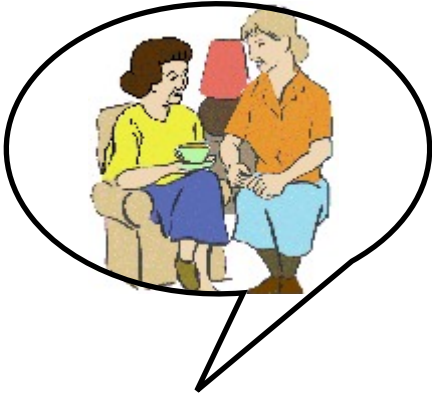


# Tell us about your care

## How to fill in the form on our website



Please tell us about services you or someone you care for has used.



All the information we get will help our inspectors check services.



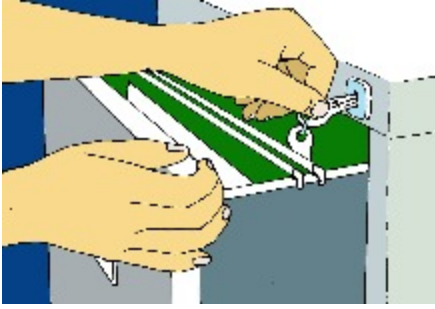
If you are really worried or think someone is not safe please tell us on the form or phone us:

**03000 616161**



This will make sure we look at the information quickly.

## About the information you give us



- we will not put anything you tell us on this website
- we will keep your personal information safe



- you do not have to tell us your name or fill in every part of the form



- we do not deal with formal complaints but you can tell us about a service. It can be a service you have already complained about, but it does not have to be

- to find out how to just complain click this button:

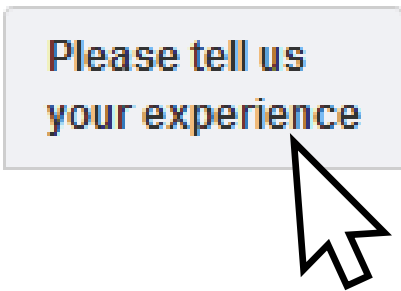
[How to Complain](#)



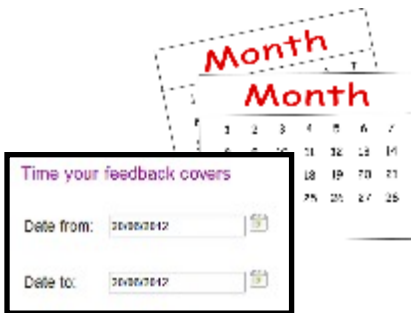
- we do not reply to everyone who uses the form but our inspectors might contact you to find out more if you have given your name.

# How to fill in the form

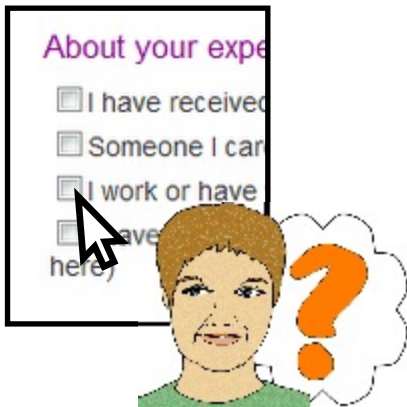
You will need to go to the **provider profile** page about the care home or service you want to tell us about



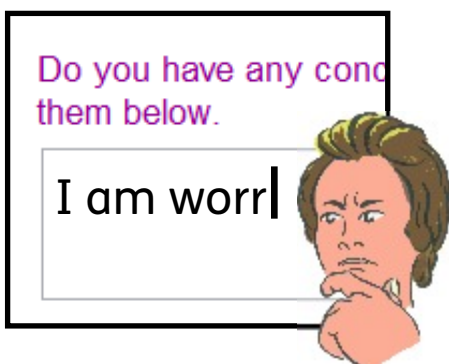
1. Click on the button that says: **'Please tell us about your experience'**



2. Use the calendar to choose the dates when you used the service.



3. Look at the words about services and choose 1 that says what you think. You can leave this blank if you want to.



4. If you are worried about the way the service cares for people please type in the box to tell us about this.



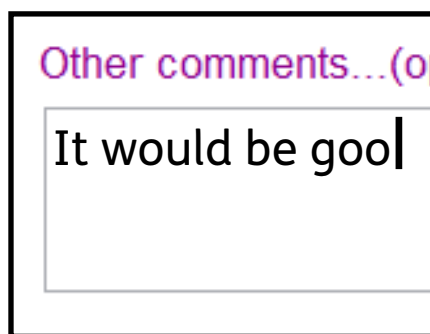
5. Please use the box under this to say if you are really worried or think someone is not safe.



This will make sure we look at the information quickly.



6. Use the next box to tell us what you think is good about the service. You do not have to fill this in.



7. Use the blank box to tell us anything else you want to say. You do not have to fill this in.



8. Look at the words about making a complaint and choose one that says what you are going to do.

About you (optional)  
You can submit your feedback anonymously. However, we may contact you to follow up on your feedback.

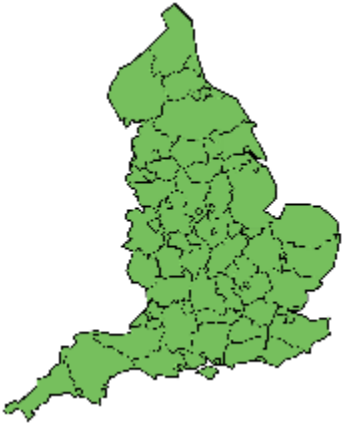
Your name

Phone number

Email address



9. Type your name, phone number and email address in the boxes.



10. Look at the words about the **pilots** (areas where we are trying this out) and choose the right answer for you.



11. If you live in the North West of England please choose 1 answer that says how you found out about this form.

If you do not live in the North West of England then please do not do anything for this part of the form.

**Submit**



12. Press the **Submit** button to send the form to us.

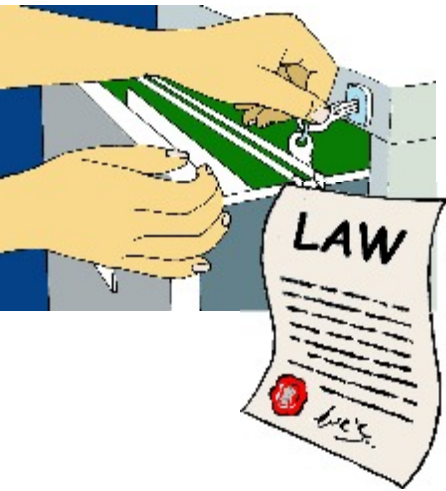
## Keeping your personal information safe



We will use what you tell us to help people get good safe services.



Sometimes we will share this information with other organisations that work to keep people safe.



We will stick to the law and make sure we keep your personal information safe.