



QUICK GUIDE

Making a Difference

This can help when exploring with the adult their experiences and views following the MARM meeting.

- People worked together and helped when I was harmed
- People noticed and acted
- People asked what I wanted to happen and worked together with me to get it
- The people I wanted were involved
- I got the help I needed by those in the best place to give it
- The help I received made my situation better
- People will learn from my experience and use it to help others
- I understood the reasons when decisions were made that I did not agree with
- People worked together to reduce risk to my safety and well-being
- I had the information I needed in the way that I needed it
- Professionals helped me to plan ahead and manage the risks that were important to me
- People and services understood me - recognised and respected what I could do and what I needed help with
- The people I wanted were involved
- I had good quality care - I felt safe and in control
- When things started to go wrong, people around me noticed and acted early.