

Appendix 6: Assessing quality by focusing on service user views

It is recognised that there are particular challenges to collecting feedback from the service users of IMCA services on the quality of the IMCA service. For many service users it is more useful to focus on their potential views on the outcome of the process for which the IMCA was instructed to support and represent them.

The commissioner will focus specifically on instructions where the outcome went against, or is likely to have gone against, the views of the person. In such cases the IMCA service should be able to demonstrate how well it supported and represented the person's views.

The IMCA service should specifically identify to the commissioner [and/or steering group] instructions where the outcome went against the service user's wishes and identify the steps taken by the IMCA service to represent the person's views, including informal or formal challenges.

The commissioner [and/or steering group] may wish to gain information about the action of the IMCA service in other situations where the outcome may have gone against the service user's views. For example, for accommodation instructions where the outcome was for the person to move from their own home into residential care.

Where possible the commissioner [and/or steering group] may additionally want to arrange for feedback directly from the individuals themselves.

Quality indicators

- Did the IMCA adequately represent the person's views, including in the IMCA report?
- Did the IMCA ensure that options which were closer to the person's views were identified and fully explored?
- Were the reasons that the IMCA did not continue to formally challenge the decision clear?