**Person-centred observation record**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Location |  | | | |
| Observer(s) |  | | | |
| Date |  | | | |
| Time | **Start** (24hr): |  | **Stop** (24hr): |  |

|  |  |
| --- | --- |
| **Touchpoint**  Specific area/location, service, people, interaction  or activity | **Observations notes** |
|  |  |

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| **Touchpoint**  Specific area/location, service, people, interaction  or activity | **Observations notes** |
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| **Observer(s) reflection notes, observations and emotions (how it made you feel)** |
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