

Appendix 4: Assessing quality from the feedback of instructors

The commissioner [or the IMCA provider] will collect sample feedback from people instructing the IMCA service. This will take the form of a questionnaire sent after the IMCA's work with an individual has concluded. The questionnaire will address the following:

- Overall satisfaction rating of the IMCA service.
- Did the IMCA respond in a timely way to the instruction?
- Was the IMCA able to attend key meetings?
- Were the service user's wishes, feelings, beliefs and values identified by the IMCA service?
- Was an IMCA report provided, and at an appropriate time in the process?
- Were written reports produced by the IMCA of a good standard?
- Did the IMCA's involvement have a positive outcome for the service user?
- If the outcome of the process went against the service user's expressed wishes did the IMCA robustly represent their views (e.g. by informally or formally challenging the outcome)?