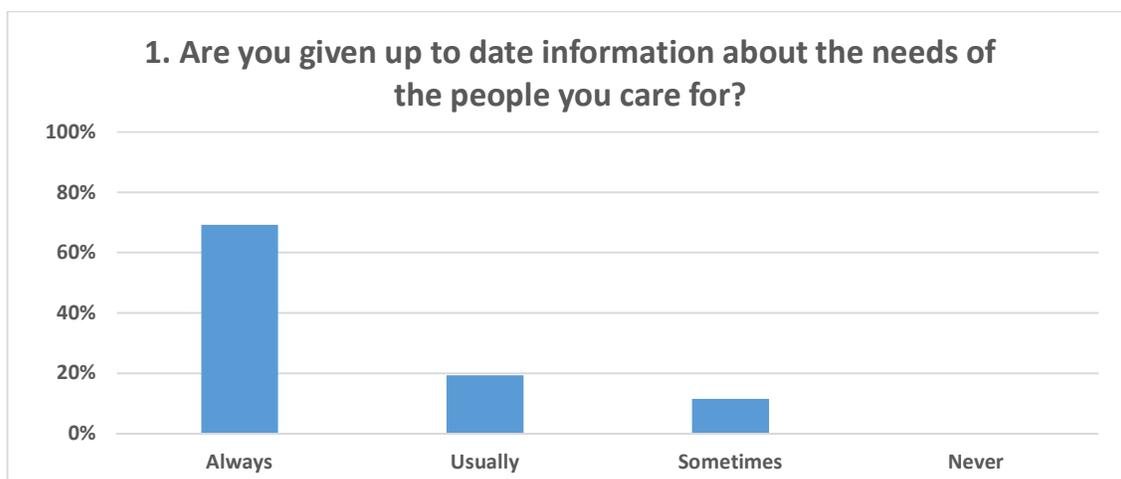




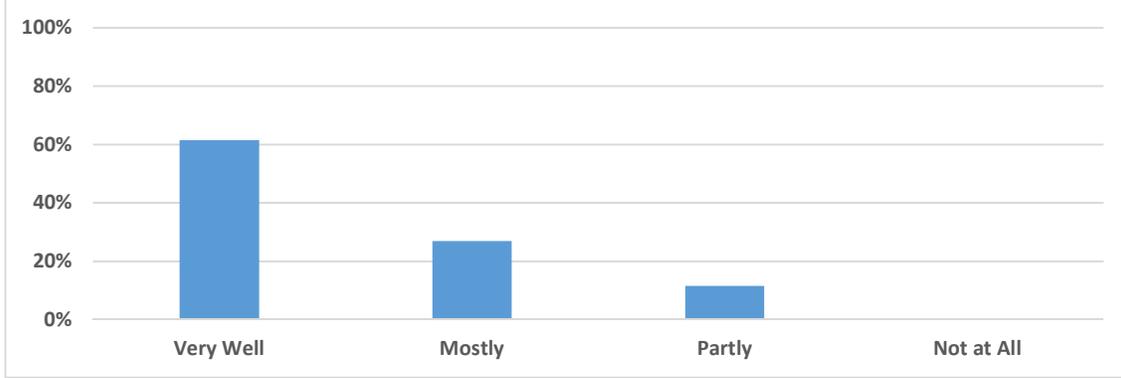
## SUNNINGDALE CARE HOME

### Staff Surveys - To May 2017

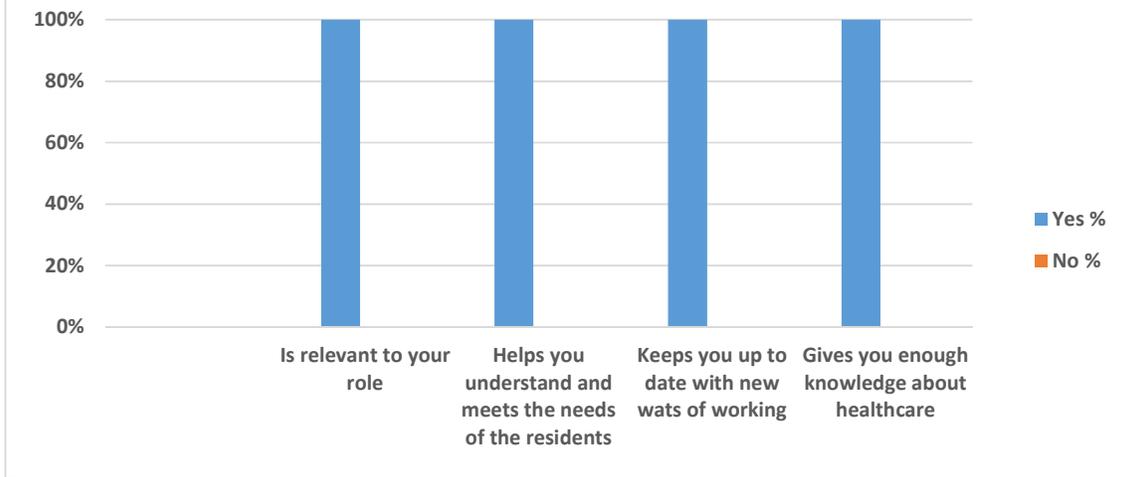
Twenty-Six Staff Surveys were returned



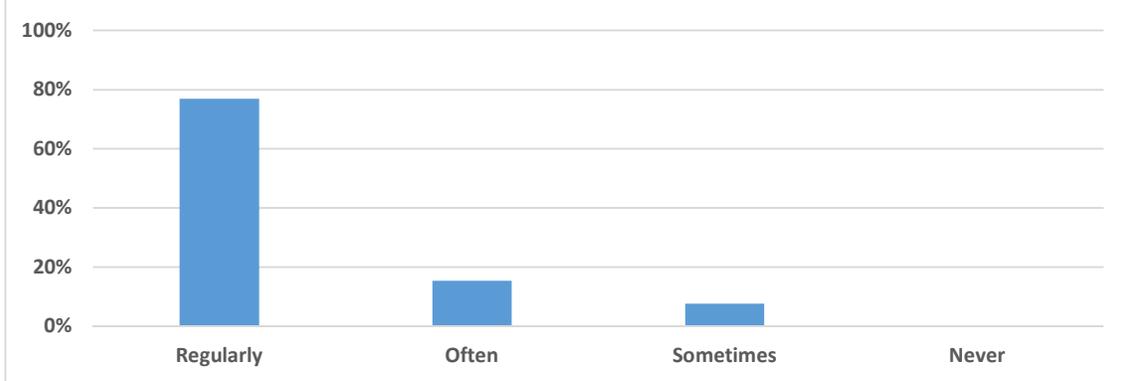
**3. Did your induction cover everything you feel you needed to know to do the job well?**



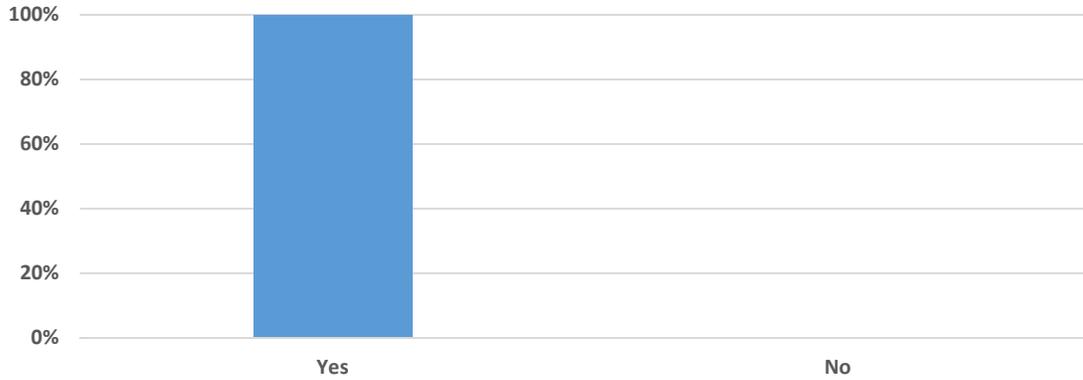
**4. Are you being given training that:**



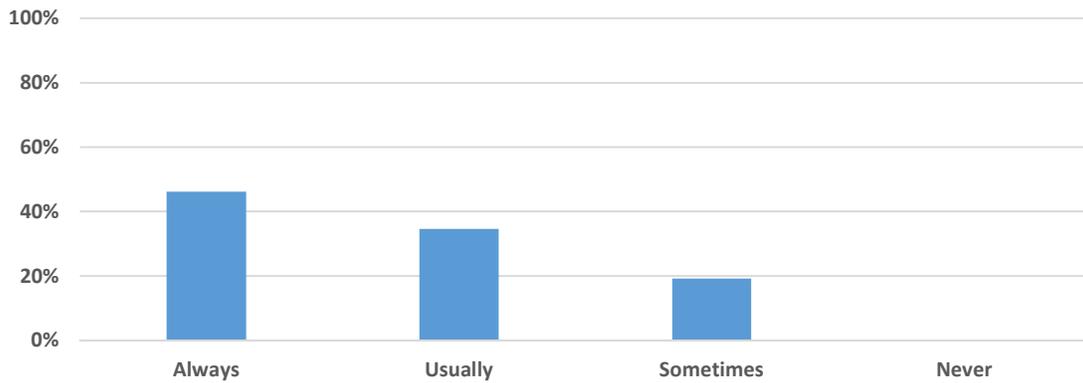
**5. Does your manager give you enough support and meets you to give you feedback on how you are performing?**



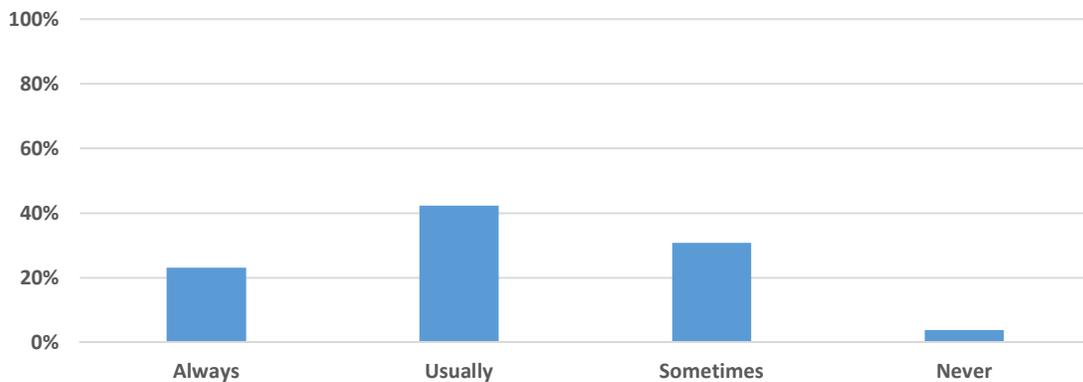
**6. Do you know what to do if you or someone else has concerns about the home?**



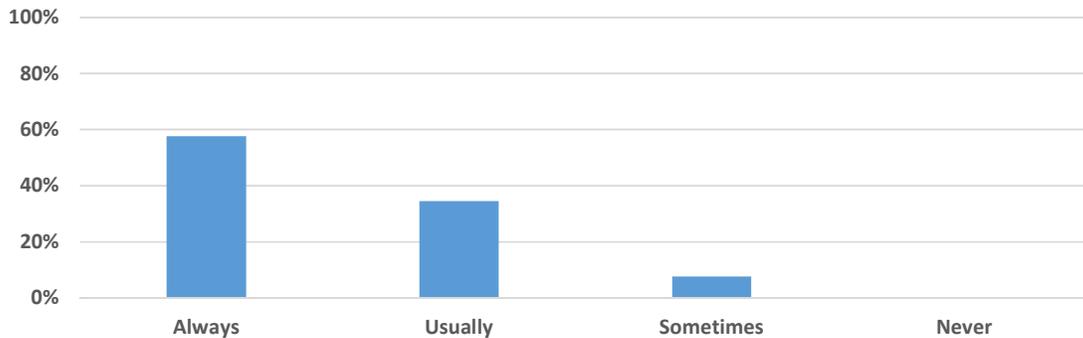
**7. Do you feel everyone communicates well (the carers and the home manager)?**



**8. Are there enough staff to meet the individual needs of all the people who live in the home?**



**9. Do you feel you have enough support, experience and knowledge to meet all the different needs of people who live in the home?**



**10. Would you like to speak to me personally?**



**11 What does the home do well?**

- \* The home is run very well looking after the residents and ensuring needs are met.
- \* Care for all residents' different needs.
- \* Keep residents at forefront of our reasons for being here. Tries hard to sort any problem as it arises so it doesn't become an issue. Supports staff well to ensure that the effort gone into training them keeps us all happy and keeps the home with competent, consistent staff.
- \* The home meets the needs of residents and works as a team.
- \* Work together as a team, meet the needs of the residents and staff.
- \* Looking after people.
- \* Meets individual needs of residents.
- \* Having older staff, who are less likely to have time off. Having a deputy manager that is approachable and sorts out any problems and is there for advice.

- \* Generally, a good atmosphere and the home has a good "feel" about it. Activities, taking residents out including all residents, when able. Providing nice touches such as ice creams and sun hats. Looking to improve facilities and standards. Good staff, who care for and care about the residents. Meals always look great!!
- \* All the staff are very caring and do their best for the residents.
- \* The management are very approachable. When they are not at work they are always available on their phones. Good support system for staff. All staff always seem to have a super fantastic shift.
- \* Supports the staff. Managers are very approachable and helpful.
- \* Staff work well as a team. Residents' needs are met. Happy environment.
- \* Meets the residents' needs. Every resident is loved and made sure that they are cared for well.
- \* We all do the best that we can so that the residents enjoy the time that they have with us.
- \* Everyone works well as a team. Residents are well looked after.
- \* We have a good team. Use full ongoing training. Support from colleagues
- \* Care for the residents.
- \* Care well for the residents and always meets individual needs.
- \* Makes us feel welcome. Gives good feedback. Kitchen audit helps us improve on cleanliness and hygiene.
- \* Gives us good feedback.
- \* If someone is off ill, shifts are covered quite quickly. Staff communicate well.
- \* I have always enjoyed working at Sunningdale in both my domestic and carer roles. I feel there is a good support network for staff from all staff members and management. The needs of the residents are always being updated and supported with new and specialised equipment, etc. I feel we do a good job with the facilities we have.
- \* Things have moved along well since joining. More convenient flooring, etc. Great staff, very helpful and friendly.
- \* They understand their client/residents' needs.

## **12 What could the home do better?**

- \* The home could do better if there was more communication between colleagues together with staff and management. Also, when we are delegated to carry out a task and allocated, we should follow that task through as there has been last minute changes. As when we are busy doing a particular job, we are asked at the last minute to do another role. A staff room would be ideal in order to have a proper break.
- \* More staff required to continue to deliver high standards of care.
- \* Possibly a staff room.
- \* More staff.
- \* Have enough staff at all times to be able to care properly for the residents' needs and would be less stressful when we are short staffed.
- \* Not always up to date with what is happening to/for the residents though this is not helped by my work shift pattern. Could reduce the wastage of medicines including lotions, supplements etc. Hold a stock of dressings etc. Acknowledge collectively, what we do well and work as a team to make improvements where necessary.

- \* Communication - handovers especially as, often, the nurse is interrupted by carers with information and is pertinent at that time.
- \* Nothing, our team is amazing.
- \* Nothing comes to mind.
- \* Extra staff or pay rise for carers as the workload can be stressful and demanding. Very hands on. Residents need more one to one time. Bonuses or incentives.
- \* More funding for activities. E.g. Days out to farms, sea life centre etc.
- \* Trips out for residents that are able to go.
- \* More money for carers as the work is demanding and stressful. More time could be spent with residents but more staff needed to do this.
- \* I think we can improve the communication between us. Sometimes we can use an extra hand because every day is different and a lot of things happen and we need more time.
- \* Get more staff at peak times
- \* More staff at peak times.
- \* Pay rise. Continue to strive for high levels of care.
- \* Pay rise.
- \* We could use an extra carer in a morning to help downstairs and have 3 carers downstairs and 4 upstairs.
- \* Most of the things needed to make the home better, in my opinion, are structural and, therefore, will not be able to change, i.e. wider doors and frames for hoist and wheelchairs, staff room, bigger laundry and more parking spaces. There is a need for more storage space for equipment.
- \* I think the home is doing well and I hope it continues to do so.
- \* Can't fault anything. They are doing really well.

**13 Is there anything else you would like to say?**

- \* I think it would be a good idea to have a calendar on the wall to show when staff are on holiday, so we can see the dates that are available for annual leave. After handing in holiday forms and having to give four weeks' notice to find that you cannot have annual leave is upsetting especially if we need it urgently at a time of crisis.
- \* I feel the hard work, long hours and dedication of manager and some staff have really paid off and the home is now in a very good place with contented residents, happier staff and better standards of care.
- \* Keep up the good work.
- \* Amount and quality of improvements going on within the home have really been impressive. Pleasantly surprised regarding the utilisation of services, i.e. chiropodist, optician, reps etc.
- \* Nursing staff on a weekend is sparse, meaning that medications take a long time, often interrupted by families visiting. Nursing staff often not getting breaks, which are not paid, or having to complete paperwork whilst eating in order to ensure everything is done for that day. Especially at a weekend, when I can't have a break due to medications taking so long.
- \* I enjoy working here. We have a strong team and information is well communicated.
- \* How happy I am to work with such a great team, run by a great manager.
- \* I am happy and settled in my role and find management easy to approach.
- \* I enjoy working at Sunningdale.
- \* Knowing a budget for activities if there is one?

- \* The manager and deputy manager do a wonderful job. Keep up the good work.
- \* Keep going on the good work.
- \* Not particularly.
- \* I feel there has been a vast improvement within the home in the last 18 months. I think we now run a much more professional home and the evidence is clear with the external audits - CQC , etc.
- \* Not at all.