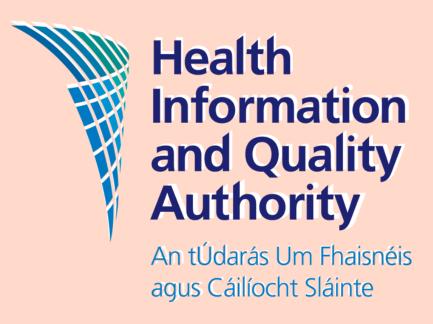
## Provider Survey results and actions



Key areas of feedback:

01

02

03

04

05

More opportunities to engage

More support for new PICs

Better familiarity with your inspector

Consistency of approach and clarity of purpose

Shared vision of what quality care looks like

What you said

What we are doing:

56

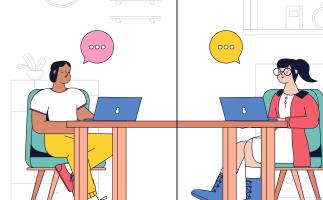
The stakeholder meetings are a great forum and I would like to see more of these

55

01

More opportunities to engage

We will use a blended approach for engagement including in person meetings and online webinars



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In my opinion the authority could do more to support PICs

**フ** ,

02

03

More support for new PICs

We are developing an elearning module to support PICs

66

I find it confusing and difficult when inspectors change. It's like starting all over each time

"

Better familiarity with your inspector

We will ensure that when a new case holder is assigned to your service, they will phone you to introduce themselves



I've had inspectors in my centre who were informative, patient and reassuring for each inspection. I'd like to think that consistency remains as is, the inspection in itself is an anxious time for the PIC and it's team.

99

Consistency of approach and clarity of purpose

We will review our guidance on consistency of approach. In addition, inspectors have been reminded to broadly explain the purpose of the inspection at the start of the day and ensure feedback will include the issues that will be included in the inspection report

The inspections provide reassurance to all who use the service that quality care is carried out

05

Shared vision of what quality care looks like

We will continue to develop and expand our thematic programmes, with the development of a safeguarding thematic programme in 2024

