

**Michael Barron**  
**8<sup>th</sup> April 2009**  
**ACE. Residents & Service Users**

**Instructor, Steve Gayle**

**I found that the course was not compatible with all the staff that were attending. The bulk came from 60+ and did not seem to know what was going on. MST has just taken them over from Age Concern. The concept of resident involvement seemed an idea that did not come into their agenda. The clients they dealt with had a range of medical disabilities and involvement would be impossible for their clients due to their condition. Speaking to the instructor he said that he found when doing this presentation that a one size fits all did not work. For their service users the format should be changed to suit their client group.**

**The course was well presented and the instructor worked hard to include all attending. Some of the staff gave the impression that they only come along because they had to and the time there could have been used to better advantage. All in all I think that there should be a rethink on who attends the course and then it could be tailored to the need of the staff that attend.**

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