

**Please post completed booklets to:**

Measuring the Mountain

Interlink

Melin Corrwg

Cardiff Road

Upper Boat

CF37 5BE

Contact Katie to discuss postage costs.



## **Story-collecting booklet**

**Understanding experiences  
of social care in Wales**



For more information about  
the project, including how to  
get involved in the Citizens'

Jury, please visit  
**[www.mtm.wales](http://www.mtm.wales)**

or contact Katie

**[kcooke@interlinkrct.org.uk](mailto:kcooke@interlinkrct.org.uk)**

**07964 407 739**



For quick guides, and  
other resources, please  
visit the Resources page  
of **[www.mtm.wales](http://www.mtm.wales)**

## What is Measuring the Mountain?

Measuring the Mountain is a co-productive approach to evaluating the impact of the Social Services & Wellbeing (Wales) Act 2014. It's a Welsh Government-funded, all-Wales collaboration of the public sector, third sector and, most importantly, the people who live here.

At its core, Measuring the Mountain is about understanding people's experiences of social care. This could mean having care and support in your home, having a social worker or being a carer; it could mean being given information and advice about care, support and social services for you or for someone else; it could mean having, or providing, care regularly, or only from time to time.

We want to know about an experience you've been involved in from the last 12 months and your thoughts about that experience. By sharing this, you will be helping to inform Welsh Government, social care professionals and others about how services are run, what works well and what could be done differently.

We'll use the hundreds of stories we collect to inform later stages of the project, including a Citizens' Jury: an exciting approach to engaging people in complex areas of policy. The Jury will be fully supported to examine evidence and question 'witnesses' before reaching conclusions to share with Welsh Government, social care professionals and people in Wales.

Throughout its lifetime, Measuring the Mountain will share its findings, conclusions and recommendations through reports, presentations and the website.

On the next pages you'll be asked to share your story, give it a title and respond to some questions about it. We take your privacy seriously and won't be able to identify you from the information you provide, to help with this, we ask that you do not use real names in your story.

20) What are the first 4 characters of your postcode?

21) Do you have any more comments?

22) Please indicate whether you are telling your own story, or whether you are a volunteer Listener interviewing somebody else?

I have filled out this questionnaire myself

This story has been collected by a volunteer Listener

If you are a volunteer Listener, please state your unique identification number

**Thank you for taking the time to share your story.**

19) What is your ethnicity?

- White British/ Welsh/ English/ Scottish/ Northern Ireland
- Irish
- Gypsy or Irish Traveller
- Any other White background
- Mixed/Multiple ethnic background
- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background
- African
- Caribbean
- Any other Black/African/Caribbean background
- Arab
- Any other ethnic group
- Prefer not to say

Whilst you may choose to share a negative story, this is not the right place to tell us about abuse or criminal activity, if you want to report abuse or criminal activity you can call the police on 101, or 999 if it is an emergency.

Once you've shared your story, responding to the questions will take about 10 minutes. None of the questions you'll respond to have right or wrong answers, we want to know about your experience and what it means to you.

**Consent**

I confirm that I understand the information on this sheet and agree to take part in this project. I understand that I have the right to withdraw from the project at any time. If I later decide to have my data removed or if I have any concerns, I will contact: BSmith@interlinkrct.org.uk

All information is handled and stored in accordance with the Data Protection Act 1998 (UK).

**If you agree to take part please tick the appropriate box:**

- I understand that my story will remain anonymous and might be used/shared publicly as part of the Measuring the Mountain project.
- I understand that by ticking this box, my story will be kept private, but my responses to all other questions may be used/shared publicly as part of the Measuring the Mountain project.

1) What experience of social care have you had in the last 12 months? This could have been advice, care, or support for you, or someone you know. Please tell us about an experience that stands out to you.

-Your experience may be good or bad; you might want to think about your story as something you would tell a friend (if they were thinking about seeking social care).

A few questions about you...

17) What is your gender?

- Male
- Female
- Other
- Prefer not to say

18) How old are you?

- Under 16
- 16—17
- 18—24
- 25—34
- 35—50
- 50—65
- Over 65
- Prefer not to say

15) How do you feel about your story?

- Very positive
- Positive
- Neutral
- Negative
- Very negative

16) Who needs to hear what you have said?

- Just me
- Other members of the public
- Social care staff
- Managers of organisations providing social care
- Government/politicians

Other

2) Please give your experience a title:

3) Which best describes the story you have just told:

- 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 experience most relate to? (Tick all that apply)

- Information and advice
- Advocacy
- Support for carers
- Equipment or home adaptations
- Help in your home—occasional (aka home care)
- Help in your home—all the time you are there (aka supported living)
- Community support and activities
- Day centre
- Adult family placement
- Child family placement
- Long-term residential care
- Short-term residential care or other type of short break
- Financial support
- Social worker

13) The way social care is delivered changed in 2016. Do you think this has had any effect on your experiences? Since 2016 things are:

- Better
- No change
- Worse
- I don't know

13b) If you have noticed any change, what has changed?

14) Do you think that other people accessing social care would have had a similar experience to what you have described in your story?

- No other person would have had a similar experience
- Some people would have had a similar experience
- Lots of people would have had a similar experience
- All people would have had a similar experience

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

10) The information I received allowed me to make the best decisions

I didn't receive any information that was useful to me  I received too much information, I was overwhelmed

Too hard to say

11) I was able to discuss what mattered to me 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

12) Social care staff acted upon those discussions

They went against my opinions and wishes  They did not challenge me, even when I may have been wrong

Too hard to say

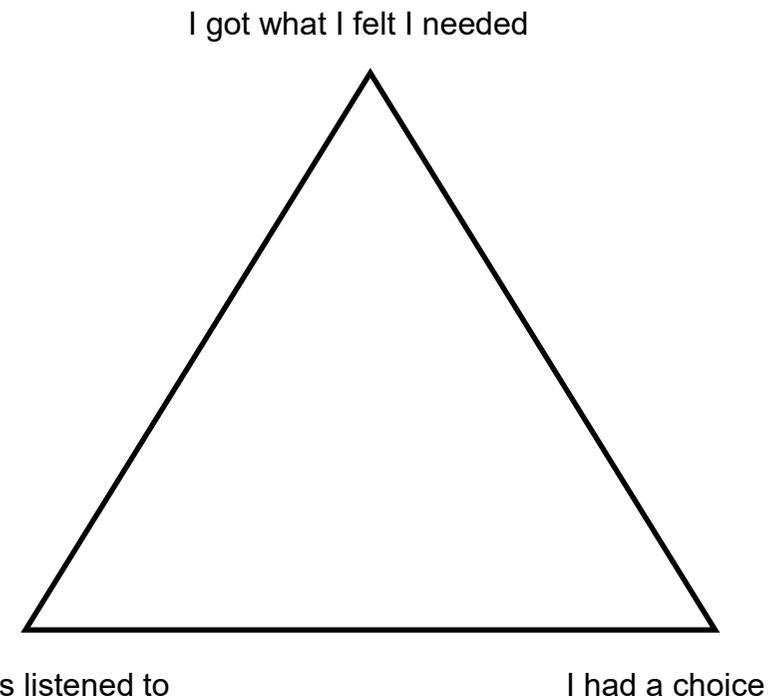
Other:

I don't know

Please put a mark in the triangle in the position that best describes the experience you just shared. The closer the mark is to any one statement, the more you agree with that statement, placing the mark in the centre means you agree equally with all three.

If a question does not relate to your experience, please tick the 'none of these' box.

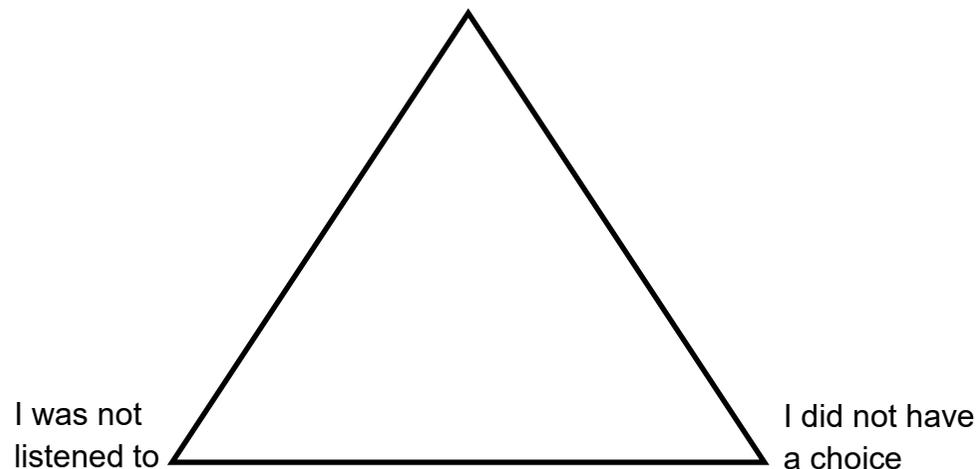
5) Reflecting on the support I received...



None of these

6) Reflecting on the support I received...

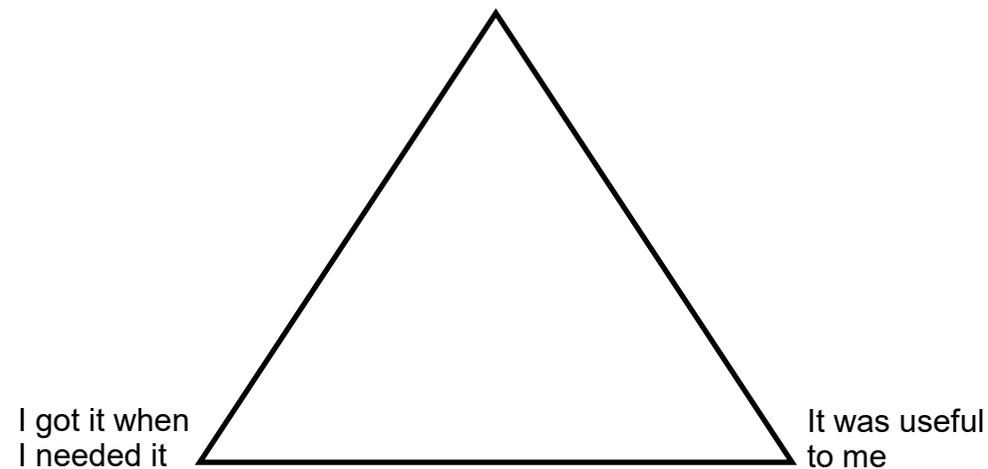
I did not get what I felt I needed



None of these

8) Thinking about the advice or information I received...

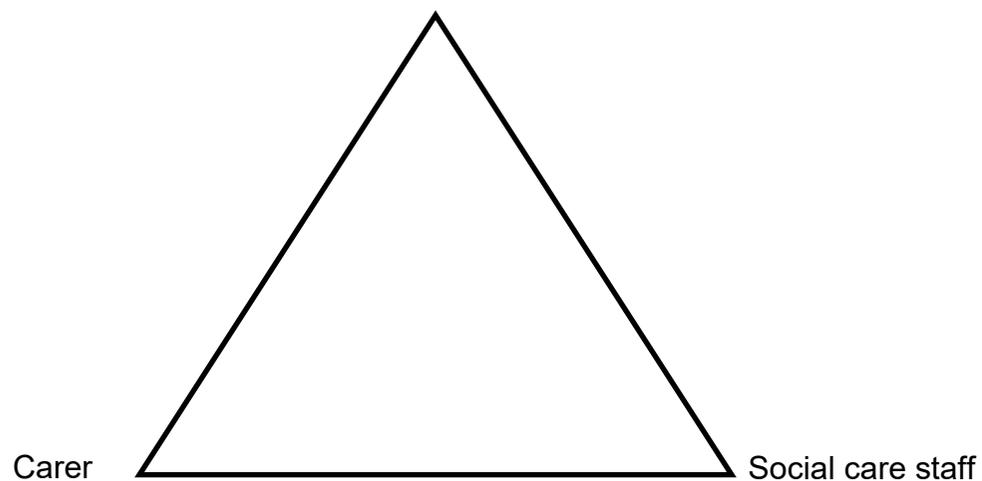
It was easy to understand



None of these

7) In the experience you have just told us about, who influenced what happened?

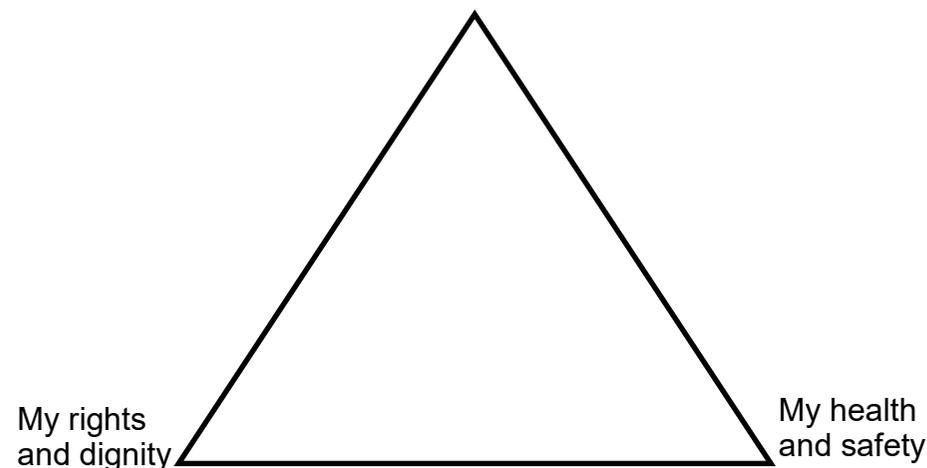
Service user



None of these

9) The social care staff who provided support cared about...

The little things that mattered to me personally



None of these