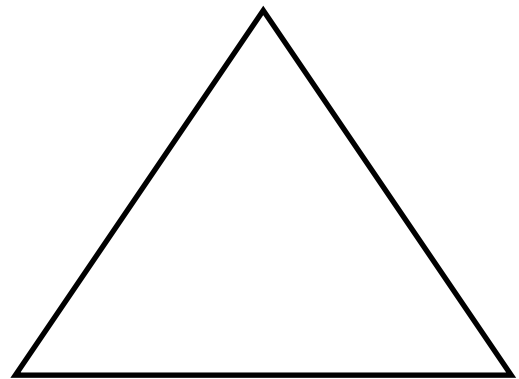
Carer

Social care staff / other professionals

None of these

8. Thinking about the advice or information you received...

It was easy to understand



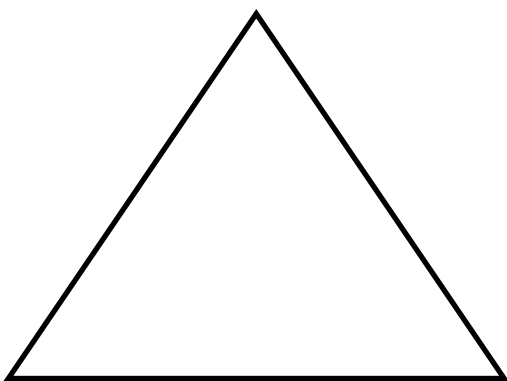
I got it when I needed it

It was useful to me

None of these

9. Thinking about the advice or information you received...

It was not easy to understand



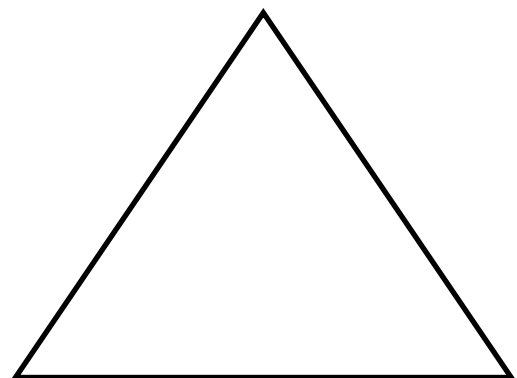
I did not get it when I needed it

It was not useful to me

None of these

10. The social care staff who provided support cared about...

The little things that mattered to me personally



My rights and dignity

My health and safety

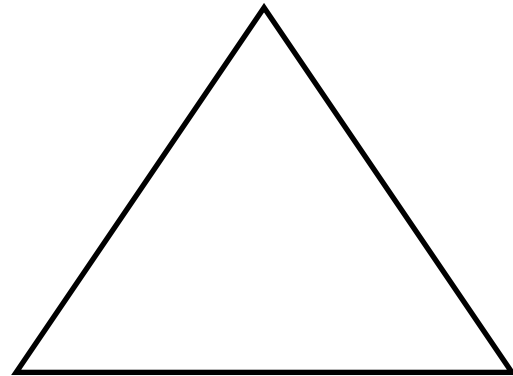
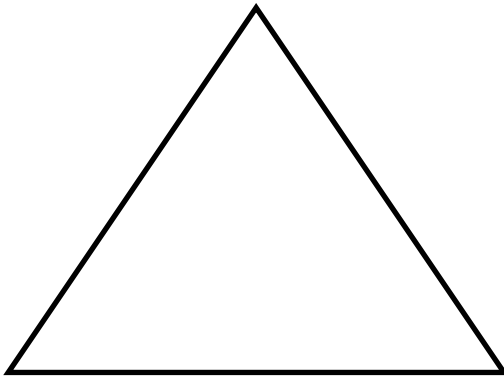
None of these

11. You were treated...

12. You were treated...

As an equal

Not as an equal



As knowledgeable

With kindness

As not knowledgeable

Without kindness

None of these

None of these

Please place a mark on the bar that best describes the story you have just shared.

13. The information you received allowed you to make the best decisions

The information I received did not help me make decisions



I received too much information, I was overwhelmed

Too hard to say / does not apply

14. You were able to discuss what mattered to you with social care staff

They didn't care about what I had to say



They asked too many questions, I wish they'd just got on with it

Too hard to say / does not apply

15. You have been supported to prevent your situation from getting worse

I have not been supported at all to prevent my situation getting worse



The support has been too extreme and feels interfering

Too hard to say / does not apply

16. Thinking about the story you have shared, the different services and providers worked together well.

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- I don't know Not applicable

17. Overall, how do you feel about your story? **18. Who needs to hear what you have said? (Mark all that apply)**

- | | |
|--|--|
| <input type="checkbox"/> Very positive | <input type="checkbox"/> Just me |
| <input type="checkbox"/> Positive | <input type="checkbox"/> Other members of the public |
| <input type="checkbox"/> Neutral | <input type="checkbox"/> Social care staff |
| <input type="checkbox"/> Negative | <input type="checkbox"/> Managers of organisations providing social care |
| <input type="checkbox"/> Very negative | <input type="checkbox"/> Government / politicians |
| | <input type="checkbox"/> Other |
-

19a. Can you identify one thing that made your story positive?

19b. Could you suggest one thing that could have been done differently to improve the experience you described in your story?

20a. The way social care is delivered in Wales changed in 2016. Have you noticed any change in your experiences since then?

- Yes No I'm not sure Not applicable

20b. If you have noticed any change, what has changed?

21a. Do you care for, look after, or give any help or support to family members, friends, neighbours or others?

(Please do not count anything you do as part of your paid employment)

- Yes
- No

21b. If yes, how many hours a week on average do you spend caring for, looking after or helping them? Please include any time you spend travelling so you can do these activities.

- | | |
|--------------------------------|--------------------------------------|
| <input type="checkbox"/> 0-4 | <input type="checkbox"/> 35-49 |
| <input type="checkbox"/> 5-9 | <input type="checkbox"/> 50-99 |
| <input type="checkbox"/> 10-19 | <input type="checkbox"/> 100 or more |
| <input type="checkbox"/> 20-34 | |

22. Do you consider yourself to be disabled?

- Yes
- No

23. What are the first 4 characters of your home postcode?

24. What is your gender?

- Male
- Female
- Other

25. How old are you?

26. What is your ethnic group?

- | | |
|---|---|
| <input type="checkbox"/> White British | <input type="checkbox"/> Any other Asian background |
| <input type="checkbox"/> Irish | <input type="checkbox"/> African |
| <input type="checkbox"/> Gypsy or Irish Traveller | <input type="checkbox"/> Caribbean |
| <input type="checkbox"/> Any other White background | <input type="checkbox"/> Any other Black / African / Caribbean background |
| <input type="checkbox"/> Indian | <input type="checkbox"/> Arab |
| <input type="checkbox"/> Pakistani | <input type="checkbox"/> Mixed / Multiple ethnic background |
| <input type="checkbox"/> Bangladeshi | <input type="checkbox"/> Any other ethnic group |
| <input type="checkbox"/> Chinese | |

27. Have you submitted another story since August 1st 2019?

- Yes
- No

28. Do you have any further comments?

29a. This questionnaire was completed by:

- Myself
- A Listener

29b. If collected by a Listener, please enter your organisation's name, or your connection or relationship to the story-teller: