

## Share Your Views with Us

***Have you used, or are you using Adult Social Care services within Devon?***

***Would you like to share your experiences and help identify difficulties faced by older people when accessing these services?***

***Can you help us look at the best ways of engaging with older people?***

We would like to hear about your experience of using Adult Social Care services within Devon. Your views will be shared anonymously with Devon County Council to help make improvements and shape decisions about current and future provision.

The coronavirus pandemic has been unprecedented and life changing; protective measures such as social distancing, face coverings and regular hand washing are likely to remain in place for some time. The pandemic has forced services to be delivered differently to keep everyone safe, but we are keen to understand whether some changes in service delivery have been beneficial and should remain in place.

As meeting in person remains difficult, we will use telephone, email, and video chats to hear from you initially. In the future we would like to talk to you in person, but this will be developed taking your views into account.

If you would like to share your views with us, please complete and return this questionnaire and we will contact you.

### About You

Your Name:
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Your Age:
.....
Postcode:
.....
Telephone:
.....
Email:

**1. Have you ever received any of these services?** *Please tick all that apply.*

Care home, extra care housing or supported living.	
Care and/or support provided in your own home.	
Day centres or support provided in a community setting (i.e., not in your own home).	
Social care information and advice.	

**2. Have you used, or are you using, any of these support services?** *Please tick all that apply.*

	Previously used	Currently using
Dementia		
Physically disability		
Frailty/ill health		
Mental health problems		
Learning disability		
Autism Spectrum Condition		

**3. Please explain why you needed the above support service/s.**

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## Communicating with you

**4. How can Age UK Devon talk to you?** *Please tick all that apply.*

Telephone	
Email	
Video chat <i>(Please specify which you would prefer to use e.g., Zoom, WhatsApp, Microsoft Teams)</i>	
In person (when possible)	

**5. Do you have internet access?**

Yes	<input type="checkbox"/>
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No	<input type="checkbox"/>
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**6. Are you familiar with using video chat e.g., Zoom, WhatsApp, Microsoft Teams?**

Yes	<input type="checkbox"/>
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No	<input type="checkbox"/>
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**7. Would talking to us via a video chat be difficult for you and if so, why?** *For example, you may not have a device (laptop, tablet, iPad or smart phone) to use, or not have the video application installed on your device, or you may not be familiar with using video chats.*

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**8. Would meeting us in person be difficult for you and if so, why?** *For example, you may not be able to travel to a meeting due to your health, lack of transport, cost of transport.*

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**9. Did someone else help you to complete this questionnaire?**

Yes	<input type="checkbox"/>
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No	<input type="checkbox"/>
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**Thank you for your time.**

**Please send your completed questionnaire back to us in the envelope provided or email a copy to [info@ageukdevon.co.uk](mailto:info@ageukdevon.co.uk)**

If you would like to talk about this further, or need any help completing the form, please contact **Sarah Gunn** on **0333 241 2340**.

**GENERAL DATA PROTECTION REQUIREMENTS**

**Who is collecting and using your personal data?**

Age UK Devon will collect and store your information securely. Your information and views will be anonymised and shared with Devon County Council. We will not share your details with any other organisation, or individual, without your express permission.

Exceptions to this will only occur where there is a legal requirement to share information, or a concern for the safety of an individual or the public.