



MANAGEMENT ANSWERS

DIFFERENTIATING FACT FROM OPINION

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Candidate Name.....

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How did you differentiate fact and opinion

- Staff

Fact. The staff sickness record is recorded on the off duty rota, in the staff file, with or without doctors certificate, self certification or just a telephone note stating they were ill.

Opinion. On return to work staff were seen by the manager to ask them about their illness to see if the statement at this time were the same as when they went sick

Opinion. There was an opinion on some who were sick, but action can only be taken from fact, so opinion has no real place in this matter

- Purchaser

Fact. All suppliers were long term suppliers

Opinion. We were satisfied with all of our suppliers based on fact

- Resident

Fact. All residents needs assessment were completed and the care plans based on those needs assessment

Opinion. All those who did not have the facts expressed an opinion that the care was good

- Relatives

Fact. All data showed a high level; of satisfaction from relatives

Opinion. All relatives who expressed an opinion stated they were happy with their spouse's care and that their needs were being met

- Complaints

Fact. There were 2 complaints in the last six months, both resolved satisfactorily

Opinion. No opinions were expressed, as the facts spoke for themselves

- Record of Referrals

Fact. The referral rate was higher than our ability to take client's

Opinion. The general opinion was that we were always full, which was a fact

- Admission / Discharge Records