



Involving Service users in student observations

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Background



Why do we seek feedback?



What our Service Users and carers told us

Enablers

1. Ensuring students give service users permission to be critical
2. Educators taking a lead role in preparing service users
3. Educators preparing for the observation and considering what questions they might ask the service user and HOW
4. Seeking consent both for the observation AND feedback
5. If carers are present, acknowledge and include them

Barriers

1. Service users not adequately prepared by student AND by educator
2. Unannounced visits being used as observations
3. Being asked too many broad or generalised questions (e.g. how was that?)
4. Time- educators are busy and so are service users and carers

Preparation

You have a service user profile on your table, in groups consider their needs and experiences and prepare some questions you might use to encourage meaningful feedback after the student observation.

Feedback in large groups

Final thoughts

- We have produced a guidance document in partnership with Wiltshire Service Users Network (WSUN), please take this away with you and share amongst your teams
- **The observation is the best way the educator can seek the feedback of service users, use the opportunity and prepare yourself and the service user in advance**
- Questions or comments?

