

FEEDBACK ON YOUR EXPERIENCE OF AMBER



You've recently used the services of Amber and it's important for us to establish what we did well, what we could have done better and what we can do in the future to improve our service for you and other Local Authorities.

We'd be grateful if you could take a few minutes of your time to complete the questionnaire and return via e-mail or by post to 45 Part Street, Southport, PR8 1HY

Many thanks,

The Amber Team.

Q1. How did you hear about Amber?

Internet Search	
The Parent(s)	
Commissioning Team	X
Another Agency	Please specify:
Other	Please specify:

Q2. Did you visit the website (www.amberfamily.co.uk)?

Prior to placement	X
After placement	
Not visited the website	
Should we change / add anything to the website? No, everything is great and clear.	

Q3. The referral document;

	Agree	Disagree
Was easy to fill out	X	
Comments:		
Questions were relevant	X	
Comments:		
Gave enough opportunity to share information	X	
Comments:		

Q4. Was the referral process;

	Agree	Disagree
Effectively managed?	X	
Comments: Everything was clear throughout and placement was made quickly, meeting the needs of our plan and family.		

Q5. Daily Logs, Meetings and Assessment (if obtained) were;

	Agree	Disagree
Factual	X	
Evidence based	X	
Included views of the service user	X	
Of a good standard	X	

Q6. Did Amber provide enough information prior to placement?

Yes	No
X	
Comments:	

Q7. Did Amber meet your needs and expectations?

Yes	No
X	
Comments: It has been great working with Amber, the level of communication was really good and I was always welcomed on visits. Amber did a great job with the mother and baby I was working with and the assessment was thorough and detailed, which helped support our overall care plan for the child.	

Q8. If you visited us at Amber, what did you think about the quality of the accommodation and facilities available to you? Is there anything we are missing?

Comments: Accommodation was lovely, very clean and spacious, everything there for the mums and babies.
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Q9. Would you use our service again, and / or recommend us to another Local Authority?

Yes	No
X	
Comments: It would be a pleasure to work with the Amber team again, I would be confident the mother and baby would get the service they require.	

Thanks for your time!