

Staff Survey Form

We are committed to providing person centred driven outstanding care.

In order to do this, we need to continually evaluate our standards, gathering information from many sources, and provide a feedback that allows suggestions and developments to occur. We appreciate that in order to improve quality, we need to listen, learn and respond.

Below is details of our most recent service questionnaire results relating to **August 2020**

Return rate - Forms sent out 3 Forms returned 2

IS THE SERVICE SAFE?

Maximum score 35x2 = 70

Form 1 – 33

Form 2 – 35

SCORE – 97%

IS THE SERVICE EFFECTIVE?

Maximum score 345 x2 = 90

Form 1 – 45

Form 2 – 45

SCORE – 100%

IS THE SERVICE CARING?

Maximum score 40 x2 = 80

Form 1 – 40

Form 2 – 40

SCORE - 100%

IS THE SERVICE RESPONSIVE?

Maximum score **20 x2 = 40**

Form 1 – 20

Form 2 – 20

SCORE – 100%

IS THE SERVICE WELL LED?

Maximum score **45 x2 = 90**

Form 1 – 45

Form 2 – 45

SCORE 100%

Comments –

'I feel during the Covid pandemic the managers have worked extremely hard to protect both staff and residents and the service as a whole. From changes to Rota with shorter working hours and more rest days, providing transport to and from work to keep us safe, ensuring we were all fed, regularly updating families and being available for staff anxieties around the virus offering guidance to us all and keeping the team positive these are just a few of the things from a very long list. The managers are basically working 7 days a week ensuring everyone is safe. They deserve recognition for everything they have done and are still doing today. I would personally like to say a big THANK YOU'