## **What will we do with your feedback?**

The information you give us will be part of a report but you will not be able to be identified.

After we have completed the inspection, if you would like to, you can get more feedback on how your information was used.

## **How to find out more about our inspections**

You can find out more about what we do by visiting our website: [www.healthcareimprovementscotland.org](https://www.healthcareimprovementscotland.org/) [www.careinspectorate.com](http://www.careinspectorate.com/)

If you need to talk to someone you can contact us on 0131 623 4614 during the weeks that our survey is open:

* Mondays and Wednesdays 2–4pm
* Tuesdays and Fridays 10 –12 am
* Thursdays 4–6pm

You can email us too, at any point during the inspection, at: his.adultinspection@nhs.scot

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# Joint Inspections of Adult Services

Information for people

## **What are we doing?**

The Care Inspectorate and Healthcare Improvement Scotland

are inspecting how health and social care services are delivered. Our inspection aims to answer the following question:

*How effectively is the partnership working together, strategically and operationally, to deliver seamless services that achieve good health and wellbeing outcomes for adults?*

This inspection will consider the experiences of adults aged 18 – 64 years who have physical disabilities.

## **Why are you being invited to help us**

We would like to hear about your experience of using health and social care services. This will help us understand how well services are being delivered in your area.

## **Where will the meeting take place?**

Our conversation with you will last about an hour and can be a telephone call or online. If it is easier for you, we can have a couple of shorter conversations so you are able to speak with us at a pace that suits you.

We will also speak to some people in small groups, so if you would prefer this, we can arrange it.

When COVID-19 allows, conversations will also be able to take place at your home or a place you can easily get to. You are welcome to have someone with you.

## **What if I need some help to speak to you?**

We want to make sure we include as many people’s and carers’ views as possible. If you would like to talk to us but need support, you can let us know what type of support is needed and we will try our best to arrange this.

## **What feedback are we looking for?**

We would like to know about your experiences of using health and social care services.

## **How will we use your feedback?**

The information you give us will feed into a report.

This report will be shared with the relevant partnership and published on our websites.

[www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org/) [www.careinspectorate.com](http://www.careinspectorate.com/)

## **How will this affect me?**

There will be no impact on the care you receive whether you choose to participate or not. We try to make sure that people have a good experience of talking with us.