

CUES

Carers' and Users' Expectations of Services

Service User Questionnaire

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Introduction

CUES has a number of different uses. Such as:

- To help plan your support or care;
- For you to keep track of what's happening in your life;
- Surveys.

If someone has given you this copy of CUES, they should explain what the information will be used for.

If you would like to use it for yourself but want more information, please contact [rethink](#) at the address on the back cover.

There are a few things you should bear in mind while completing CUES:

- CUES is about what is happening in your life. It is not about anybody else.
- CUES is not a test. There are no right or wrong answers.
- Each question asks how things are *at the moment*.
- If you read through the questions first, it will help you to work out the best place for everything you want to say.
- There is a space at the end of the questionnaire for you to mention anything that hasn't already come up.

1 Where you live

The place you live in should meet your individual needs. You shouldn't have to worry about having to move out, and it shouldn't be too out-of-the-way. You should be able to come and go when you want, be alone when you want, and not be harassed by the people you live with, by staff or by neighbours.

How does the place you live in compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with the place you live in?

(please tick one box only)

Yes

Unsure

No

What would you most like to change about where you live?

2 Money

You should have enough money to pay bills, stay out of debt and not miss meals. You should not have to feel isolated or cut off from society because of lack of money.

How does your money situation compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Do you have enough money to meet your basic needs?

(please tick one box only)

Yes

Unsure

No

What are your most serious money problems?

3 Help with finances

Many people find they need help with claiming benefits, filling in forms, and working out how to manage their money. You should get as much help as you need to do these things.

How does the help you get compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with the level of help you get with your finances?

(please tick one box only)

Yes

Unsure

No

What aspects of your finances would you most like help with?

4 How you spend your day

You should have the opportunity of spending your day in some form of regular and meaningful activity. This could be working, studying, training, going to a day centre or to a day hospital.

How does the way you spend your day compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with the way you spend your day?

(please tick one box only)

Yes

Unsure

No

What would you most like to change about how you spend your day?

5 Family and friends

Mental illness can affect a person's relationships with the people he or she cares most about. You should be able to maintain good relationships with the people closest to you.

How do your relationships compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with your relationships with the people closest to you?

(please tick one box only)

Yes

Unsure

No

What would you most like to change about your relationships?

6 Social life

You should have the opportunity to mix with people and form new friendships and relationships. To make this possible, you should have enough money, access to transport if you need it, and the use of a phone.

How does your social life compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with your social life?

(please tick one box only)

Yes

Unsure

No

What would you most like to change about your social life?

7 Information and advice

You should be given as much information as you want or need about the services and treatments available to you, about the Mental Health Act and how it works, and about the mental health system generally. Some people find it helpful to have someone like them (such as another service user or a member of the same community) to explain things to them. The information you are given should be clear and easy to understand, and should be available as and when you need it.

How does the information and advice you get compare with this description?

(please tick one box only)

- As good as this
- Worse than this
- Very much worse than this

Are you satisfied with the information and advice you get?

(please tick one box only)

- Yes
- Unsure
- No

What areas would you like more information on or advice about?

8 Access to mental health services

You should be able to get help from your local mental health services when you need it, throughout the week, at any time of the day or night.

How does your ability to get help from the mental health services compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with your ability to get help when you need it?

(please tick one box only)

Yes

Unsure

No

What kind of difficulties do you have getting these services when you need them?

9 Choice of mental health services

A range of services should be available to you, and you should be able to choose those which best meet your needs, including complementary/alternative therapies, counselling and psychotherapy. You should have a choice about the mental health workers you meet with regularly (for example being able to choose their sex or ethnic background), and be able to change workers if you don't get on.

How does the range of choice you have compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with the range of choice you have?

(please tick one box only)

Yes

Unsure

No

What are your main concerns about the choice of mental health services available to you?

10 Relationships with mental health workers

Doctors, nurses, social workers and other mental health workers should show you respect, be honest with you and discuss things with you in a way you can understand. They should be trustworthy and do what they say they will. They should offer regular appointments, not miss appointments and not keep you waiting. They should keep information about you confidential or ask your permission before passing it on to others. If they pass on information, it should be accurate and save you from having to repeat yourself to new mental health workers.

How does your situation compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with your relationships with mental health workers?

(please tick one box only)

Yes

Unsure

No

What situation would you most like to change?

11 Consultation and control

Mental health workers should not pressurise you to do anything you don't want to, or take decisions on your behalf without getting your permission first. Even if you have been 'sectioned', people should listen to you and take your opinions seriously.

How does your situation compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with the level of consultation and control you have?

(please tick one box only)

Yes

Unsure

No

What would you most like to change?

12 Advocacy

You should be able to put your views across to people in authority. This can be difficult for several reasons, such as the effects of medication, if English is not your first language, or if the situation is frightening or intimidating. If you want, you should have someone (an advocate) to help or support you, or speak for you. You should feel this person really understands what you want and genuinely represents your views when he/she speaks on your behalf.

How do your circumstances compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with the help you get in dealing with difficult situations?

(please tick one box only)

Yes

Unsure

No

What situations do you most want help with?

13 Stigma and discrimination

You should feel safe and other people should not harass, exploit, victimise or be violent towards you. You should not experience stigma or discrimination at home, at work, from mental health workers, police or any other section of the community. People should not discriminate against you because of your race, culture, religion, sex, sexual orientation, physical or mental disability or for any other reason.

How do people treat you compared with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with the way other people treat you?

(please tick one box only)

Yes

Unsure

No

What situation would you most like to change?

14 Your medication/drug treatment

Medication should only be given to relieve symptoms of mental ill-health and to reduce your distress. All medication can have unwanted effects, but these should not cause more disruption to your life than improvement.

How does your medication compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with your current medication?

(please tick one box only)

Yes

Unsure

No

What would you most like to change about your medication/drug treatment?

15 Access to physical health services

You should be able to get the treatment and care you need for your physical health when you need it, whether you are in hospital or living at home. You should be able to be registered with a GP and have regular check-ups from a dentist. You should have access to other types of care, such as opticians, chiropractors, physiotherapists and so on.

How does your physical health care compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with your access to these services?

(please tick one box only)

Yes

Unsure

No

What type of health care do you have problems getting?

16 Relationships with physical health workers

The people who give you physical health care should listen to you, show you respect and take your condition seriously.

How does your situation compare with this description?

(please tick one box only)

As good as this

Worse than this

Very much worse than this

Are you satisfied with the way your physical health problems are dealt with?

(please tick one box only)

Yes

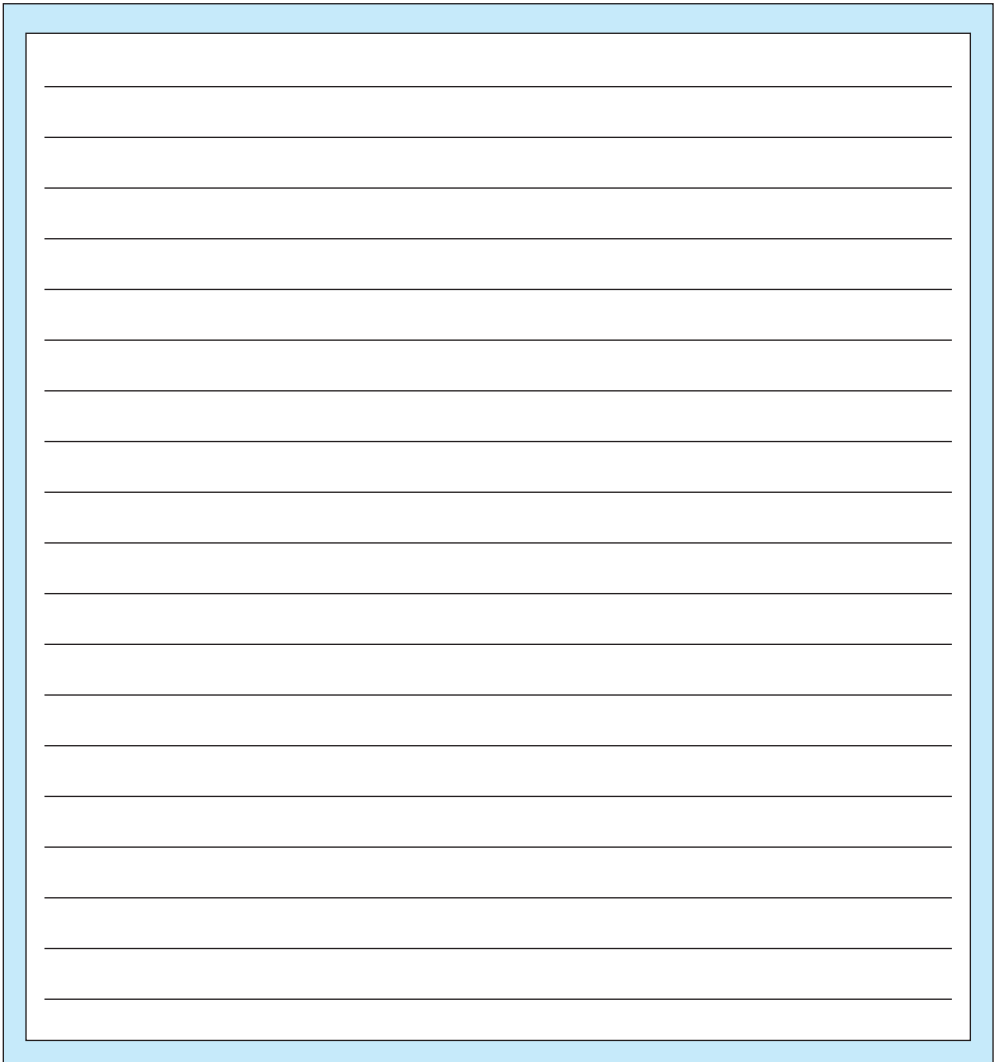
Unsure

No

What would you most like to change about your relationships with physical health workers?

Other issues

There may be other issues which are important to you, in addition to those the questionnaire has already asked about. Please use the space below to write down anything that's important to you, that you'd like help with or that you'd like to change.



A large rectangular box with a light blue border, containing 20 horizontal lines for writing. The lines are evenly spaced and extend across the width of the box, providing a space for the respondent to write down any additional issues they may have.

The CUES questionnaire was developed jointly by



Royal College of
Psychiatrists



Research
Institute

rethink
severe mental illness

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Department of Social Work,
University of East Anglia

CUES has been developed over two years to reflect the important issues for service users. It can be used in two distinct ways:

- Individual care planning and evaluation over time
(Owned and used by service users)
- Service planning, monitoring and evaluation (owned and used by mental health and social care staff)

Contact address for further copies of **CUES**:

FRONT DOOR
0845 456 0455

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