How to Create and Configure Quality Surveys

Care Control V-Book · https://cclearninghub.co.uk/docs/how-to-create-and-configure-quality-surveys/

How to Create and Configure Quality Surveys

Learn how to create, customise and launch quality surveys, configure question scoring thresholds and assign surveys to residents, family and friends, and VBook visitors.

Takes 10 minutes

For: Managers

Updated: 26th Nov 2026

Introduction

Quality Surveys in Care Control Cloud allow you to collect feedback from residents, family members, friends and visitors to your service.

You can create custom surveys, add individual questions and configure scoring thresholds to capture additional feedback based on the responses provided.

Once a survey has been created and launched, you can assign it to specific respondent groups, including visitors using **Care Control VBook**. You can also configure how questions are selected and how many are presented.

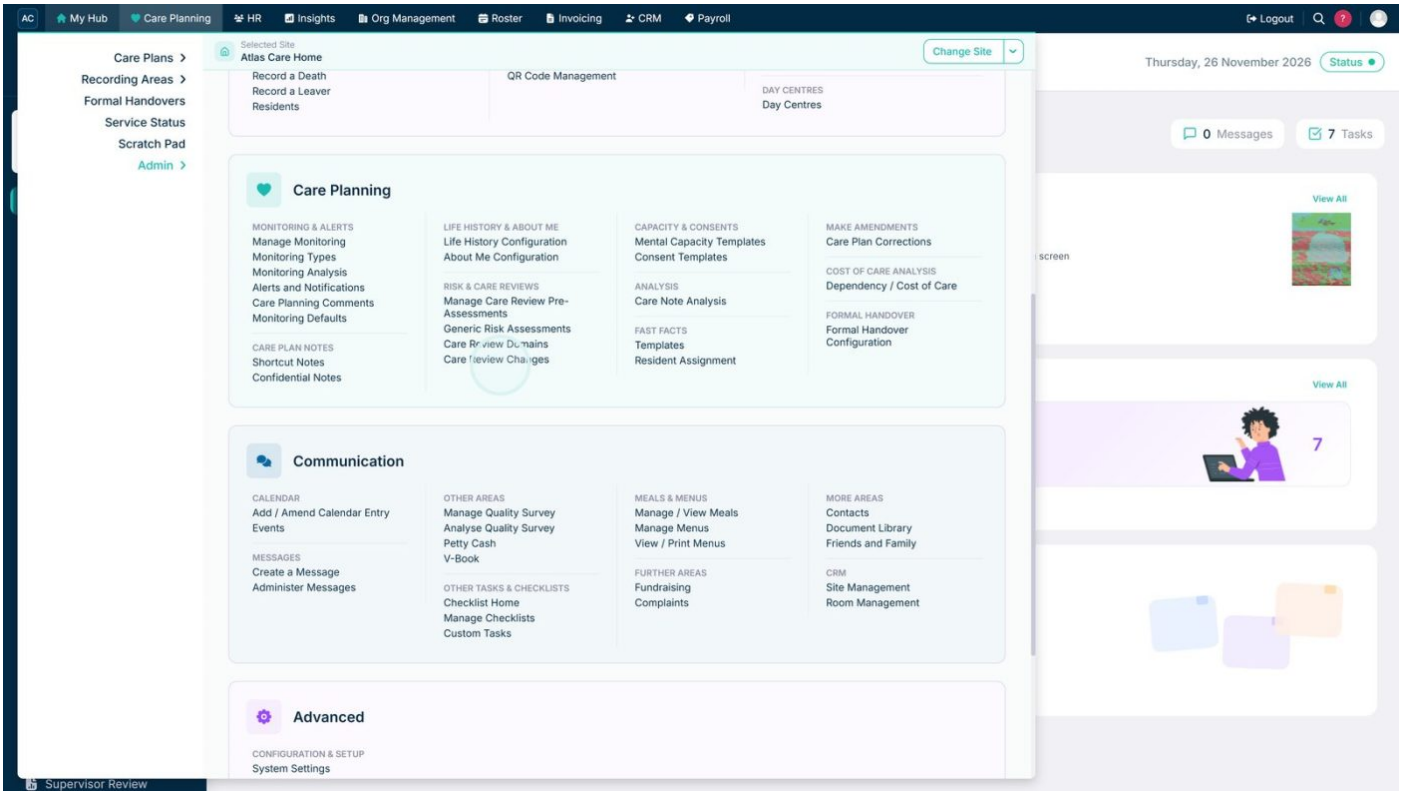
In this guide, you'll learn how to:

- Create and activate a quality survey.

- Add and customise survey questions.
- Configure issue prompt and quote box scoring thresholds.
- Create and save custom quotes.
- Edit, remove and reinstate survey questions.
- Launch a quality survey.
- Assign surveys to different respondent groups.
- Configure question selection methods and question counts.
- Save your survey settings.

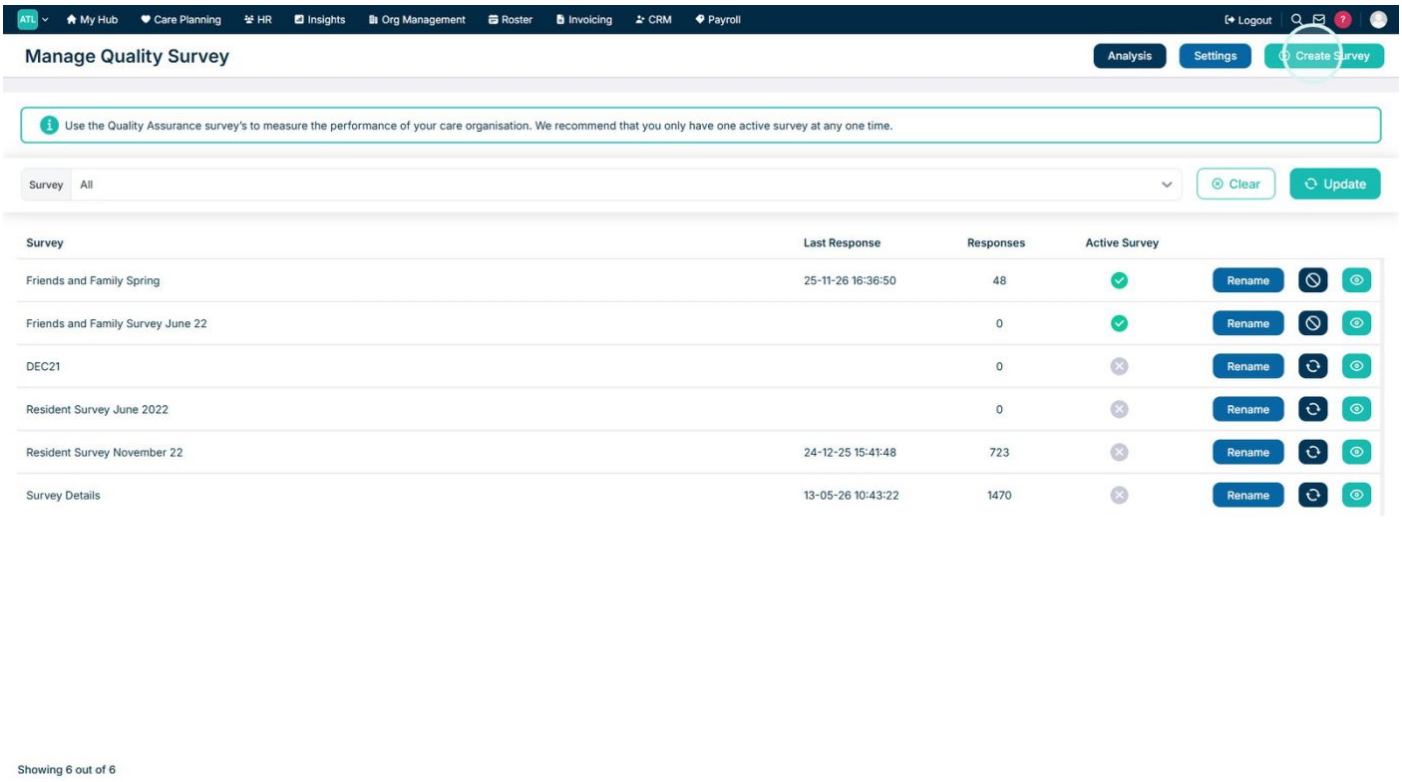
Open Care Review Changes

In **Care Control Cloud**, navigate to **Manage Quality Survey** to access the quality survey functionality.



Create a New Survey

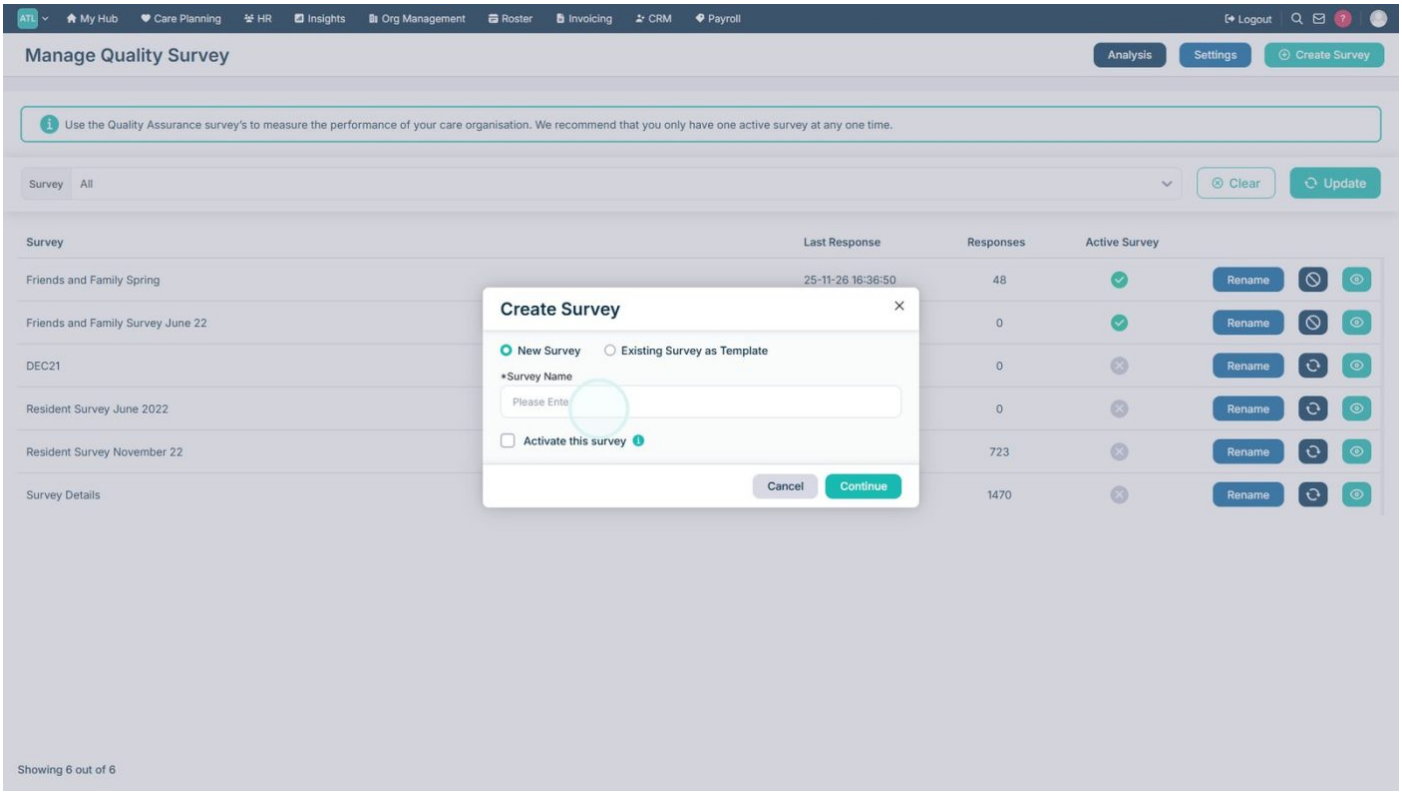
Select **Create Survey** to begin creating a new quality survey.



Enter a Survey Name

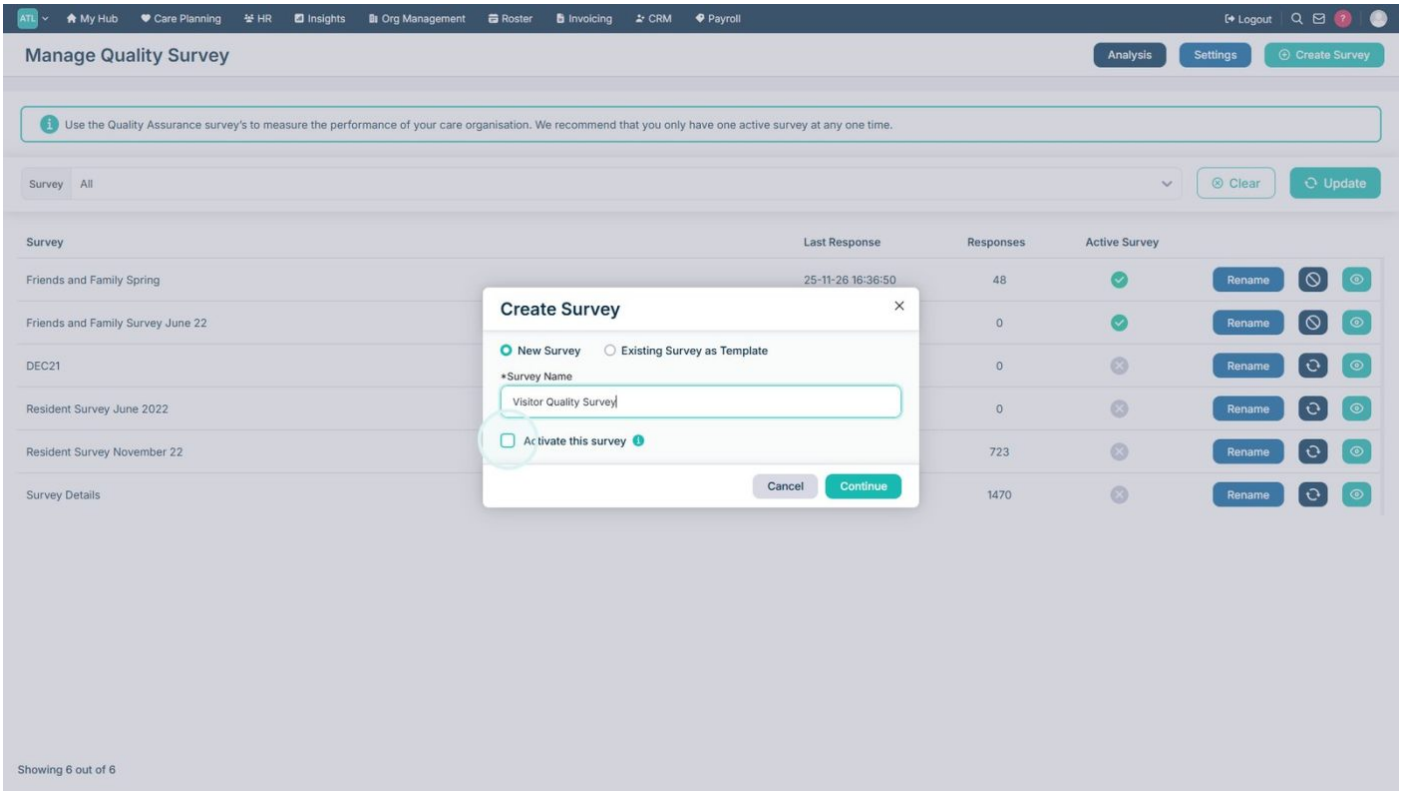
Enter a name for your new survey.

Choose a clear and descriptive name that makes it easy to identify the survey when managing or assigning it later.



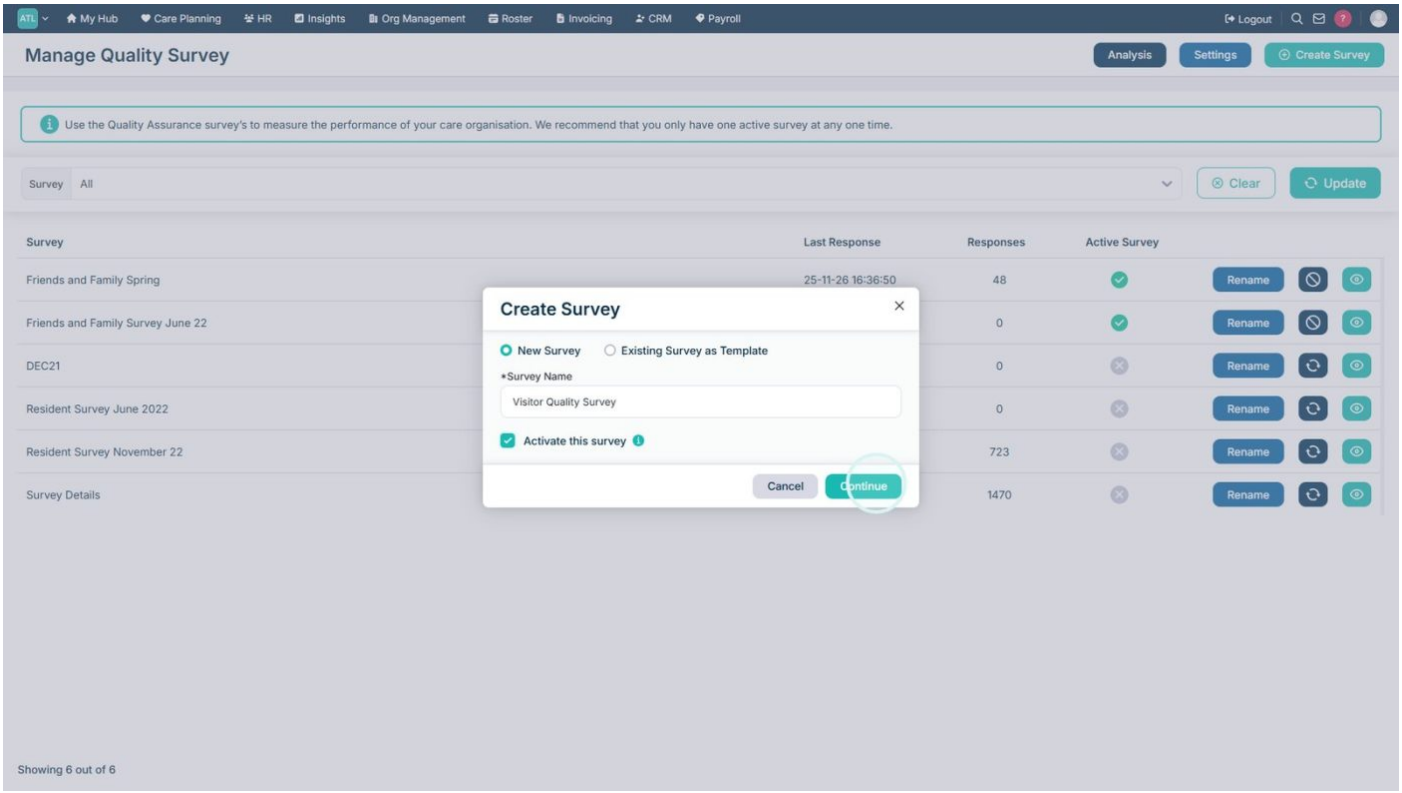
Activate the Survey

Enable **Activate this survey** if you want the survey to be active once its setup is complete.



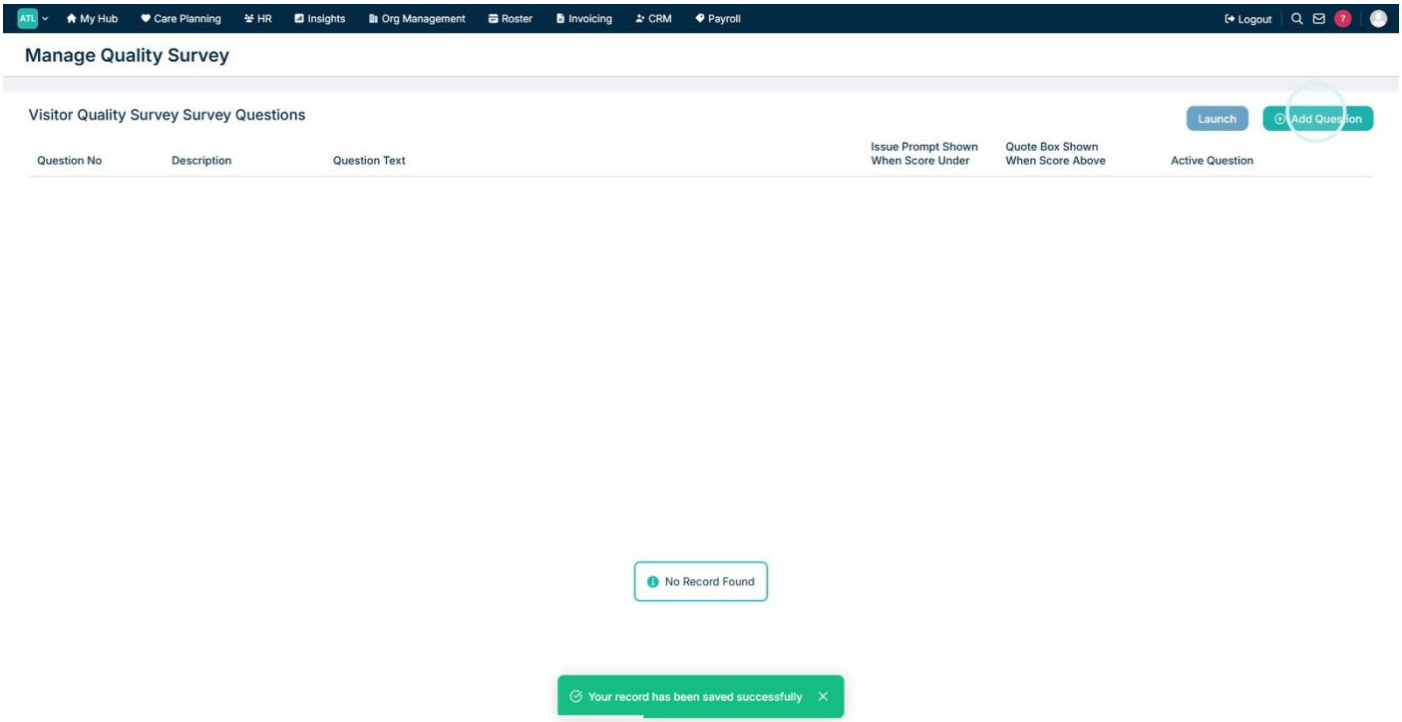
Continue to Survey Configuration

Once you have entered the survey name and configured its activation setting, select **Continue** to begin adding questions.



Add a Survey Question

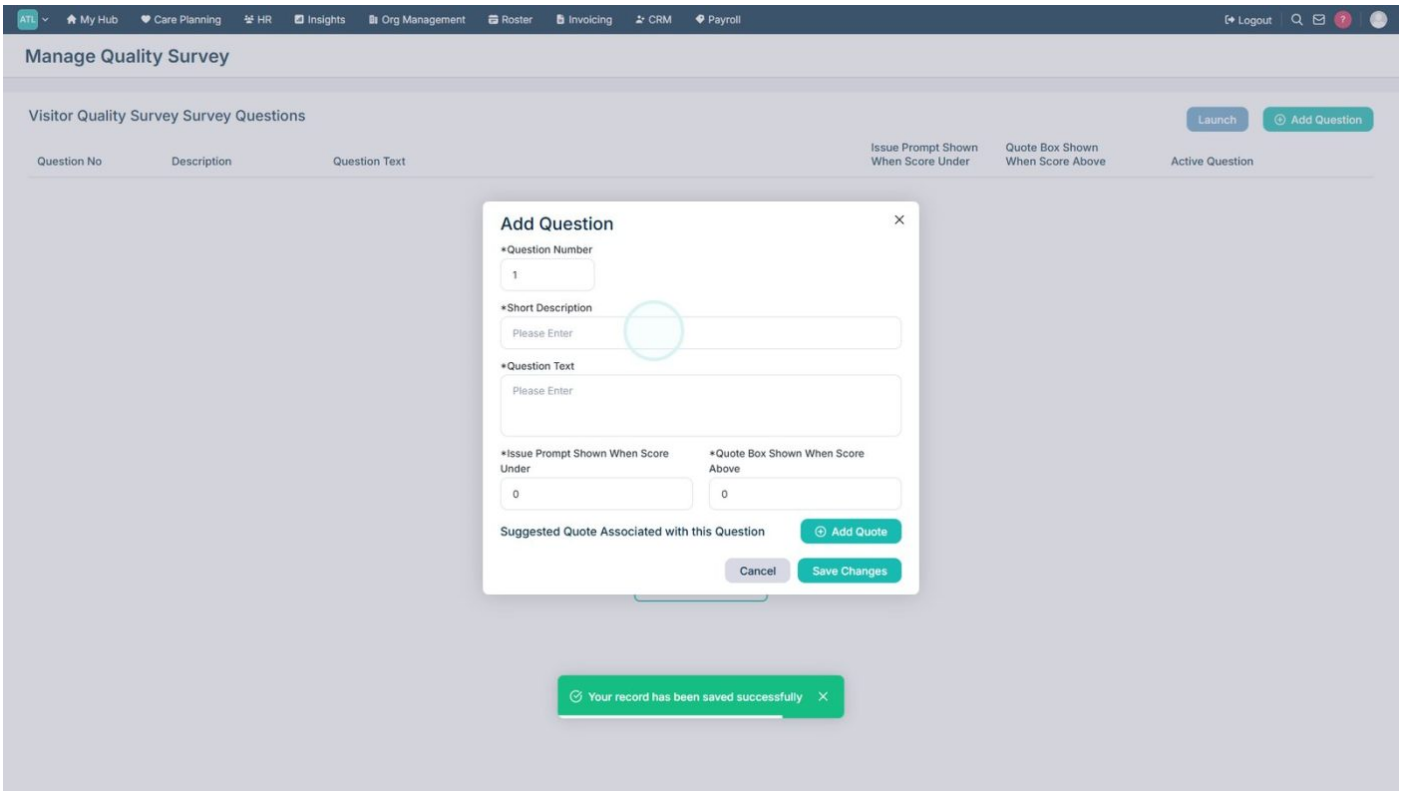
Select **Add Question** to create a new question for your quality survey.



Enter a Short Description

Enter a **Short Description** for your question.

This should briefly describe the subject of the question, such as quality of care, cleanliness or communication.

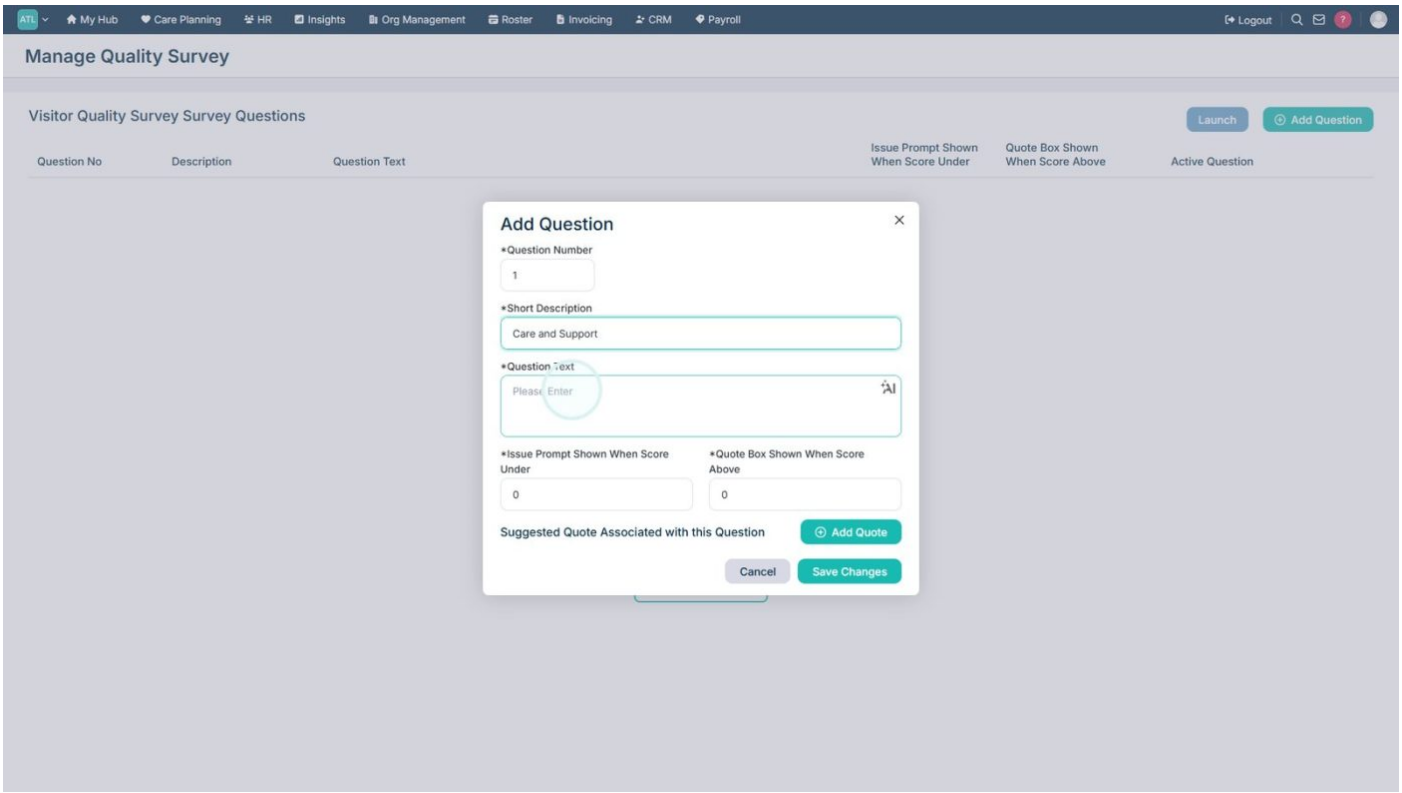


Enter the Question Text

Enter the full question that you want respondents to answer.

For example, you could ask **How would you rate the quality of care provided?**

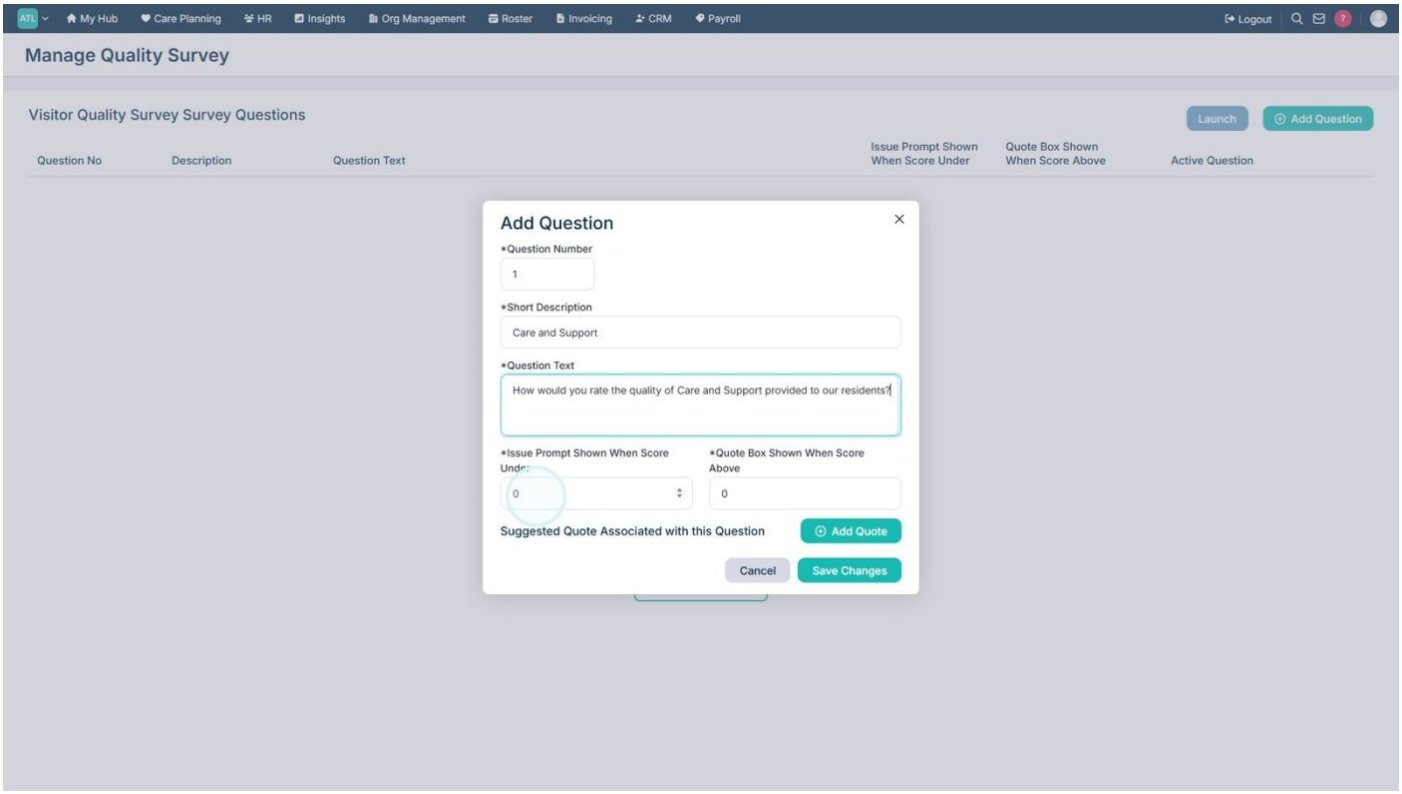
Keep the question clear, neutral and easy to understand.



Configure the Issue Prompt Threshold

Set the score threshold that determines when an **Issue Prompt** is displayed.

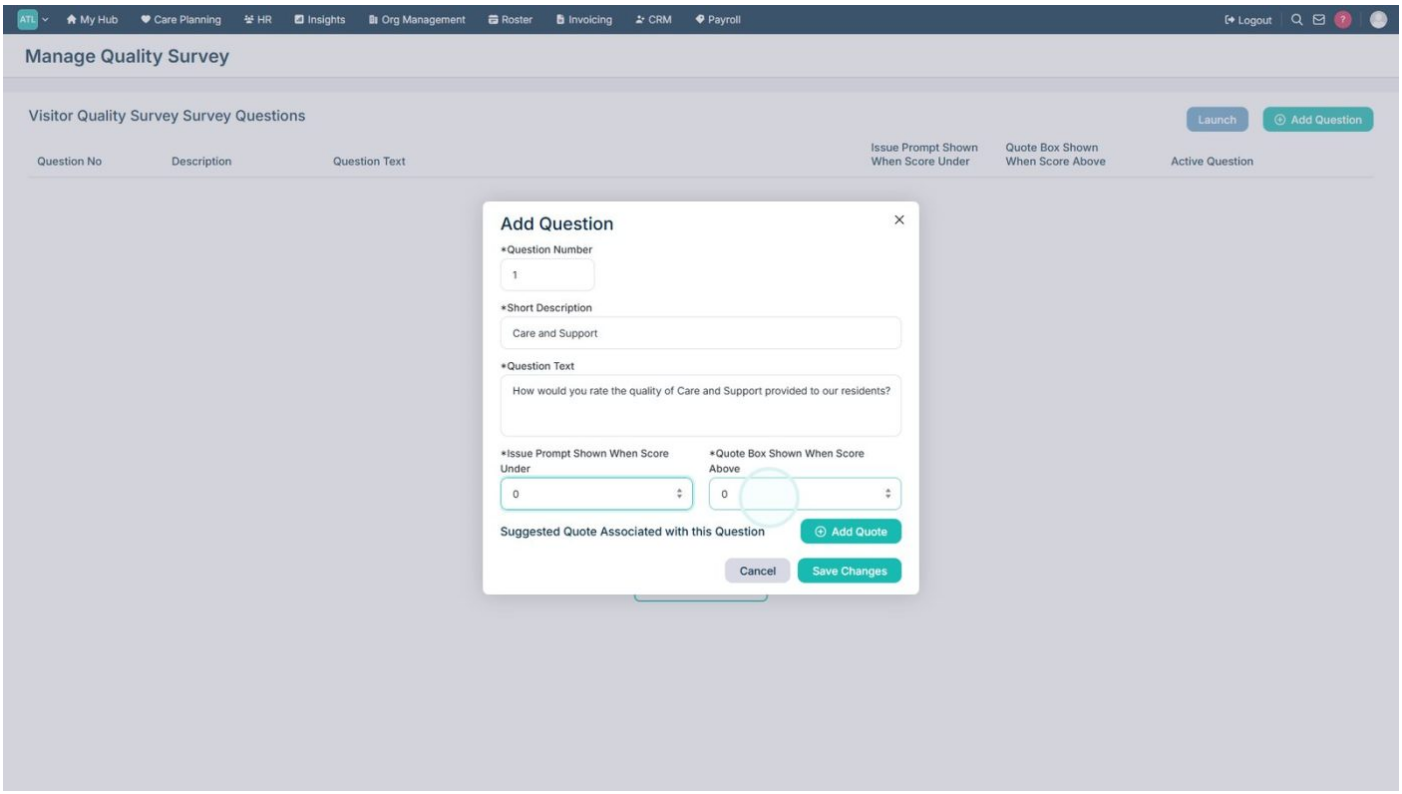
This allows you to request additional information from respondents when their score meets the configured criteria for raising an issue.



Configure the Quote Box Threshold

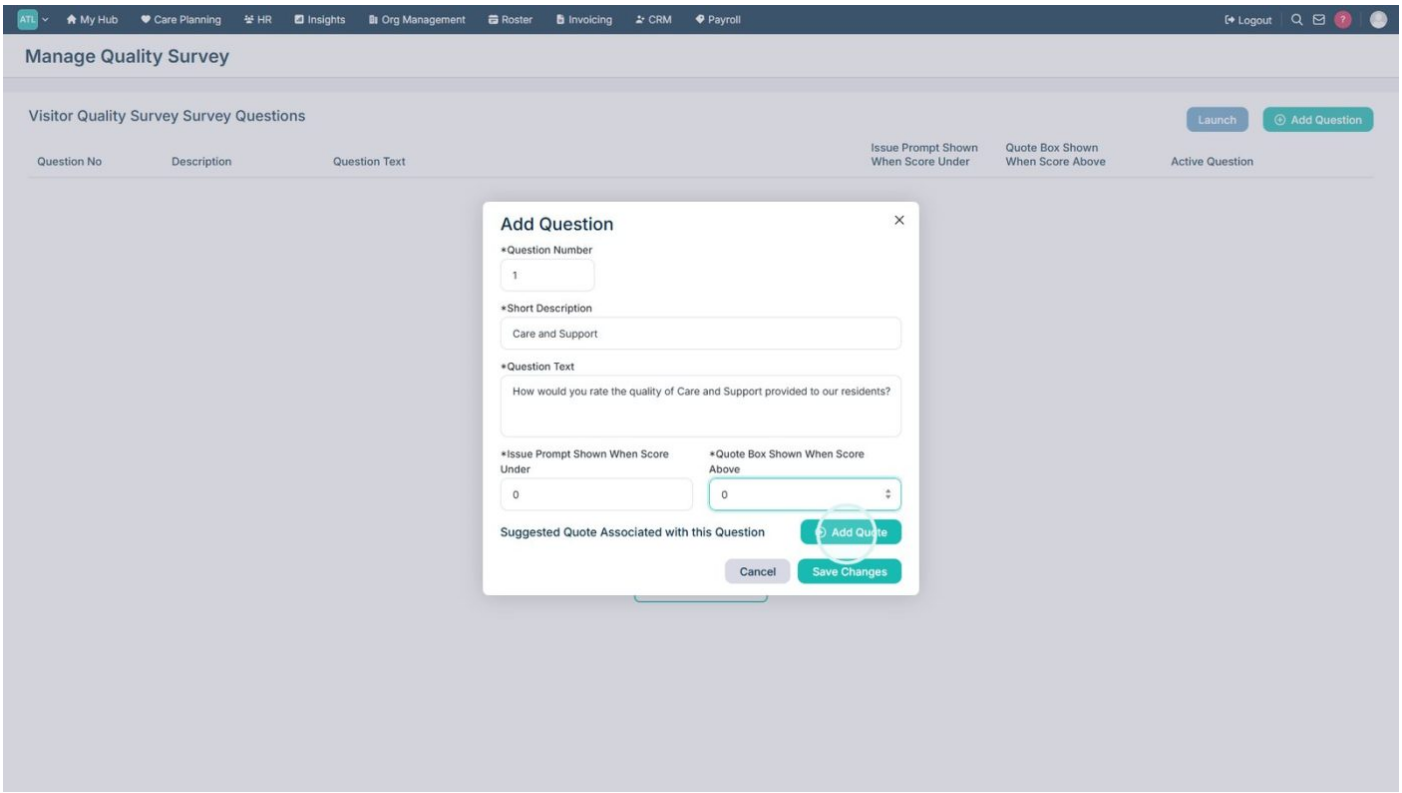
Set the score above which the **Quote Box** should be displayed.

This allows you to configure when the quote box appears based on a respondent's score.



Add a Custom Quote

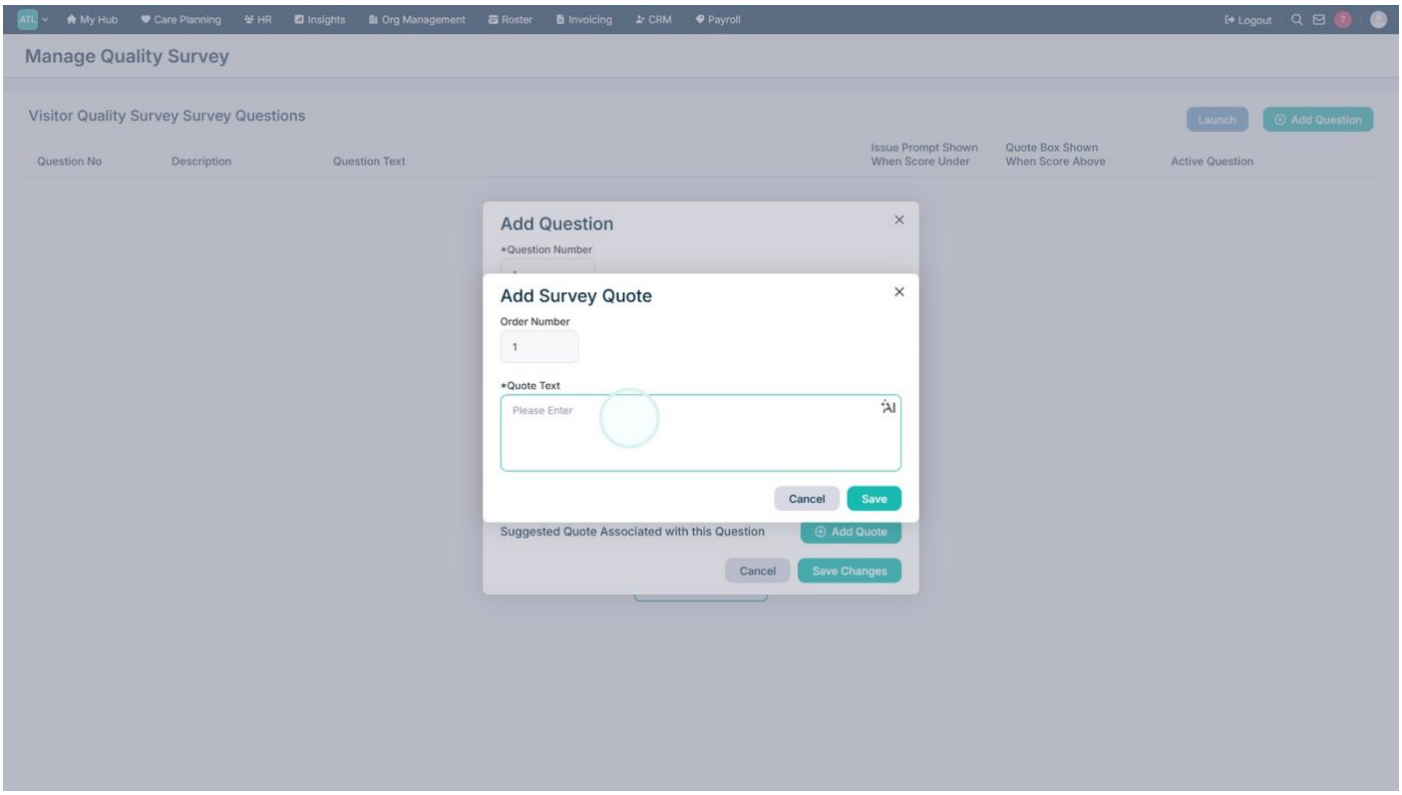
Select the option to add a new quote for your survey question.



Enter the Quote Text

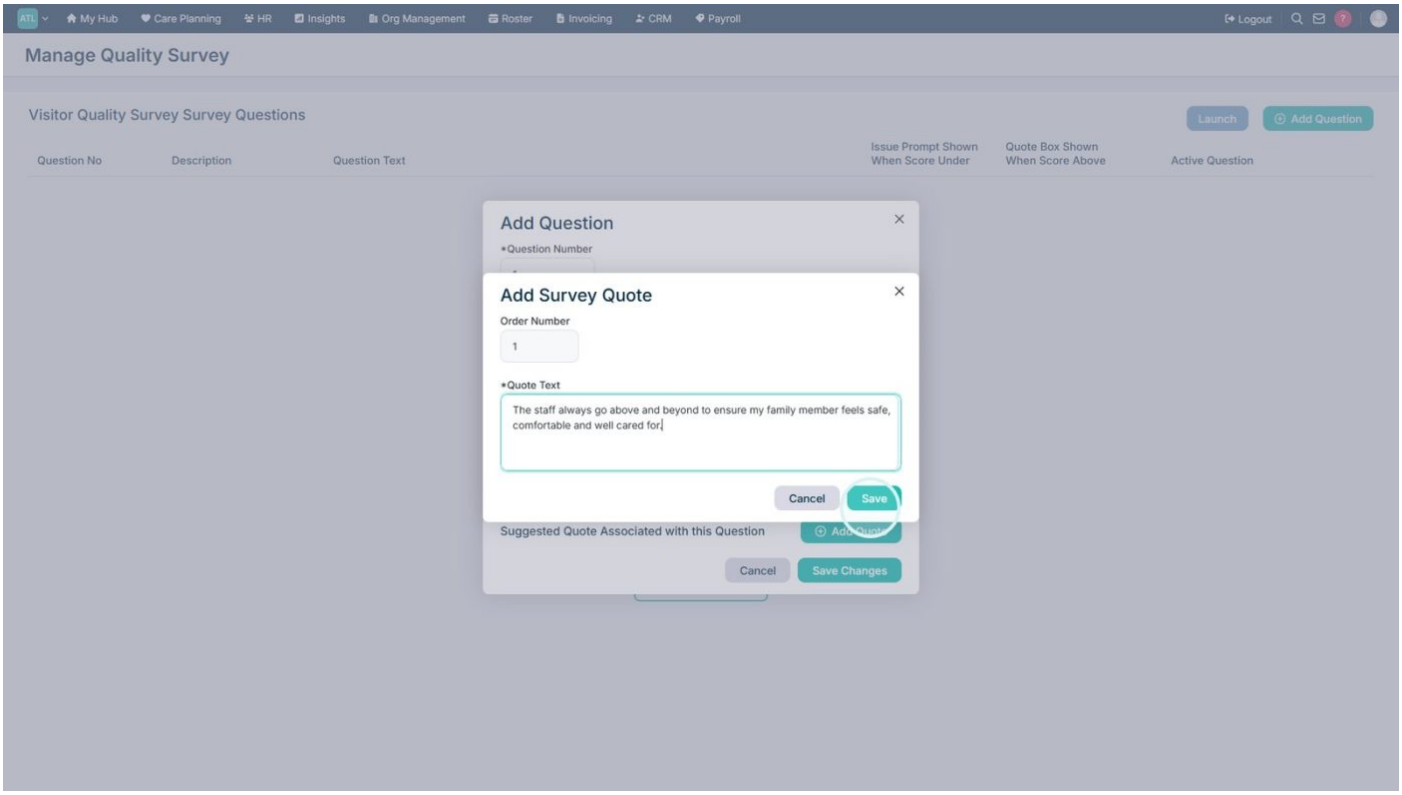
Enter the text for your custom quote.

Ensure the wording is relevant to the question and appropriate for the people completing your survey.



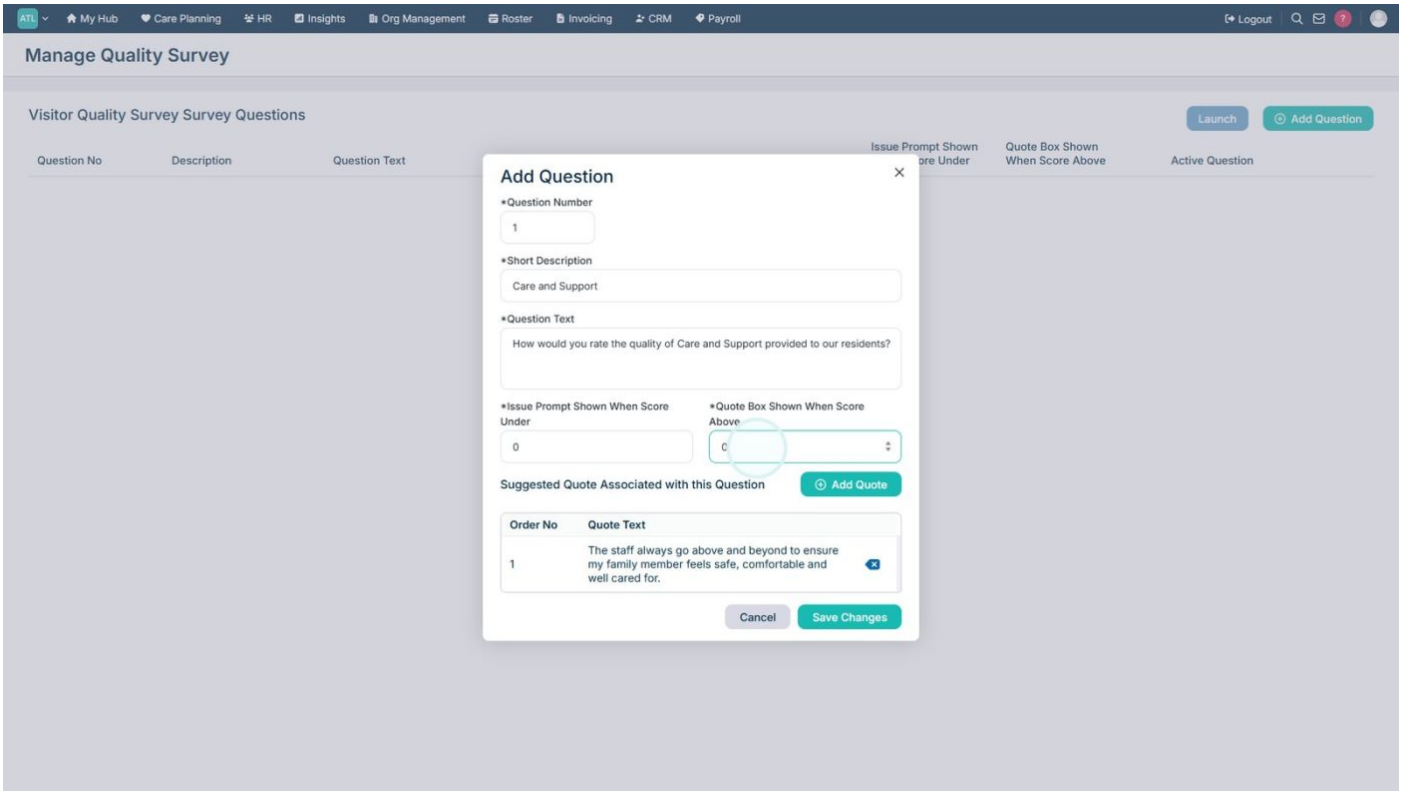
Save the Quote

Once you have entered your quote, select **Save** to confirm it.



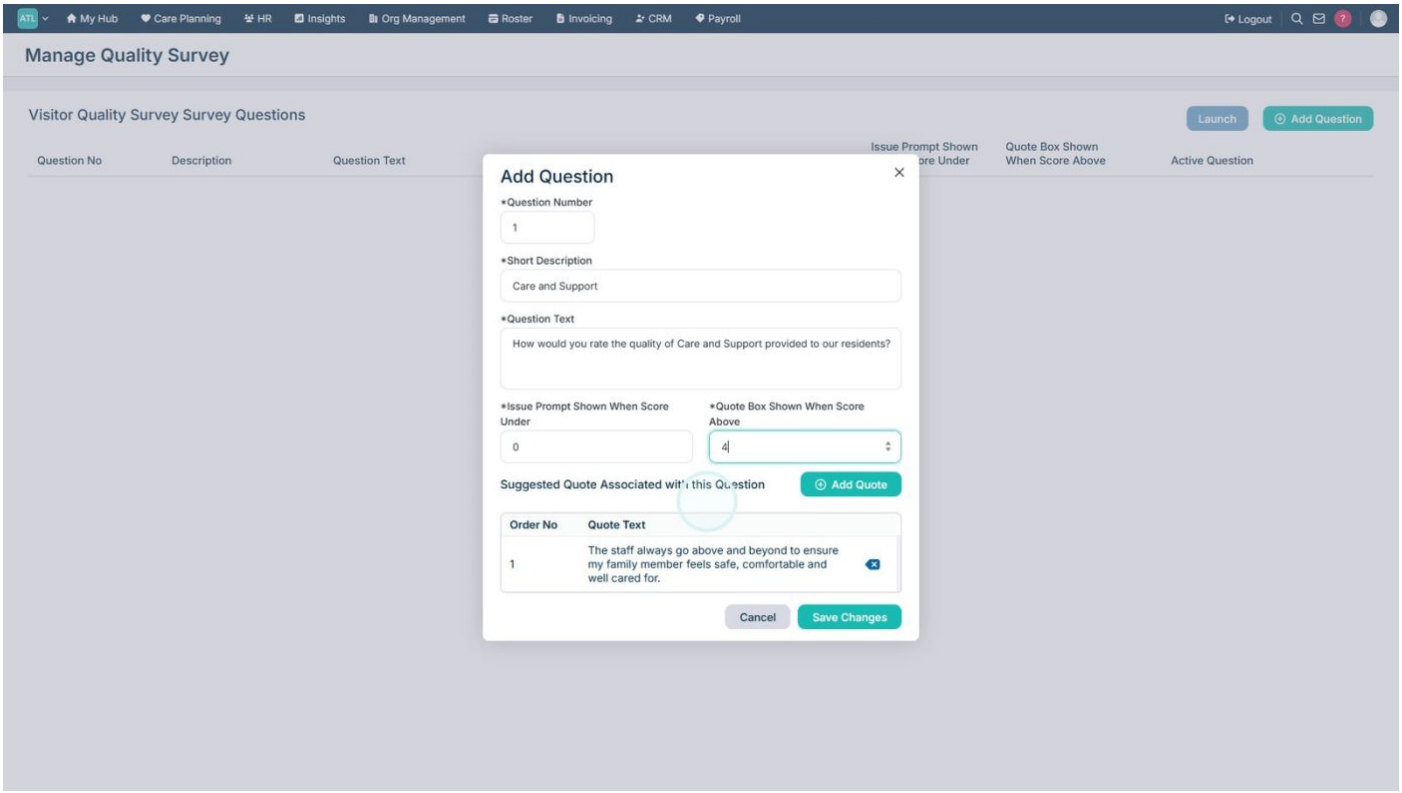
Review the Quote Box Threshold

Return to the **Quote Box** score threshold and adjust the setting if required.



Select the Quote Box Trigger Score

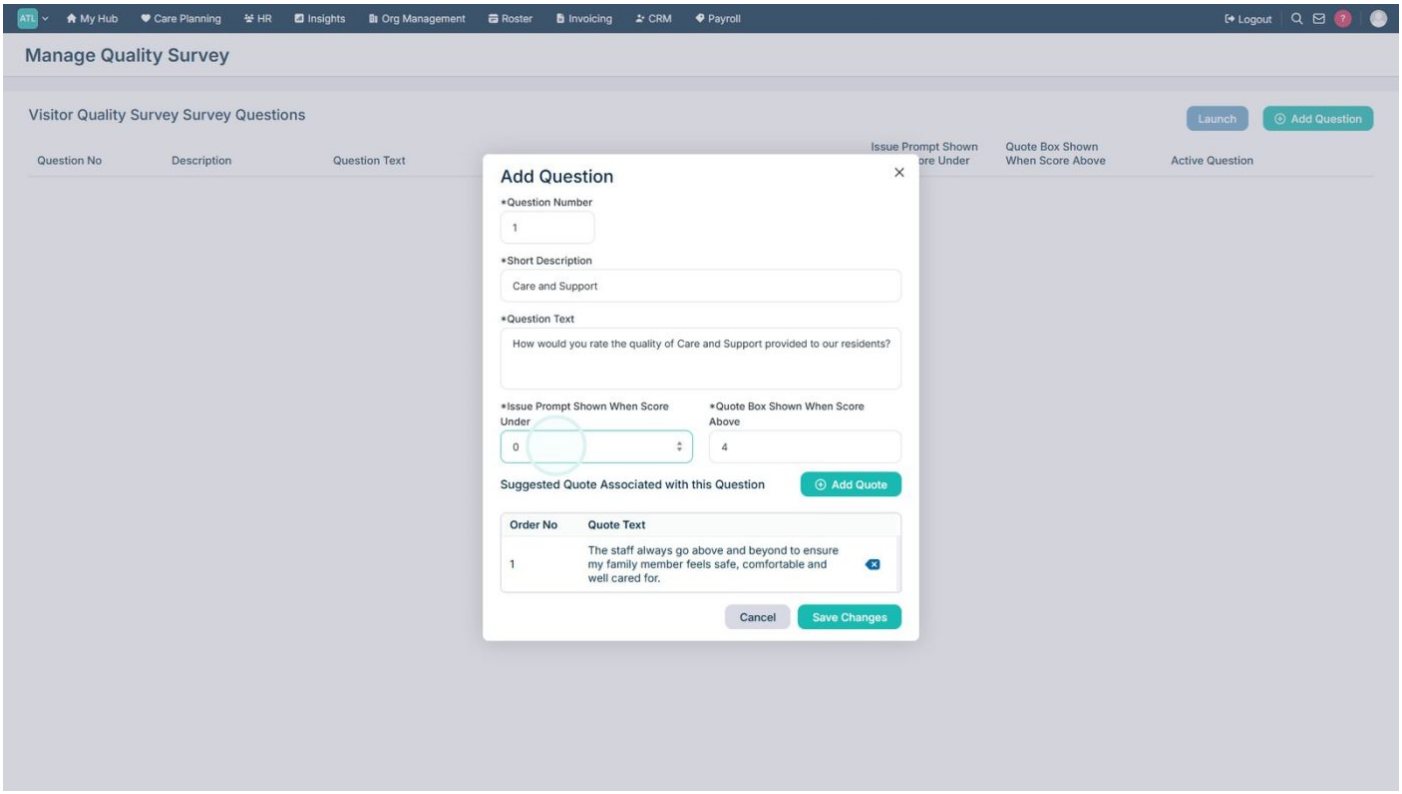
Choose the required score threshold to determine when the quote box should appear to respondents.



Review the Issue Prompt Trigger Score

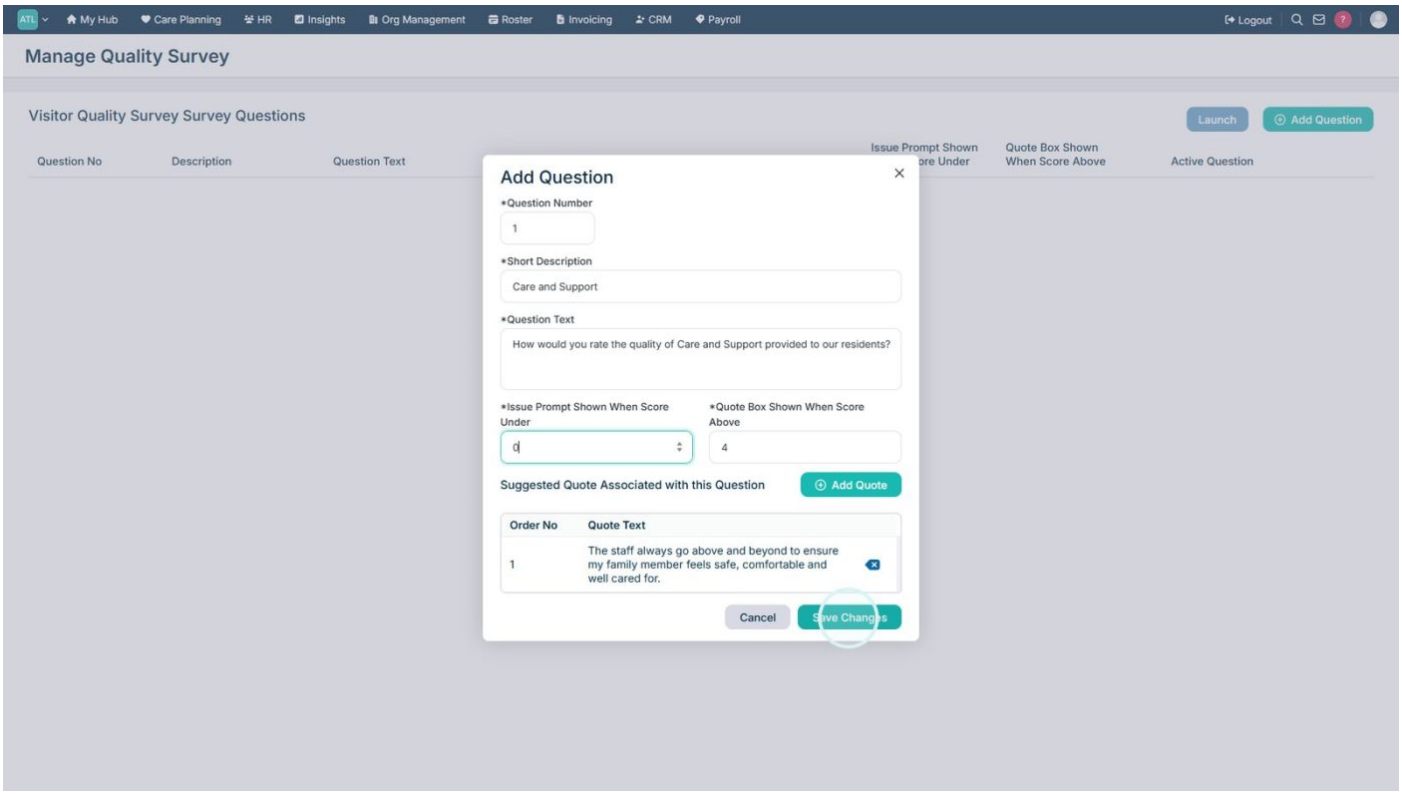
Review the **Issue Prompt** score threshold and adjust it if required.

Ensure that the selected threshold is appropriate for identifying responses that may require further information.



Save the Survey Question

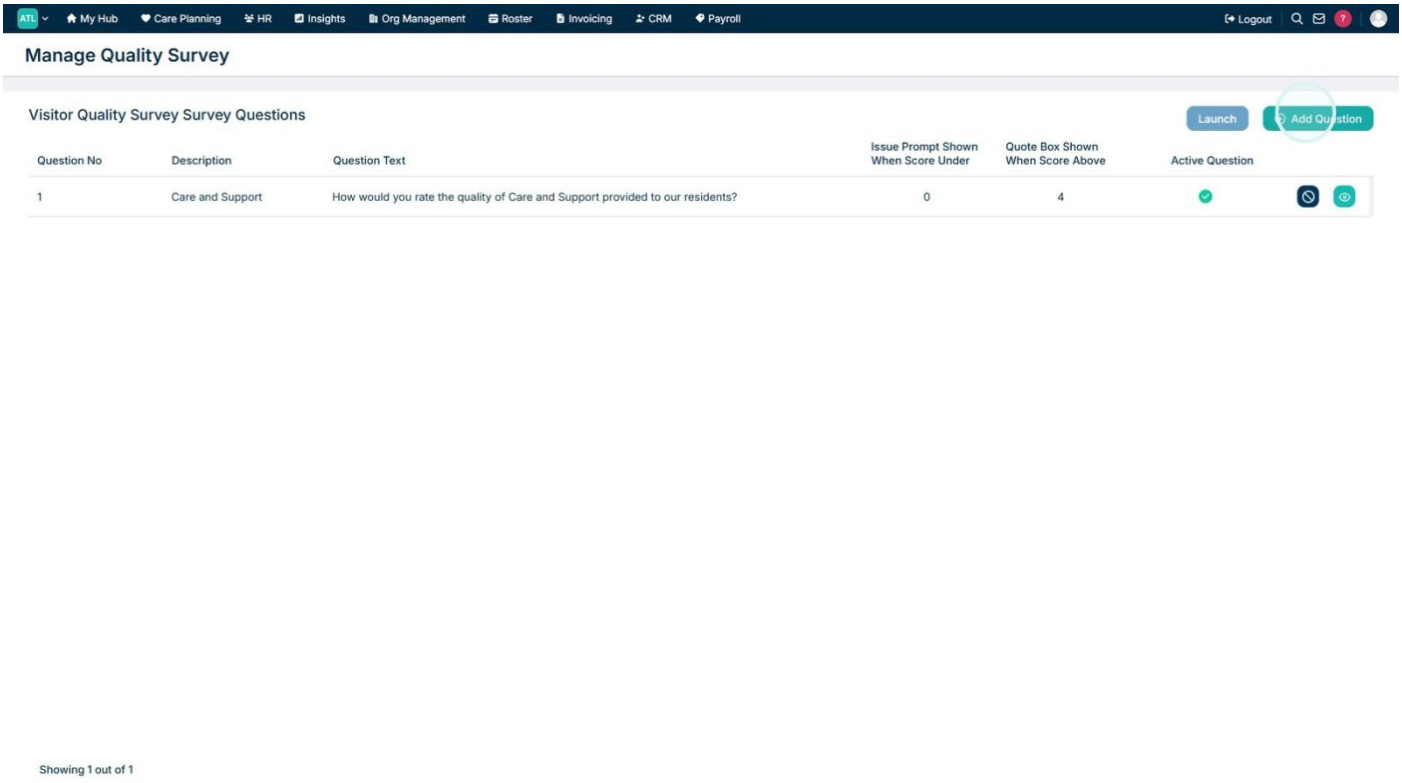
Once you have entered your question and configured the relevant settings, select **Save** to add the question to your survey.



Add Further Survey Questions

Select **Add Question** again to continue building your survey.

Repeat the question configuration process for each additional question you want to include.

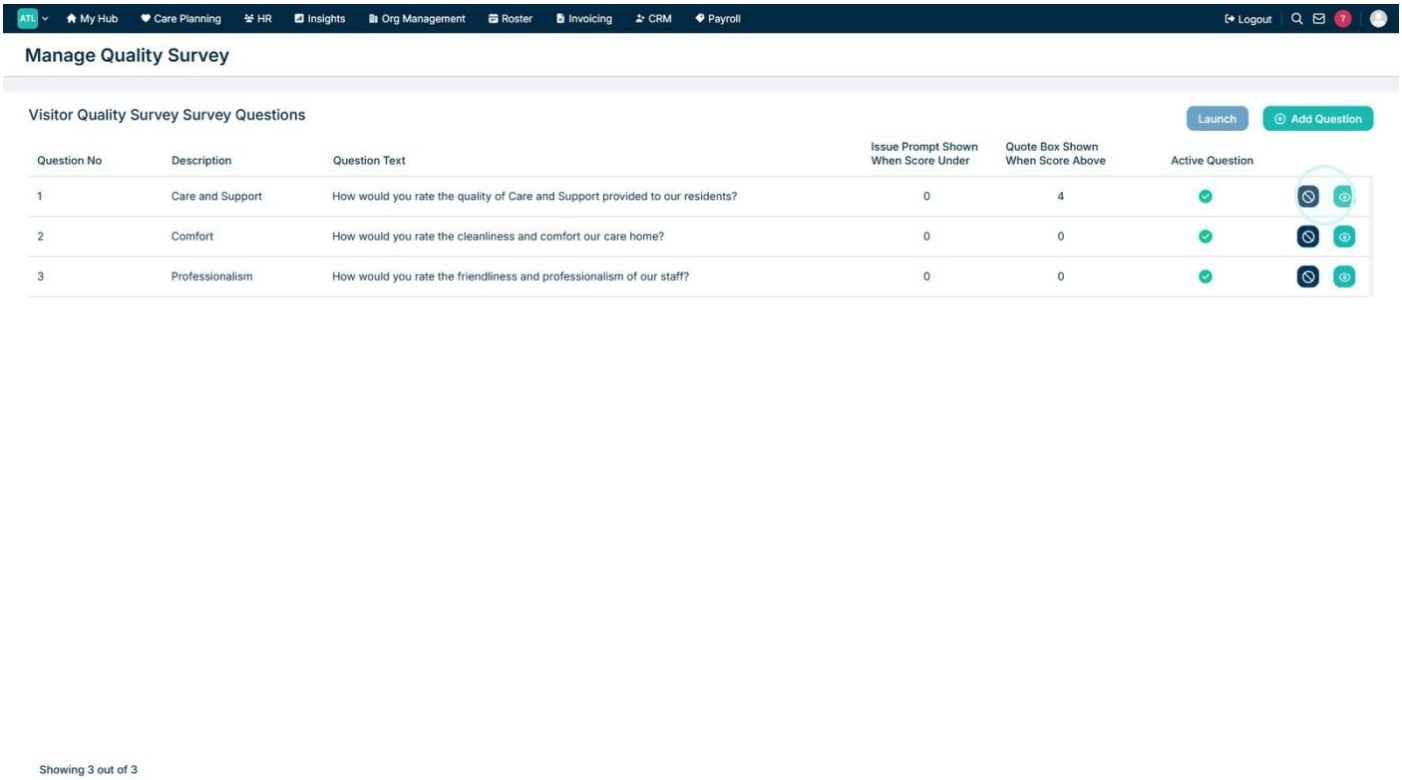


Manage Existing Survey Questions

Once questions have been added, you can manage them using the available icons beside each question.

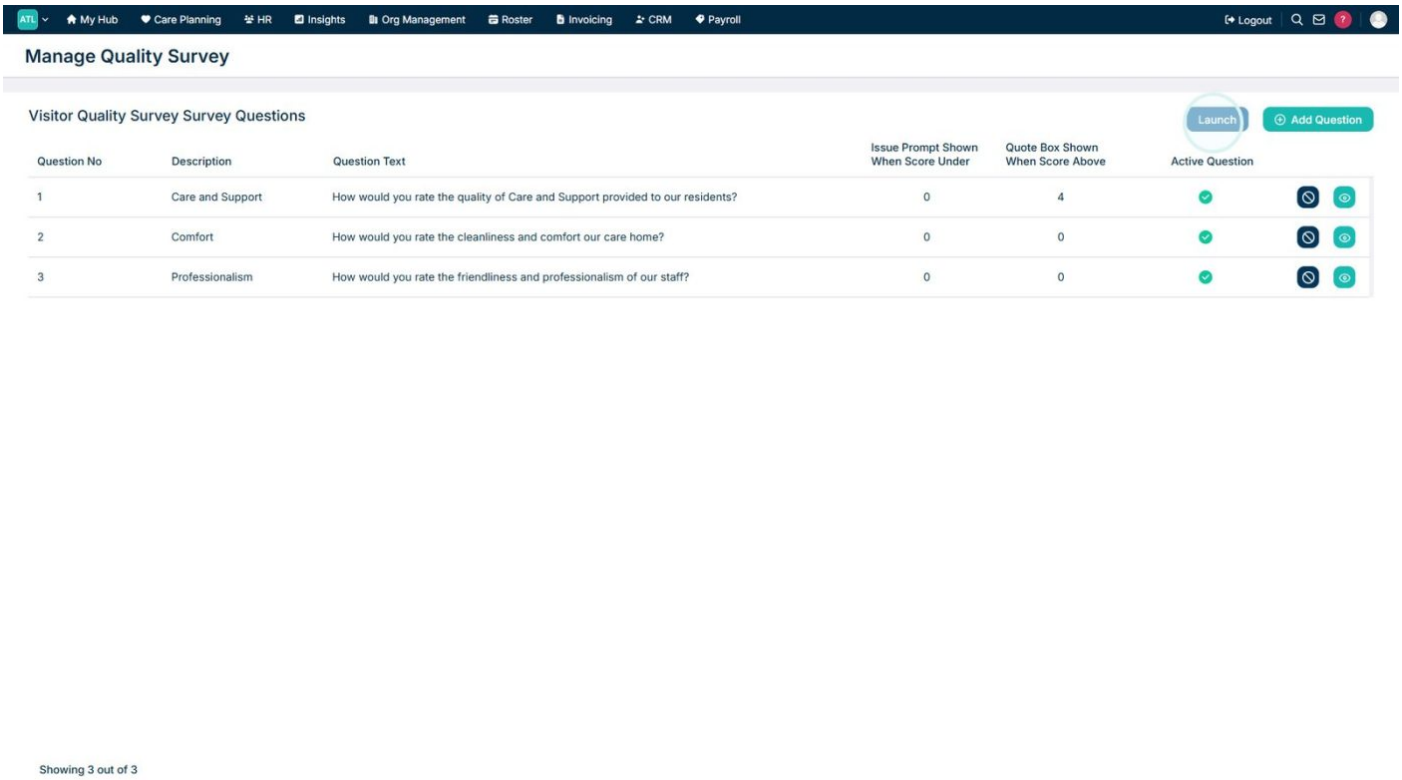
- **Eye icon:** View the question and edit its details if required.
- **Cancel icon:** Remove the question from the survey.
- **Refresh icon:** Reinstate a previously removed question.

Review your questions before launching the survey to ensure they are accurate and relevant.



Launch the Quality Survey

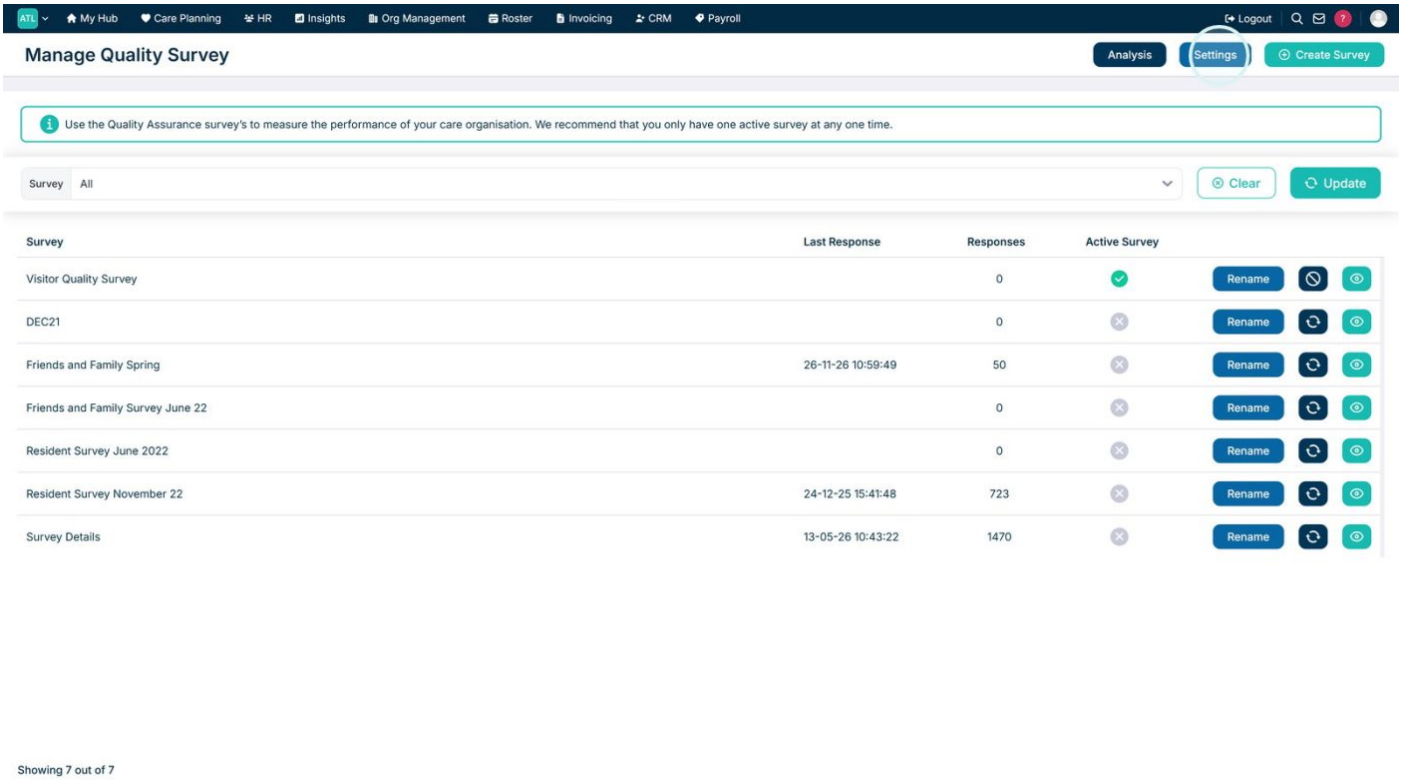
Once you are happy with the questions and configuration, select **Launch** to make the survey available for responses.



Open Quality Survey Settings

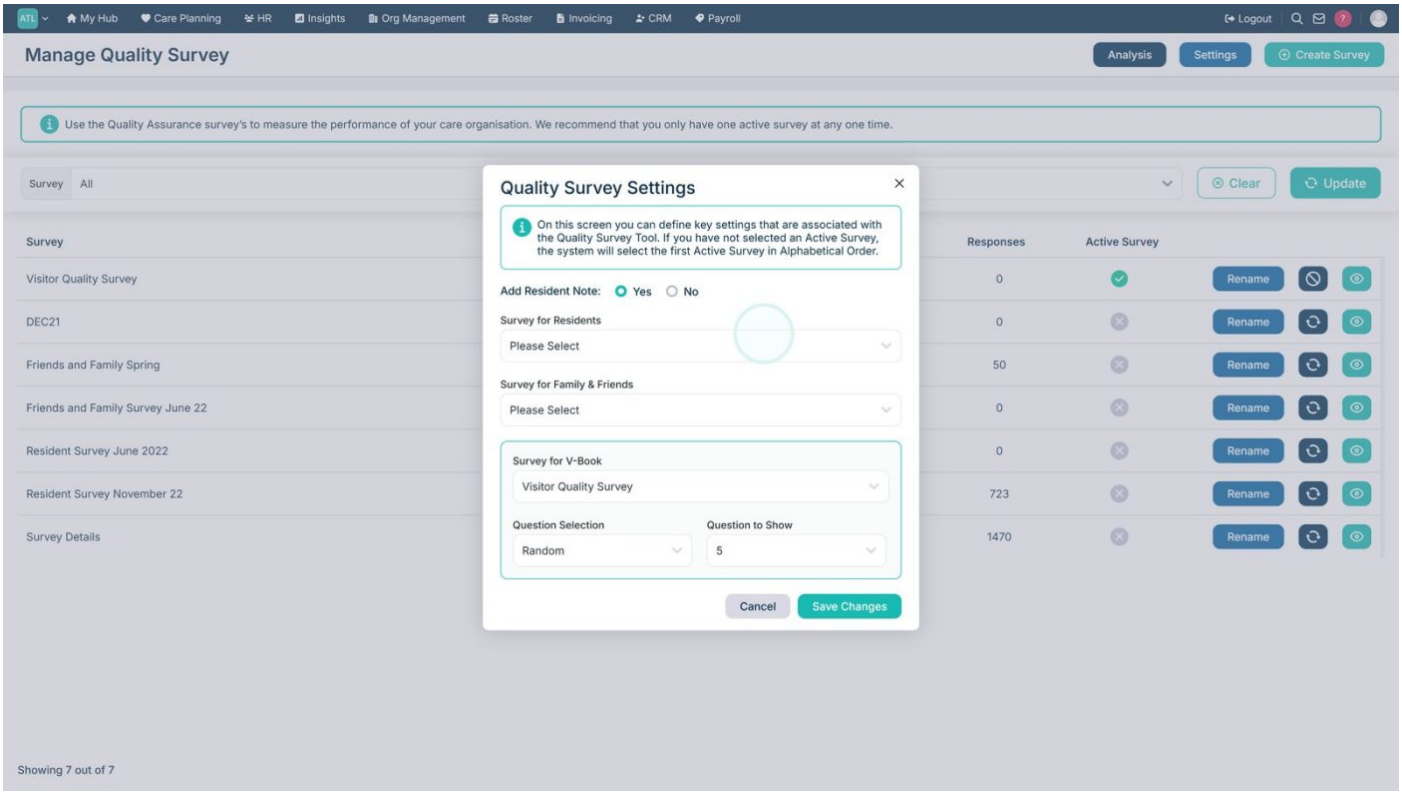
Return to the previous page and select **Settings**.

This area allows you to configure which surveys are assigned to different respondent groups and how survey questions are presented.



Configure the Resident Survey

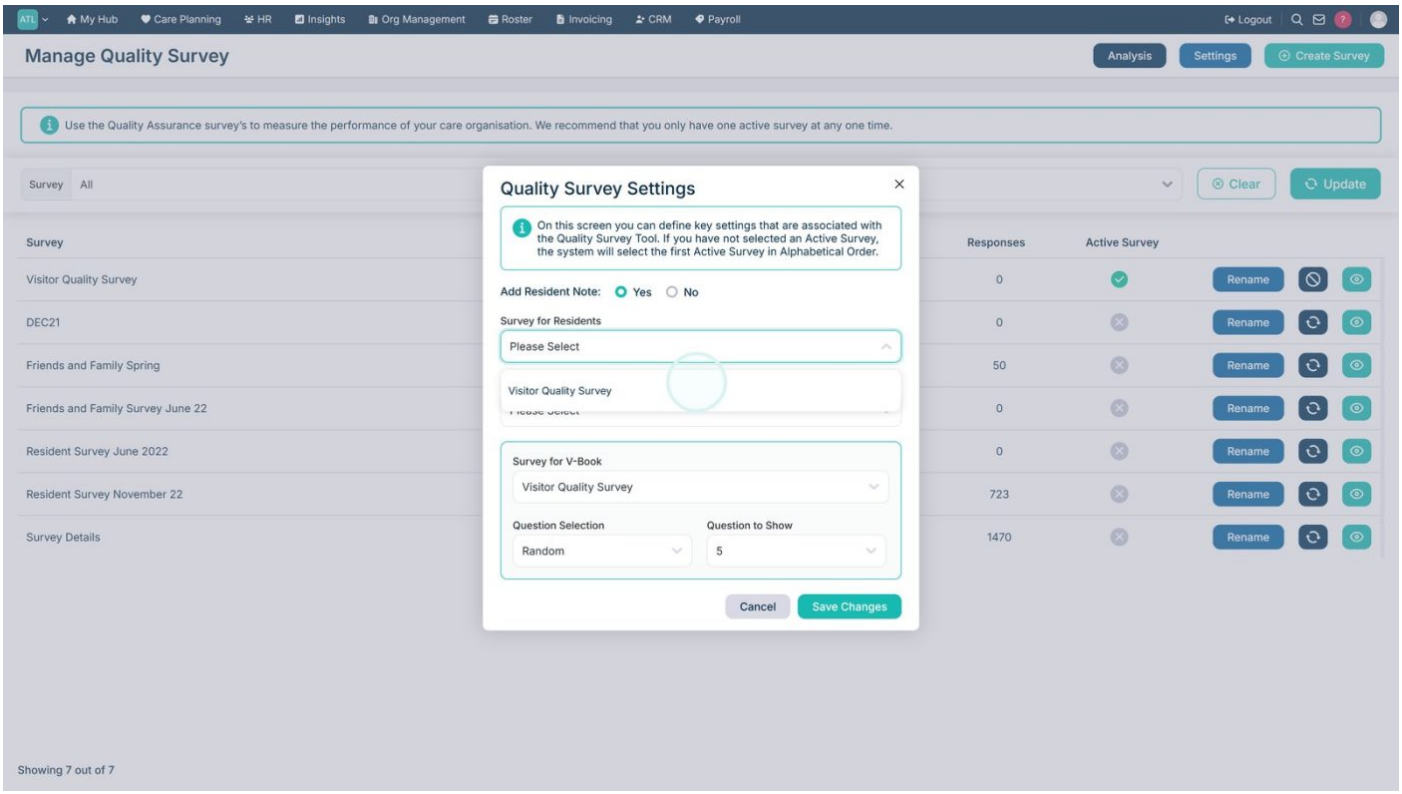
Locate the survey setting for **Residents** and open the dropdown to view the available surveys.



Select a Survey for Residents

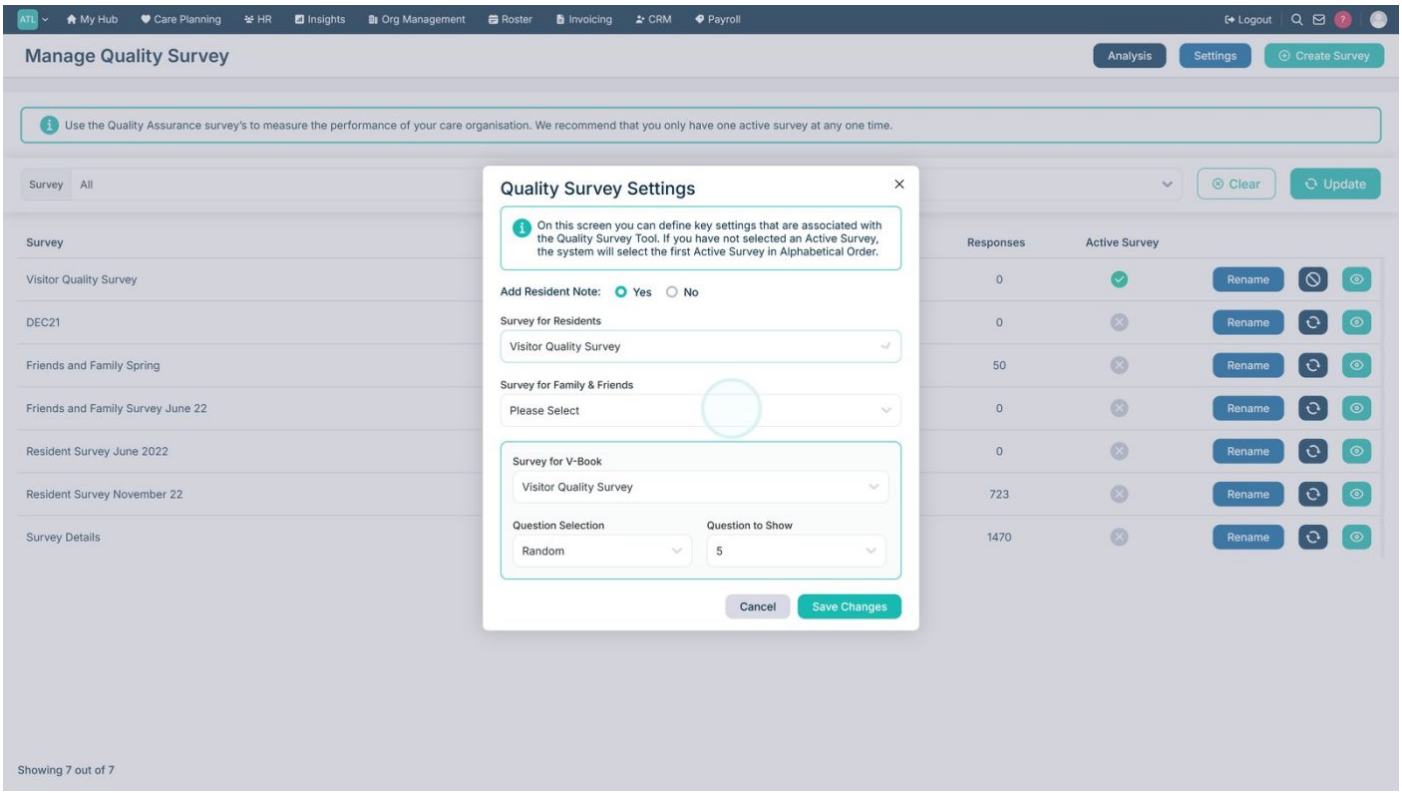
Choose the quality survey you want residents to receive from the available options.

Ensure that the selected survey contains questions appropriate for residents at your service.



Configure the Family and Friends Survey

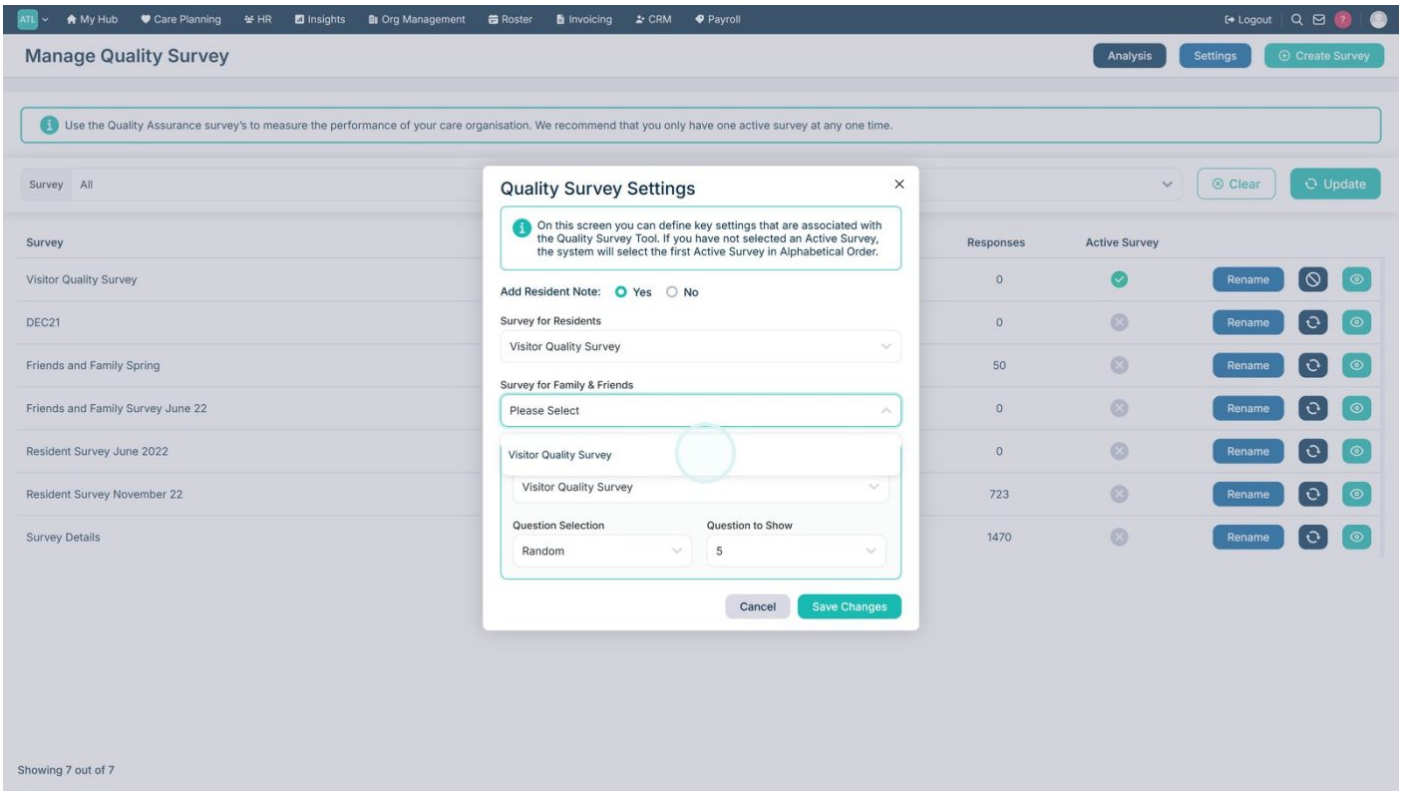
Locate the survey setting for **Family and Friends** and open the dropdown to view the available surveys.



Select a Survey for Family and Friends

Choose the survey you want family members and friends to receive.

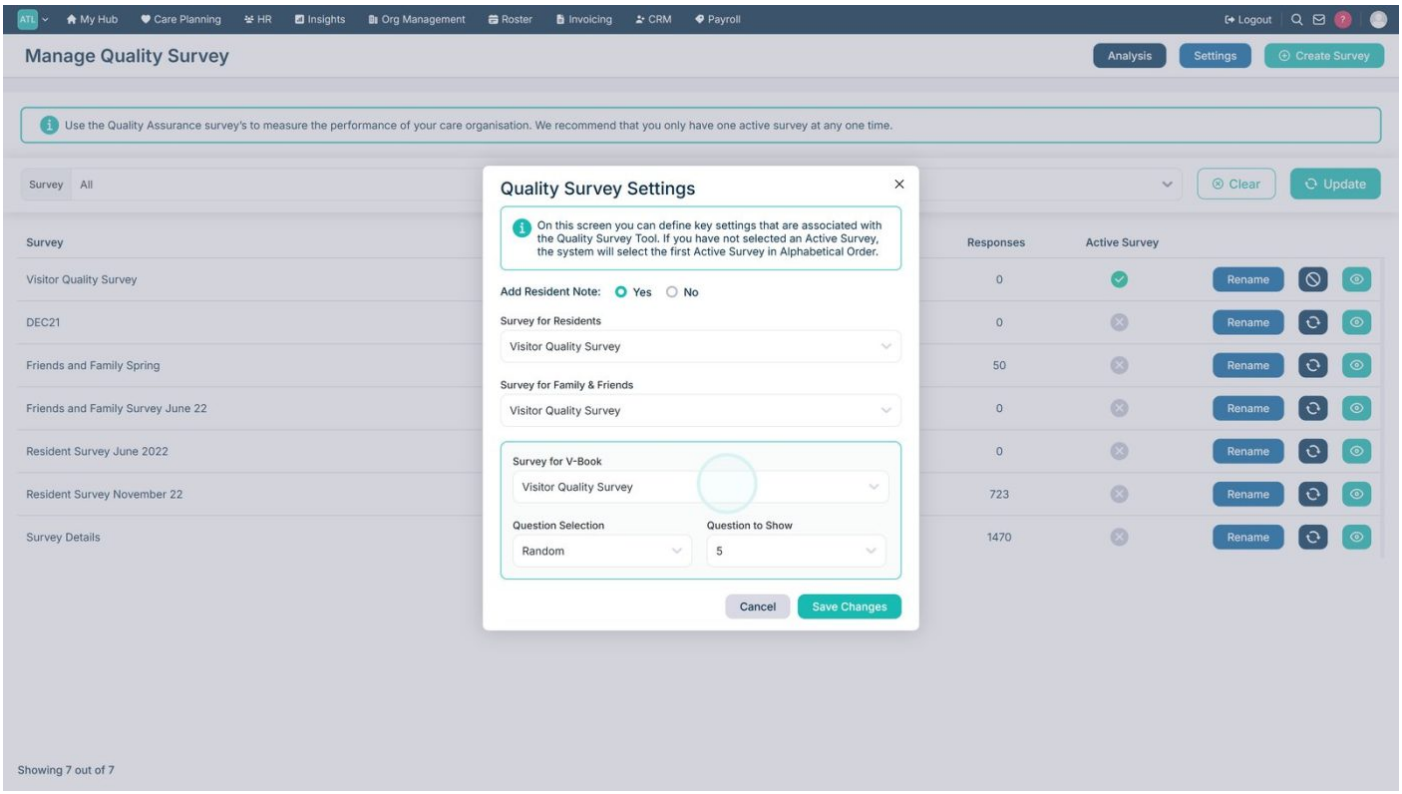
You can assign a different survey from the one used for residents to collect feedback from their perspective.



Configure the VBook Survey

Locate the survey setting for **VBook** and open the dropdown to view the available surveys.

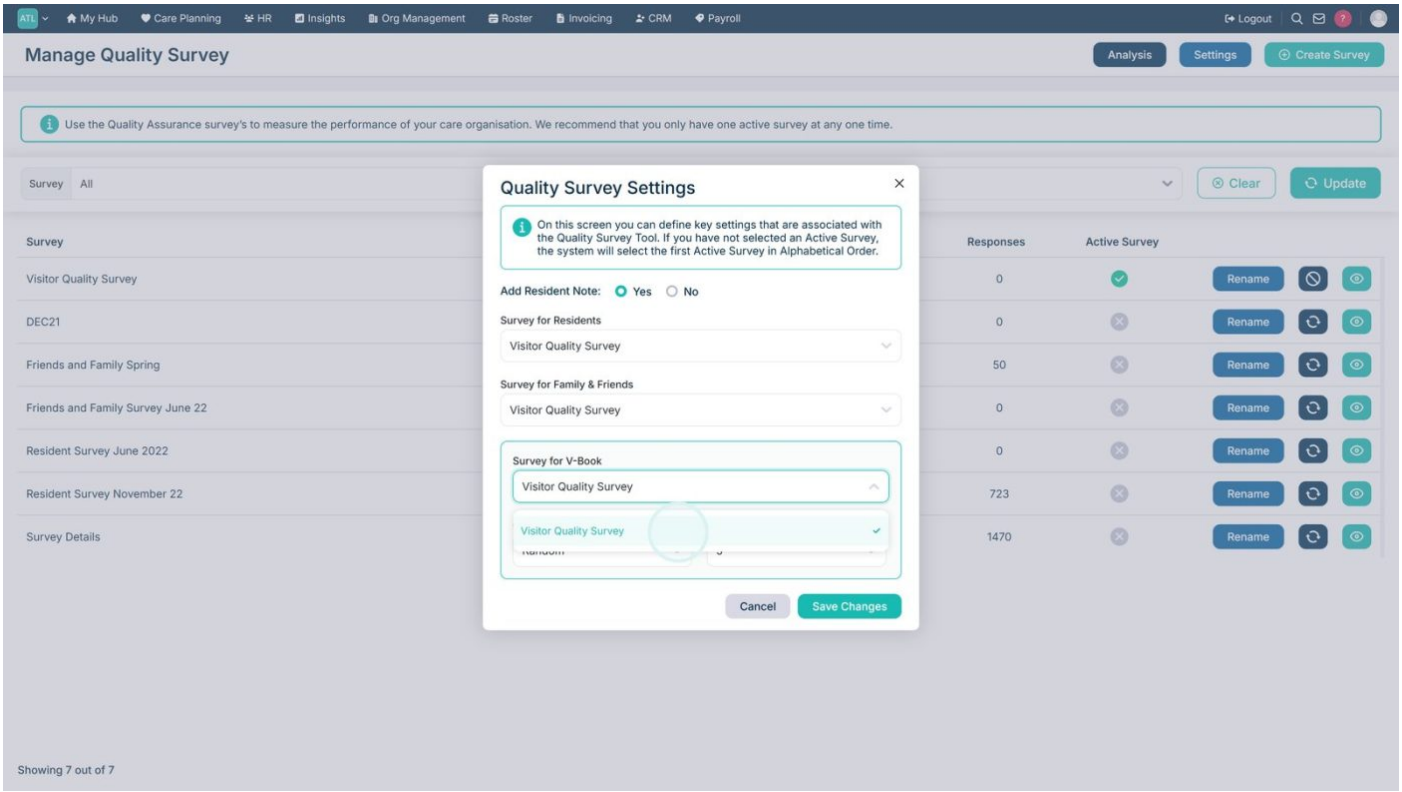
This setting determines which quality survey is used to collect feedback from visitors through Care Control VBook.



Select a Survey for VBook Visitors

Choose the quality survey you want to assign to VBook visitors.

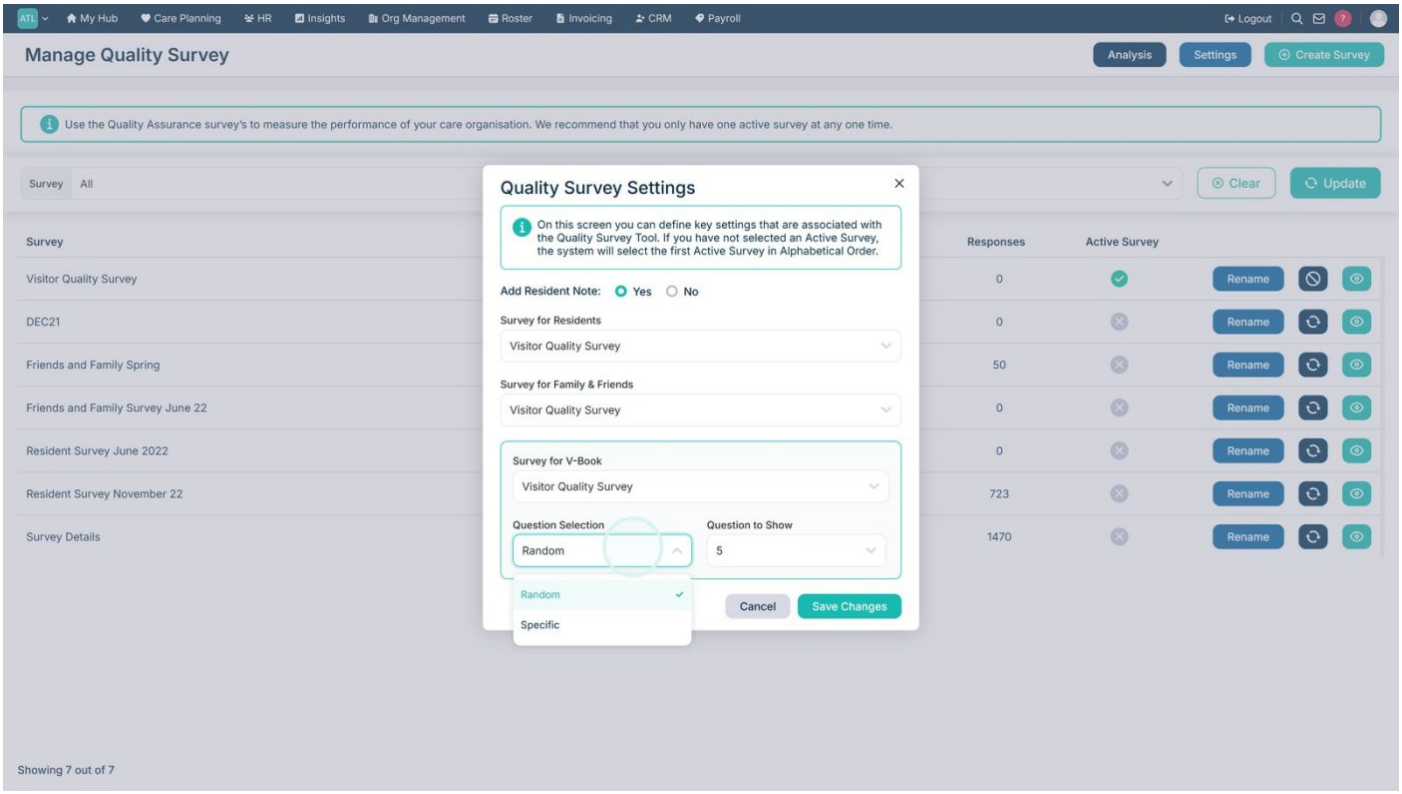
Select a survey containing questions that are relevant to visitors and their experiences at your service.



Configure the Question Selection Method

Use the **Question Selection Method** dropdown to configure how survey questions are selected for respondents.

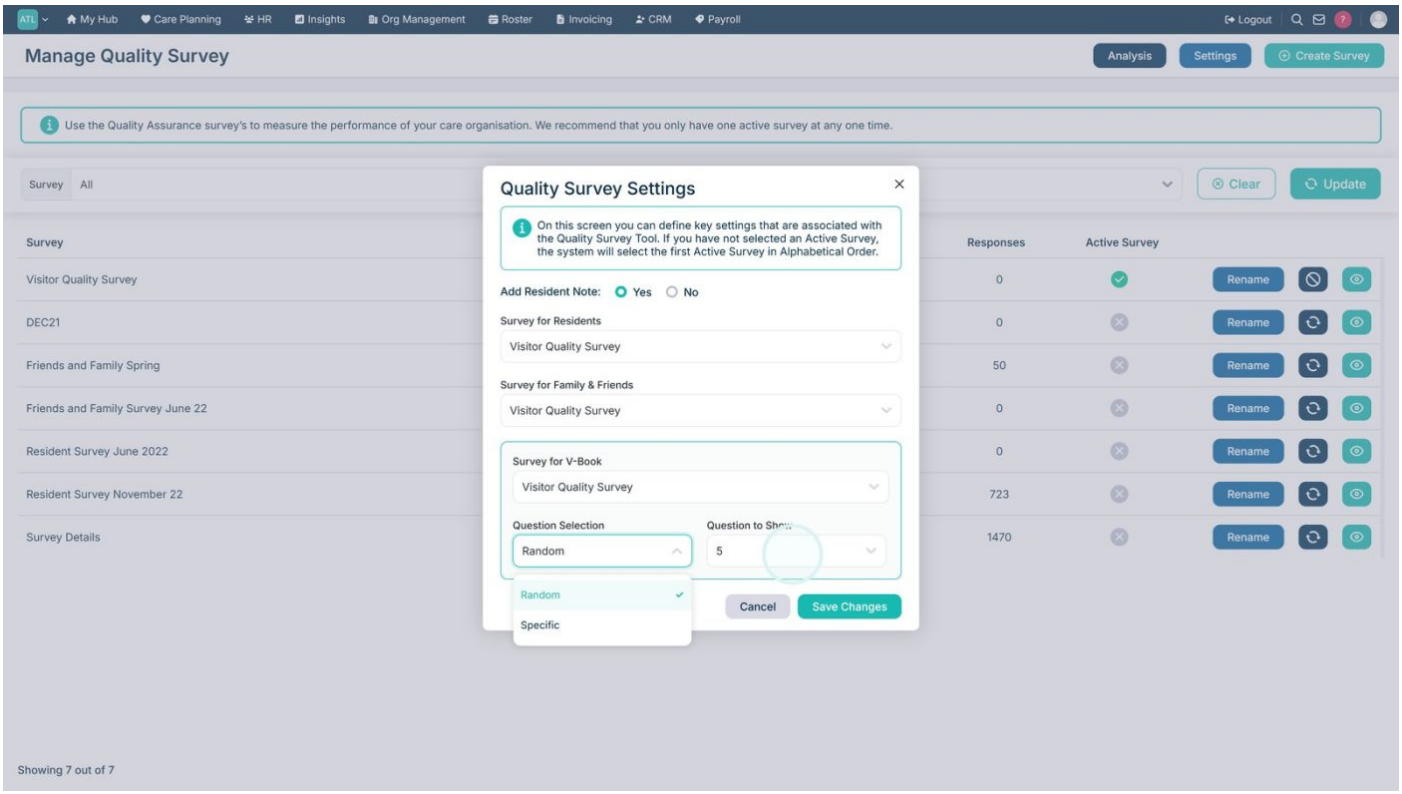
Choose the available selection method that best suits your service's feedback collection requirements.



Configure the Number of Questions

Use the **Question Count** setting to determine how many questions should be presented to respondents.

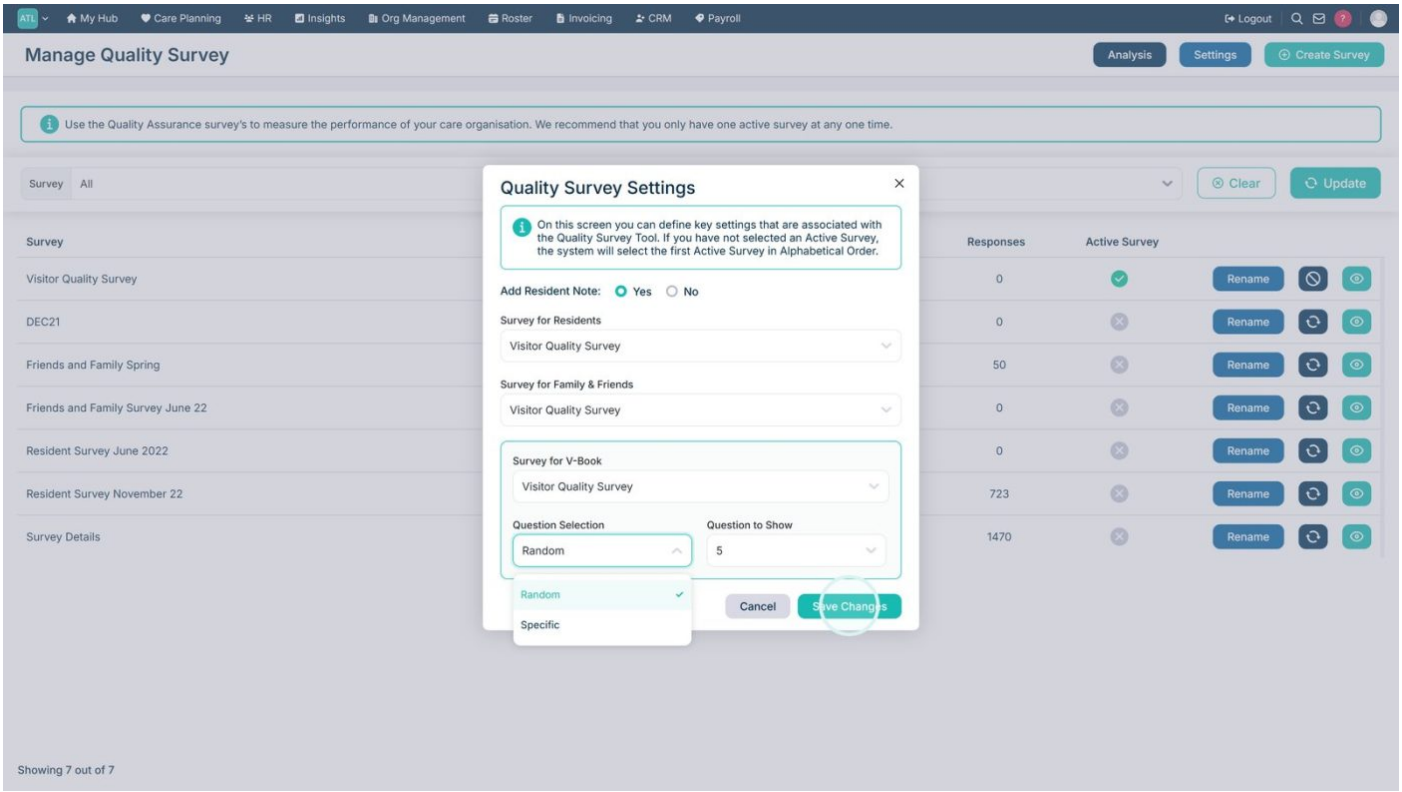
Consider how long the survey will take to complete when choosing the number of questions. A shorter survey may encourage more people to provide feedback.



Save Your Survey Settings

Once you have assigned the relevant surveys and configured the question selection settings, select **Save Changes**.

Your quality survey configuration will be saved using the selected settings.



Top tip

Create separate surveys for different respondent groups so that the questions are relevant to their experiences. Keep questions clear and concise to encourage participation.

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