

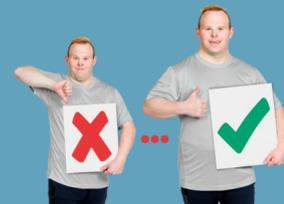
My experience of social work



Tell us your stories



Tell us what you think



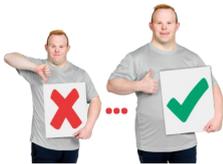
Help us make social care better

What is 10,000 More Voices?



10,000 More Voices gets stories from

- people who use health and social care services
- and staff working in health and social care services.



These stories help make health and social care better.



If you have a social worker we would like to hear your story.

If you are a relative or close friend of someone who has a social worker we would like to hear your story.

Your information



The information you tell us is **anonymous**.

Anonymous means we will not use your name or any of your personal information. People will not know where information came from.



Please do not tell us the names of family members, staff or places.



We will use the information you give us for

- research
- reports
- training
- and other things that will help to make Health and Social Care organisations better.

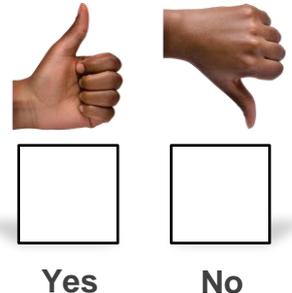
Your consent



Consent is saying you want to do something or let something happen. It is your choice. You can say yes or no



Are you happy for us to use your anonymous information?



If your answer is 'yes', then please answer our questions and post them back to us.



Public Health Agency
Nursing, Safety, Quality
and Patient Experience
182 Galgorm Road
Ballymena
BT42 1QB



Getting help



If you need help to fill in our questions we can help you.



Call us on **028 95 36 28 68**.

Our office is open Monday to Friday from 9:00am until 5:00pm.



Or you can email us at 10000morevoices@hscni.net

About you



Which of these sentences best describes you?

You can tick ✓ more than one.



I have a social worker.



I am the **carer** of someone who has a social worker.



I am the **family member** of someone who has a social worker.



I am a **friend** of someone who has a social worker.

Your Story



Tell us your social worker story.

You meet someone who is getting a social worker for the first time.

What would you tell them it is like to have a social worker?

A large, empty rectangular box for writing a response to the question above.



What would you call your story?

A light blue rectangular box for writing a response to the question above.

What 3 words best describe your social worker story?

1.
2.
3.



About your story



1a: What was your social worker like?



They were friendly, easy to talk to and wanted to hear what I had to say.



They did a good job for me.



They knew how to help and what steps to take.



Do not know.



1b: How did your social worker treat you?



They treated me as an individual.
This means they treated me as a
person with my own needs and
wishes.



They treated me like I was a
problem.



They did their job but I did not feel
like they cared about me.



Do not know.



2: What did your social worker help you with?



They helped me to see what I am good at.



Understand

They helped me better understand what is happening and why.



They helped me to take control of my life.



Do not know.



3a: How did your social worker make decisions?



They listened to what I wanted.



They asked everyone what they thought.



They talked about the laws and rules that people must follow.

They explained how we had to think about this when making decisions.



Do not know.



3b: Who took control when you met with your social worker?



Me.



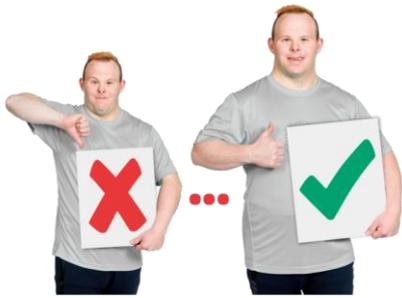
The social worker.



Other people.



Do not know.



4a: What would have made your experience with the social worker better?



Being listened to and taken seriously by the social worker.



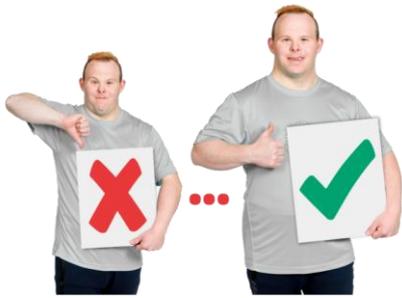
Having the same social worker each time.



Having a social worker who made things happen more quickly.



Do not know.



4b: What would have made your experience with the social worker better?



Having more time to talk with the social worker.



Being able to contact the social worker more easily.



More actions and results.



Do not know.



5: What did you get out of your experience with the social worker?



Understand

I got a better understanding of what was happening and why.



I found out about new places to get help and support.



I got more independence.



Do not know.

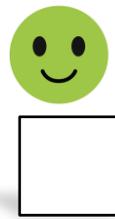
More about your story



6: How have your experiences with social workers made you feel?



Much better



Better



Not Sure



Worse



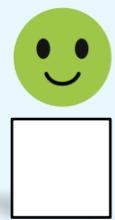
Much worse



7: How are the relationships in your life now because of your experiences with social workers?



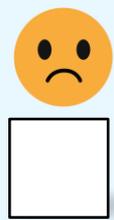
Much better



Better



Not Sure



Worse



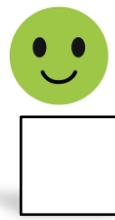
Much worse



8: How in control of your life do you feel now because of your experiences with social workers?



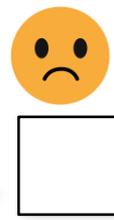
Full control



Some control



Not Sure



Less control



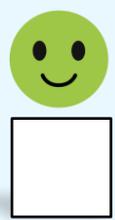
No control



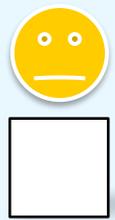
9: How have your experiences with social workers changed your life?



Much better



Better



Not Sure



Worse



Much worse



What was the most important part of your experience with the social worker?



What could make it better?



Think about your whole experience. How was it?



Really good



Good



Not Sure



Bad



Really bad



Was your experience **before** the COVID-19 Pandemic in March 2021.



Yes

No



Which Health and Social Care Trust was your experience with?

Belfast Health and Social Care Trust (BHSCT)
Greater Belfast Area.

Northern Health and Social Care Trust (NHSCT)
Coleraine, Ballymena, Antrim, Carrickfergus, Magherafelt, Cookstown.

South Eastern Health and Social Care Trust (SEHSCT)
Dundonald, Newtownards, Bangor, Ards Peninsula, Lisburn, Ballynahinch, Downe, Newcastle.

Southern Health and Social Care Trust (SHSCT)
Dungannon, Armagh, Newry, Craigavon, Banbridge.

Western Health and Social Care Trust (WHSCT)
Enniskillen, Omagh, Strabane, Londonderry, Limavady.

Other.
Please tell us where



Which social work service or programme of care was your experience in?

Children Services

- Child protection
- Children's CAMHS or Autism services
- Gateway
- Services for children with disability
- Adoption and fostering
- Residential children or young people
- Out of hours or Emergency Social Work service
- Hospital Social Work
- Primary Care (GP Practice)
- Family support

Adult Services

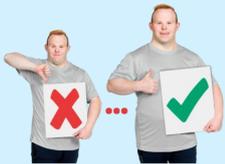
- Adult safeguarding
- Adult mental health
- Older person's services
- Older people's residential
- Adult's with disability
- Adult's with learning disability
- Out of hours/Emergency Social Work service
- Hospital Social Work
- Primary Care (GP Practice)

Other.
Please tell us.....

Information about you



All of your answers are confidential and anonymous. We do not give out any information which could be used to identify you.



The questions below are all about the person who had a social worker in your story.



How old are you?

0 - 18

40 - 49

70 - 79

No comment

19 - 29

50 - 59

80 - 89

30 - 39

60 - 69

90 +

What **gender** are you?

Gender means male, female or transgender.



Male

No comment

Female

Transgender

This means a person who wants to change their gender



What **ethnicity** are you?

Ethnicity is your race or background. This means who you are and where you are from.

White

Indian

Black Caribbean

Chinese

Pakistani

Irish Traveler

Bangladeshi

Mixed ethnic group

Any other ethnic group.

Please tell us

What **sexual identity** are you?

Sexual identity means what type of sexual partner you prefer.



Heterosexual

This means a man attracted to a woman or a woman attracted to a man



Gay

This means a man who is attracted to other men.



Lesbian

This means a woman who is attracted to other women



Bisexual

This means a person who is attracted to both men and women

Other



The Disability Discrimination Act 1995 says a disability is

- a difficulty with your body or mind
- that makes a big difference to your day to day life over a long time.

Do you have a disability?

Yes

No

Prefer not to say

If yes, please tick anything that applies to you below.



Physical Impairment, such as difficulty using arms or mobility requiring a wheelchair or crutches.

Sensory Impairment, such as blind/visual impairment or deaf/hearing impairment

Mental health condition, such as depression or schizophrenia

Learning disability, such as Down's Syndrome, Dyslexia or Cognitive Impairment

Long standing illness.

Please tell us more.....

Other.

Please tell us more.....

Prefer not to say