**RESULTS OF STAFF SATISFACTION QUESTIONNAIRE**

**JANUARY 2023**

**Staff were asked to complete this questionnaire as honestly as they could. They were assured that their answers would be kept strictly confidential and only the results of the questionnaire as a whole would be published. Out of the 17 we sent out, we had 11 returned.**

**SCORING:**

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| 2 | EXCELLENT |
| 1 | GOOD |
| 0 | UNSATISFACTORY |

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| 1. **COMMENTS**
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| * Regular Training- Online and face to face.
* Training is important and there is always help when required.
* It gives confidence.
* Would love to have training more often.
* Outsourced training.
* The training provided, I find it very effective.
* I find the in-house training more helpful rather than online training.
* Some training can be a bit boring but I do learn and that’s the point.
* My preference is face to face training over SocialCareTV.
* Personally I prefer face to face training- but the training we get is good.
* When I was training I didn’t have any 1 to 1 with some residents. So I find it a bit challenging with some residents.
* Relevant for the job we do.
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| **PLEASE GIVE AN EXAMPLE** |
| * For instance, If I am trained on how to administer medications, training will help me to know how, when, and what medication to give and who it is meant for, without mistakes.
* Having trainings quarterly.
* The Pines book specialist trainers, which have given me insight into subjects new to me.
* Class room training.
* Safeguarding training there is non-strop talking 9am to 5pm.
* Residents such as X and X.
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| 1. **COMMENTS**
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| * Any ideas I have are taken into consideration.
* Yes, spending time with residents contributes to the mission and vision of the service.
* Hardworking.
* I do make suggestions and contribute ideas during shifts.
* I believe I have tried to apply the vision of service.
* Yes, I think I have input into the delivery of the service and the vision of the service because I sometimes contribute and make suggestions at staff/team meetings.
* Having team meetings and supervisions are good as you get to put your input.
* Yes and no, only because I still have many things to learn and want to make sure my input is only a positive one for the service.
* Being a team leader. Yes, definitely. Regular managers meetings mean this is possible.
* Yes.
* Yes, I am trying to do my best in everything. I am not doing my best yet that’s why I gave 1 score.
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| **PLEASE GIVE AN EXAMPLE** |
| * Try to meet the needs of the people I am providing services for.
* I have preserved overcoming the endless obstacles and requirements present by Dorset Police to achieve X’s ambitions to work for the force as a volunteer.
* Meeting supervision and able to speak to management.
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| 1. **COMMENTS**
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| * Care plans have lots of detail.
* Yes.
* To some extent.
* Yes, I have adequate knowledge of the residents and I am able to support the residents adequately.
* Yes, although my length of service is relatively short, I have developed relationships with all the residents’ at the Pines.
* Yes, I think over the years working here I know a lot about the residents and how the house works to be able to support them.
* Yes, I feel I know the residents very well and am able to encourage and get them to engage.
* Yes.
* Yes, I do but still there are some things to learn about residents.
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| **PLEASE GIVE AN EXAMPLE** |
| * More training and constant learning updates one’s mind.
* Whenever I take X out for lunch I always remember to take his special fork and two handled mug, thus ensuring he enjoys his dining experience.
* Residents such as X, X and X.
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| 1. **COMMENTS**
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| * Redecorate, more pictures around the house, hard floor, new sofa/chairs.
* The service is good. No change required.
* Staff members.
* The residents are very happy and that shows that the service is good.
* Delay 1 to 1 start times from 10am to 11am.
* I think the service provided at the moment is good enough for residents.
* Have at least one meeting with all residents and staff together/ meals at all together.
* Staff need to learn the word “initiative”.
* Remove the hall carpet as X vomits on them multiple times a day.
* Flooring downstairs (carpet) hold strong odour and chair in lounge. Service is great.
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| **PLEASE GIVE AN EXAMPLE** |
| * More training to staff on closer intervals and co-operation and effective communication from management and staff members.
* X is usually given a 10am 1 to 1 time slot and is very aware of this and he can get frustrated and anxious if there is any delay.
* A meeting or even one meal all out together.
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| 1. **COMMENTS**
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| * Yes, managers are approachable and always happy to help.
* Yes.
* Motivate and inspire. Also reward achievements.
* I have a very supportive and empathetic manager and she is very welcoming.
* Absolutely!
* Yes, they are always available for me to talk to when required.
* Management always on call if needed.
* Yes.
* Yes, Jo has really helped me as a team leader and always available if I need her.
* Yes. Always able to access managers for support.
* Yes.
* -Yes.
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| **PLEASE GIVE AN EXAMPLE** |
| * Jo is always available.
* Sometimes, the managements of The Pines reward their staff members with gifts. This is encouraging.
* I’ve recently received a possible life limiting diagnosis. Jo has shown me such care, compassion and support that have touched my heart.
* There is always a senior on shift or on call.
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| 1. **COMMENTS**
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| * Happy with my responsibilities. Always happy to help with more and happy with the support from Jo.
* Very happy.
* Very happy.
* I am very happy at work and I am very well supported by the team and team leaders.
* Yes, the team leaders gauge my abilities well when designating me tasks and I know I can approach them if unsure.
* I’m very happy with the level of responsibilities given to me with the support given.
* Key worker/ person.
* Yes.
* Happy to help with additional responsibilities, but also happy with my current responsibilities.
* Depends on the day but the team leader and the management are very helpful.
* Yes.
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| **PLEASE GIVE AN EXAMPLE** |
| * Most of better say all the clients in the Pines appeared to be happy with the services they received. This is the greatest happiness.
* I recently requested to do my first night shift and almost immediately I was given a shift shadowing one of the experienced night shift workers.
* Being a key worker.
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| **7. COMMENTS** |
| * Very useful to know your strengths and weaknesses and how to improve.
* Very useful.
* Yes, there are adequate opportunities for growth and development.
* Very useful. It’s an opportunity to get an objective view on my performance.
* Very useful.
* Good as it’s frequent and can request one if needed.
* Very helpful, Jo’s advice is always useful.
* Always able to request more often.
* Very helpful.
* good
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| **PLEASE GIVE AN EXAMPLE** |
| * Supervisions give me an ample opportunity to know areas of my weaknesses and mistakes and work to correct them.
* It helps me to understand how well I have understood my tasks in the organisation.
* I recently discussed with my manager my opinion that the personal care combinations of two particular residents were too difficult.
* Always done in time
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| **8. COMMENTS** |
| * Yes, progressed to being a team leader and had the opportunity to be the assistant manager.
* Yes.
* Yes, I feel they are adequate.
* Yes, there are adequate opportunities for growth and development.
* Yes, I feel that any extra responsibilities I take on are always made available for me.
* Yes.
* Yes.
* I learned and accomplished skills in the past years I worked at the pines
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| **PLEASE GIVE AN EXAMPLE** |
| * I recently requested medication training and this was immediately activated by management.
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| **9. COMMENTS** |
| * Shift patterns work well and when a resident needs change.
* Yes.
* I feel the shift patterns are adequate for them.
* The shift patterns available suits perfectly for the residents.
* Overall I do. Although I feel nights could do with three staff members on duty.
* Yes, I think the shift patterns are right for residents.
* Yes as now shifts extended they are more suitable for residents.
* Yes.
* At present I feel the shift patterns fit well for the residents.
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| **PLEASE GIVE AN EXAMPLE** |
| * Because I have not heard on them complaining of the shift patterns.
* One of our residents who receive 1 to1 24 hours a day was admitted to hospital. This meant that the Pines were left with one person on duty overnight.
* 1 to 1 as more residents have more time and not rescheduled.
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| **10. COMMENTS** |
| * Happy with job role also being a personal assistant for Jo.
* Happy.
* Very happy.
* I am very happy in my role here at the Pines.
* I love working at The Pines as no two days are ever the same.
* Very happy in my role.
* The only thing that would make me happier is if I knew everything I needed to know and if I worked more hours in the week instead of picking up weekend shifts to make up hours.
* I’m very happy in my role, I love working at the Pines.
* Happy in my role. Wouldn’t mind helping sometimes with extra responsibilities to keep the variety up.
* Again, it depends on the day. Sometimes I find it stressful.
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| **PLEASE GIVE AN EXAMPLE** |
| * I am happy with my role. Also, with some managements and all the clients.
* As one of the few drivers at the Pines, I am often tasked to deal with hospital or GP appointments.
* I work almost every weekend.
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| **11. COMMENTS** |
| * Excellent!
* Very good.
* The quantity of services here at the Pines is very good, It shows in the residents
* The Pines is more like a home rather than an institution.
* I will rate it high because the quality of service provided is excellent.
* Excellent.
* Very good, all residents always put first.
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| **PLEASE GIVE AN EXAMPLE** |
| * Excellent.
* I believe I’ve developed close relationships with the residents of the Pines that goes beyond a job role.
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| **12. COMMENTS** |
| * Yes.
* Yes, I feel safe.
* I totally feel safe working here at the Pines.
* Yes, there is always an abundance of PPE and any DIY needs are done by Bob.
* Yes I do feel safe working at the Pines. The staff are well train and follows procedure in health and safety.
* Yes.
* Yes, I feel more fire drills would be beneficial.
* Yes. Bob always sorting any health and safety issues immediately.
* Sometimes I find it hard being with a resident like X or X because they are a bit loud and I end up with ear pains and headaches.
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| **PLEASE GIVE AN EXAMPLE** |
| * The management of the Pines has provided a safe place to work to prevent accidents and cases of work related ill health. They have provided training to staff information, instructions and supervisions concerning health and safety.
* Whenever I request help with a particular task the response is positive and swift.
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| **13. COMMENTS** |
| * Team has been working a lot better together. Staff meetings help. Managers meeting help.
* Excellent.
* Very well.
* There is good co-ordination amongst staff; we work well as a team.
* I think there is a great team ethic at the Pines.
* Very well.
* I feel my communication needs improvement, it is something that comes up in supervisions, apart from this I feel we work well as a team.
* At present, very well.
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| **PLEASE GIVE AN EXAMPLE** |
| * It is been great working as a team here and it makes work easier and achieve targeted goals.
* Whenever I request help with a particular task the response is positive and swift.
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| **14. COMMENTS** |
| * Sometimes they are not acted on. Good feedback on how ideas and suggestions are used/ received would be useful.
* Very well.
* It is treated with utmost importance.
* I’ve always had a positive response to any input I’ve made.
* Very well, the managers most of time take my suggestions on recommendations and complains into consideration.
* Very well.
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| **PLEASE GIVE AN EXAMPLE** |
| * When I first started I had a clash with a staff member. We were able to sit down and talk it through and we now have a great working relationship.
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| **15. COMMENTS** |
| * House needs redecorating. Change the carpet, chairs in lounge.
* Good - As not a purpose built residential home adapted for purpose.
* Excellent.
* Perfect.
* It is very conclusive.
* The Pines is a lovely large building with an enclosed rear garden.
* Always clean and tidy and also safe working environment adequate PPE is always provided.
* Due to X vomiting so frequently I feel the carpet in the hall/ landing needs to be replaced with lino. It’s starting to smell.
* Carpets and lounge chairs hold strong smells and think with changes of residents, carpets aren’t the best options now.
* Sometimes it’s stressful but the staff are really good.
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| **PLEASE GIVE AN EXAMPLE** |
| * Organised and always tidied.
* The abundance of on-suites, bathrooms and toilet facilities. The ease with which care and cleanliness can be administered.
* We could also do with new sofa/chairs perhaps wipeable ones or ones with removable covers.
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| **16. COMMENTS** |
| * Good.
* Management has done well but staff members are not.
* It is relaxing and comfortable.
* Clean, comfortable and warm.
* Mostly clean and tidy.
* It has all the facilities we need.
* I don’t really use it, night staff take their breaks in the house
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| **PLEASE GIVE AN EXAMPLE** |
| * Sometimes some staff members do not clean the mess left – Used plates, cups, spoons and untidied tables and chairs.
* Difficult as I spend all my breaks in the garden.
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| **17. COMMENTS** |
| * The Pines manages everyone’s safety well.
* Excellent.
* Very, very well.
* Staff safety is prioritized; sufficient PPE is at our disposal.
* Very well.
* Very well, working equipment are always provided and in reach for safe working. Adequate PPE are also provided.
* Very well.
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| * **PLEASE GIVE AN EXAMPLE**
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| * No specific examples but I do feel management look after my safety as much as the residents.
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| **18. COMMENTS** |
| * Nothing required.
* I need to be medication trained.
* More training.
* No.
* Not very sure at this point.
* More bonding with staff and management.
* No.
* No, at present I am happy and I don’t feel anything needs to be improved.(Except the carpets and lounge chairs.
* No complaints
 |
| **PLEASE GIVE AN EXAMPLE** |
| * More training.
* N/A.
 |

***General Comments:***

***“It is honestly a joy to work at the Pines. I adore the residents; they are forever putting a smile on my face. My fellow team leaders and I have really improved our communication and in turn our team work which is a definite factor in my overall happiness at work. Jo is the best manager I’ve ever had and is always helpful and genuinely wants me to succeed, which is a nice feeling. Although, Sheela hasn’t been in her job role very long she is very charismatic and has a way with people and has made an impact on the service in that short time”.***

**OUTCOMES:-**

**Question 4 comment: ‘**Flooring downstairs (carpet) hold strong odour and chair in lounge. Service is great.’- new carpet cleaner purchased and used regularly to prevent this.