

## ALPS Demonstrating respect for a service user or carer Sept10

### Student guidelines

The purpose of this assessment is to enable you to think about how you demonstrate respect for service users and carers. You are asked to consider how you demonstrated respect (self assessment) and seek feedback from a service user or their carer, a peer/student colleague and another qualified professional. This assessment tool is to enable you to understand your communication, team working and ethical practice skills.

### Self assessment

The following questions will help you reflect on and learn from the experience you have just had.

>Date and purpose of meeting

>Setting

Please tick a single response.

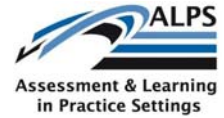
- Hospital Ward
- Community
- GP Practice
- A&E/Acute Unit
- Out Patient Clinic
- Other

>Explain the situation and how you demonstrated respect for the service user or their carer.

>How did you take in to consideration the needs of the service user i.e. cultural background, physical and mental capacity and privacy and dignity?

Student name.....

Date.....



>How did you ensure the interaction was recorded appropriately?

>How did this interaction relate to your professional code?

>Ask yourself: What did I do well, what could I do differently? You will need this information to develop your action plan.

>Considering the assessment you have just completed, do you think at this stage in your training you would be able to repeat this aspect of practice?

Please tick a single response.

- Yes in most situations including under pressure
- Yes in similar situations with minimal supervision
- Yes in similar situations under close supervision
- Only if it would be harmful to a service user not to
- No

**Service user assessment**

You are obliged to consider the service user's perspective as this is good professional practice.

It is desirable and powerful to get feedback from service users and carers during your placement. However this will always be a voluntary process.

Always discuss with your practice assessor before approaching a service user for feedback to ensure service user needs have been taken into account.

>I (the service user/carers) have agreed to give feedback

Please tick a single response.

Yes

No

>Date of assessment

>Did the student introduce themselves fully?

Please tick a single response.

Yes

No

Not sure

>Do you have any further comments on this question?

>Did the student treat you with respect?

Please tick a single response.

Yes

No

Not sure

>Do you have any further comments on this question?

Student name.....

Date.....



>Did the student listen to you?

Please tick a single response.

- Yes
- No
- Not sure

>Do you have any further comments on this question?

>Did the student value your opinion?

Please tick a single response.

- Yes
- No
- Not sure

>Do you have any further comments on this question?

>Considering the assessment you have just completed for the student would you be happy to be seen by this person again?

Please tick a single response.

- Yes in most situations
- Yes in other similar situations
- Only in this particular situation / for this particular need
- Only if there was no-one else to help me
- No

>Would you like to make any further comments on the student's overall performance?

**Peer/Student colleague assessment**

It is useful to gain feedback from other peers/students and, if possible, from a different profession in order to provide an alternative view of your professional practice.

The following questions are rated 1-4 with 1 being 'completely' and 4 'being not at all'.

>Date of assessment

>Profession

>Did it appear that the student made the service user feel at ease?

Please tick a single response.

- 1
- 2
- 3
- 4

>Did the student appear to take in to consideration the needs of the service user i.e. cultural background, physical and mental capacity and privacy and dignity?

Please tick a single response.

- 1
- 2
- 3
- 4

>If there was a carer present did the student appear to recognise their needs?

Please tick a single response.

- 1
- 2
- 3
- 4
- Not applicable

>Do you think that the service user felt that they had been treated with respect?

Please tick a single response.

- 1
- 2
- 3
- 4

>Are you from the same profession as the colleague you are assessing?

Please tick a single response.

- Yes
- No

>Considering the assessment the student has just completed, do you think at this stage in their training they would be able to repeat this aspect of practice?

Please tick a single response.

- Yes in most situations including under pressure
- Yes in similar situations with minimal supervision
- Yes in similar situations under close supervision
- Only if it would be harmful to a service user not to
- No

>Would you like to make any further comments on the student's overall performance?

**Practice assessor/Colleague assessment**

It is useful to gain feedback from practice assessor/colleague and, if possible, from a different profession in order to provide an alternative view of your professional practice. The following questions are rated 1-4 with 1 being 'completely' and 4 being 'not at all'.

>Date of assessment

>Profession

>Name and contact details

>Did it appear that the student made the service user feel at ease?

Please tick a single response.

- 1  
 2  
 3  
 4

>Did the student appear to take in to consideration the needs of the service user i.e. cultural background, physical and mental capacity and privacy and dignity?

Please tick a single response.

- 1  
 2  
 3  
 4

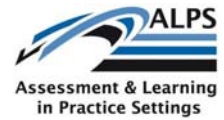
>If there was a carer present did the student appear to recognise their needs?

Please tick a single response.

- 1  
 2  
 3  
 4  
 Not applicable

Student name.....

Date.....



>Do you think that the service user felt that they had been treated with respect?

Please tick a single response.

- 1
- 2
- 3
- 4

>Are you from the same profession as the colleague you are assessing?

Please tick a single response.

- Yes
- No

>Considering the assessment the student has just completed, do you think at this stage in their training they would be able to repeat this aspect of practice?

Please tick a single response.

- Yes in most situations including under pressure
- Yes in similar situations with minimal supervision
- Yes in similar situations under close supervision
- Only if it would be harmful to a service user not to
- No

>Would you like to make any further comments on the student's overall performance?



**Reflection/Action plan**

As a result of feedback and reflection on this activity, what do you now plan to do in order to increase your competence and confidence in this area? Don't forget to add timescales to your action planning.

This action plan should be developed with your designated practice assessor.

>If you were unable to obtain feedback from any sources please explain why?

>Looking at your reflections and feedback from other sources what were your strengths in demonstrating respect to a service user?

>Looking at your reflections and feedback from other sources what were your areas for development for demonstrating respect to a service user?

>What actions are you going to take to improve your practice in this area? Include timescales

>How will you use this assessment as evidence? (E.g. placement assessment/portfolio, PDP etc)

>I have agreed this plan with my practice assessor

Please tick a single response.

Yes

No