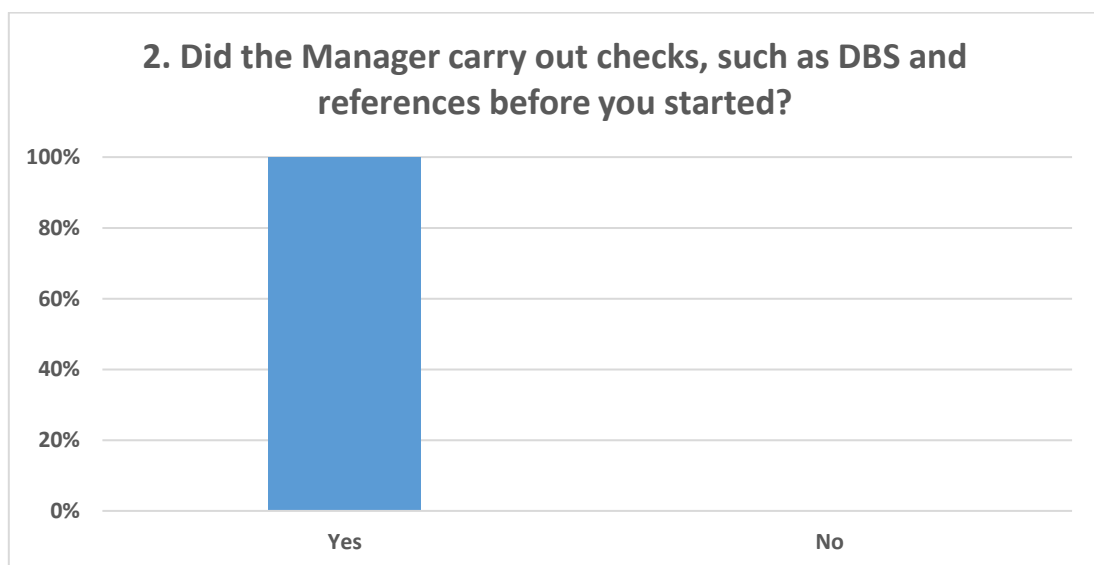
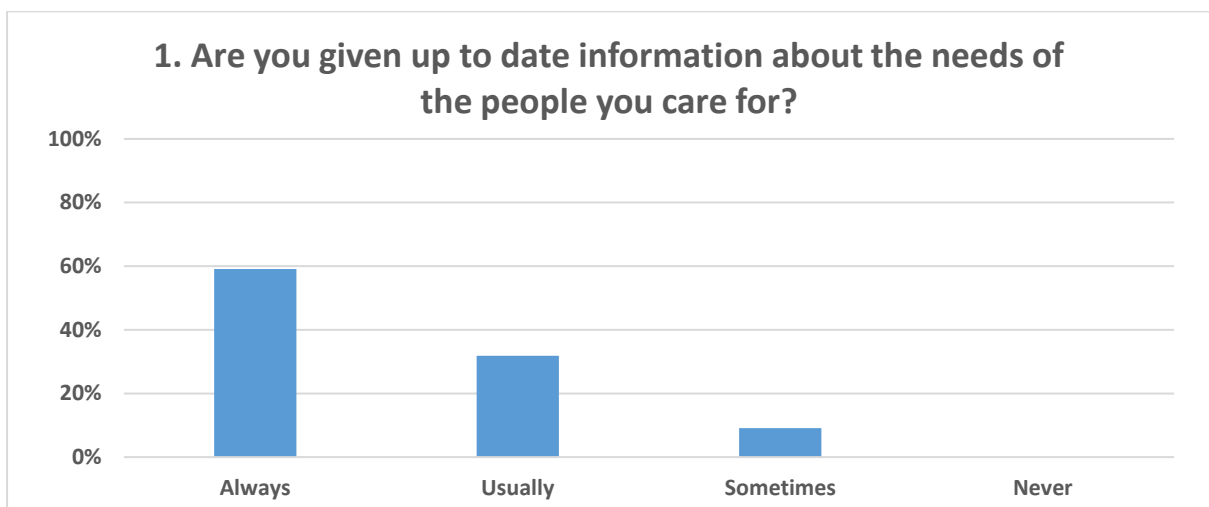




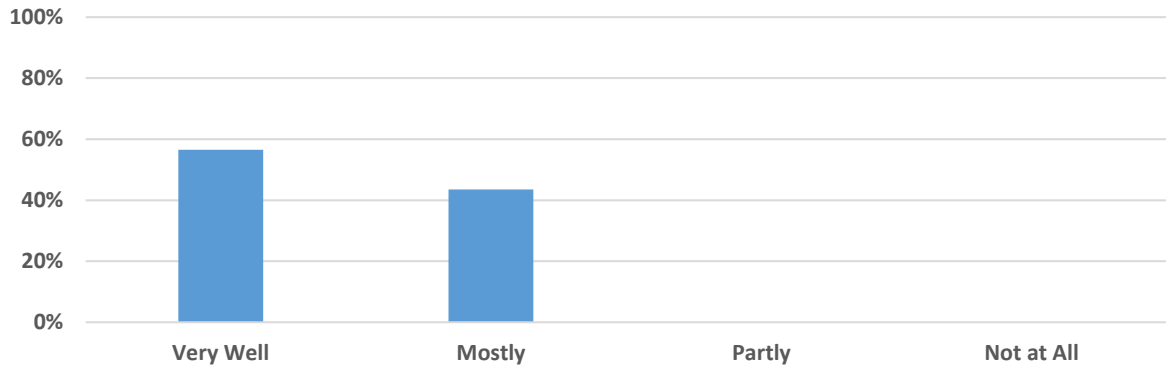
SUNNINGDALE CARE HOME

Staff Surveys to March 2021

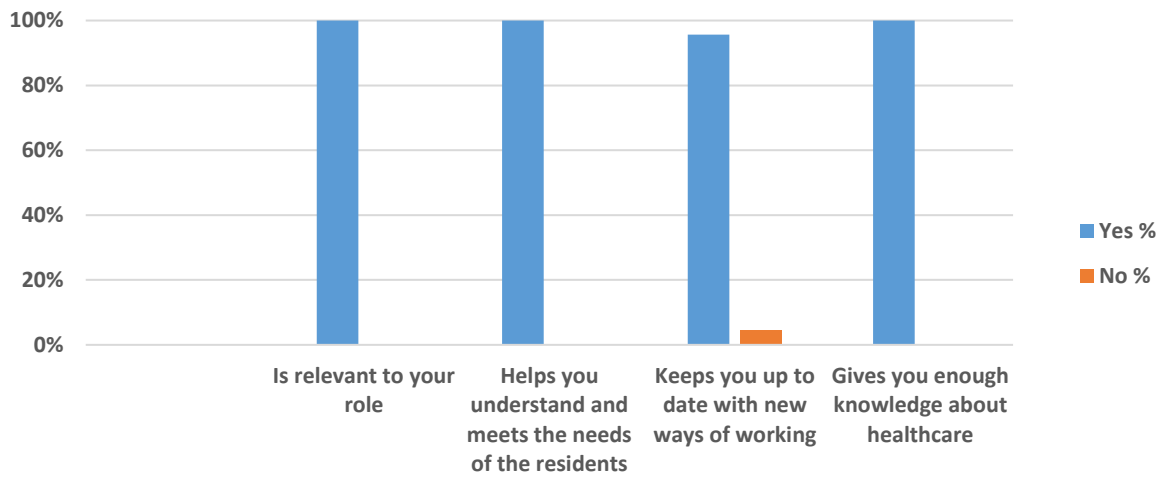
Twenty-Three Staff Surveys were returned



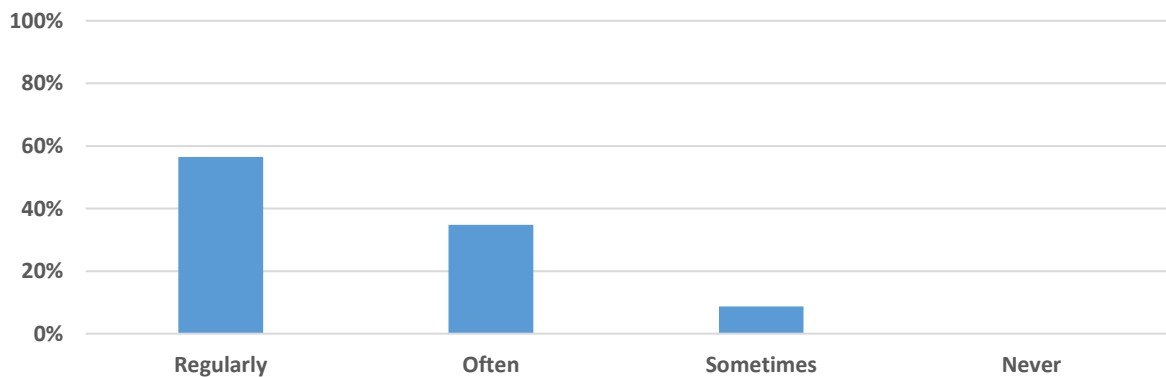
3. Did your induction cover everything you feel you needed to know to do the job well?



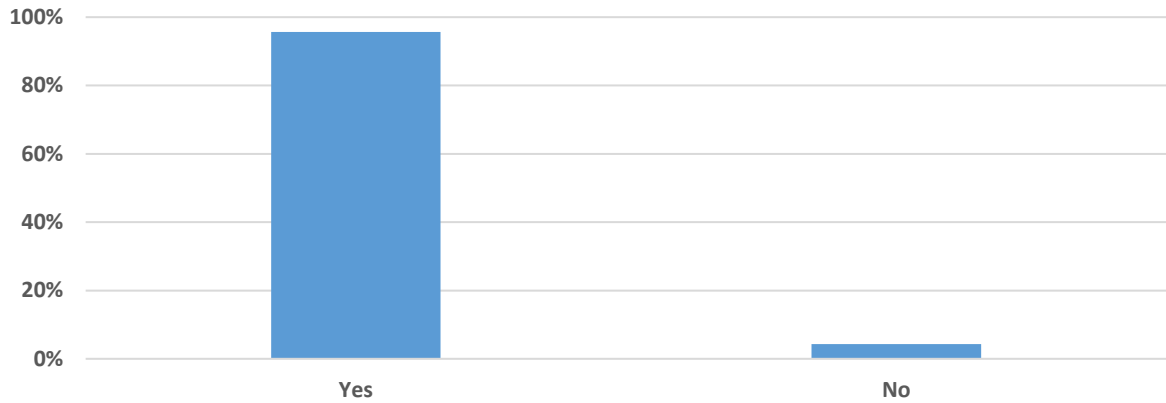
4. Are you being given training that:



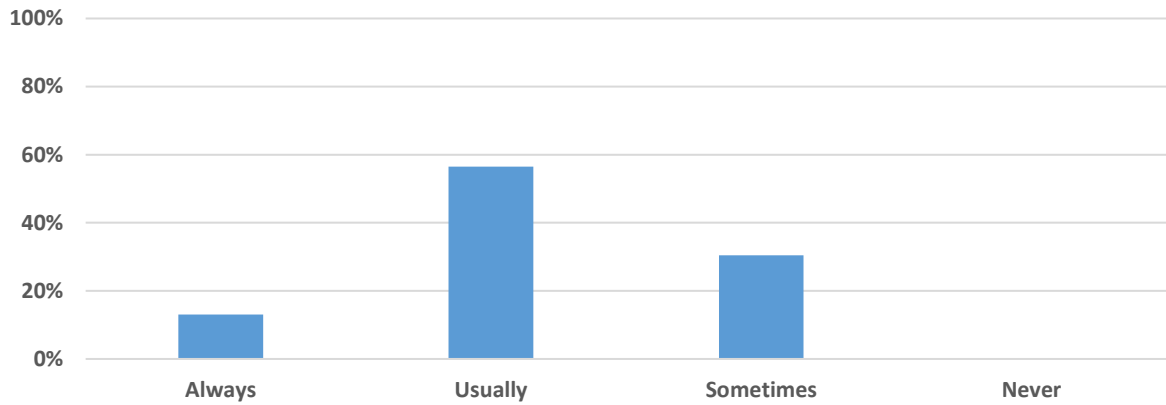
5. Does your manager give you enough support and meets you to give you feedback on how you are performing?



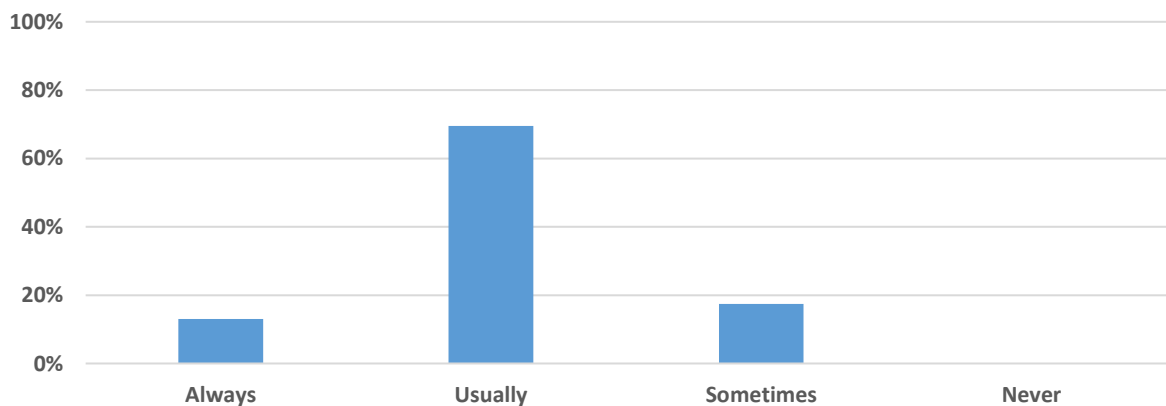
6. Do you know what to do if you or someone else has concerns about the home?



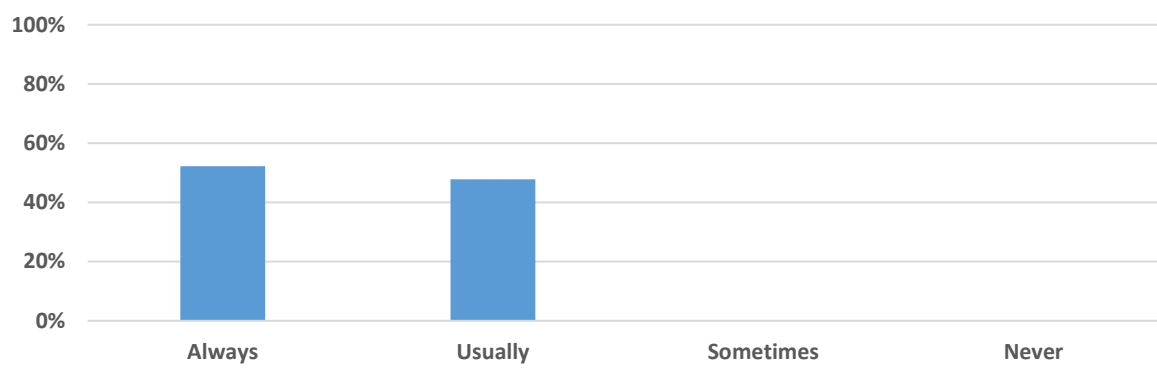
7. Do you feel everyone communicates well (the carers and the home manager)?



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?

- * I would really like to thank everyone, but mostly the management, for the good work that everyone has done, specifically during the pandemic. Firstly, the management did well by closing the home early in order to keep everyone safe, including both staff and residents. Also, to make sure that everyone did their testing for the safety of all.
- * I love my job at Sunningdale. I love all the residents and take pride in their rooms on my side of the home. I like that I can contact you, Laura and Rachael if I have any worries.
- * Good level of interaction between staff and residents.
- * Pulls together as a team.
- * I feel supported by the team that works at Sunningdale. Offers training to staff to enhance quality of care provided to residents.
- * Care for residents. Makes the home friendly and comfortable. Makes families welcome.
- * On the whole, I am very happy. My colleagues are lovely and caring. We have the rota done in advance. The food is lovely. Good activities for residents.

* The home provides an amazing service for its users. The care and standards of the home are second to none. Training and supervisions are carried out on a regular basis.

* The home does really well in the care of the residents and the staff.

* I feel working at Sunningdale Care Home very rewarding. All of the staff work as a team and all of the residents' needs are wishes are met and well cared for. Management are there for you if I feel I need to speak to them and very approachable. The home is very clean and run well.

* The home provides a brilliant amount of care and training, making the home a happy and friendly environment to work in. Residents are provided with comfortable, clean and well-furnished rooms.

* The home does well making sure that all the residents are safe and well cared for. Also, I think that the staff have good relationships with each other as well as the residents.

* Many staff work well as a team or individually as others seem to struggle. During the pandemic, the home provided sufficient PPE, staff coverage and support. Rooms redecorated and things replaced or fixed as soon as possible. All training is provided and always refreshing and redoing. Activities are provided for residents and we have a good team of nurses.

* The home has a very supportive management team, and they provide us with a very extensive level of training. The home provides resident activities seven days a week. Rooms are kept to a high standard.

* The rota is always written in advance. Annual leave requests are given back promptly. Carers and nurses work closely together. Manager is very supportive.

* Teamwork.

* I think that the residents have a good choice of food and a good variety.

* I am happy in my work in the laundry. I am left alone to do my work. If I have any worries, I know I will get support from management.

* Activities daily and caring staff.

12 What could the home do better?

* PPE. Specifically gloves. When buying gloves please ensure that the gloves are good quality. In the past, it happened that I would wear gloves and, in the middle of giving personal care, they would split and that forced me to double up on gloves. Blue powder are the best.

* I sometimes get upset when rooms are left untidy, when I go in to clean but there are times when carers are busy. I would like the rota looked at as I seem to do long runs then lots of days off but never want to upset G.

* I would like to thank management for all the support I had during a bad time I had in 2020.

* Need to be tidier in both staff and resident areas.

* Better hoists, better wheelchairs and more detailed handovers.

* Staff that want to do care and enjoy it. On occasions, there is a lack of organisation on the floor, which then causes a little stress. Some shifts run very smooth but at other times it is not so. Lack of continuity at times.

* I feel the home is untidy, not dirty untidy, but residents' wardrobes and drawers in rooms. I would be more than happy to be taken off the floor once a month for a week to tidy rooms, bathrooms and pad cupboards etc., marking toiletries etc, ensuring peg feeds, catheter bags are fully stocked in rooms. (A)

* Communicate a bit more especially when people pass away if you are not here.

* A designated storage area for the storage of transferring aids and domestic equipment.

* I don't know.

- * Communication needs to be better. Sometimes things are not handed over a few times to ensure staff are aware. Too many items in the bathrooms and pad rooms can cause trip hazards and someone could be injured. Staff that are still making the same mistakes need to have some retraining on basic needs, e.g. beds need to be lowered, crash mats & sensor mats should be in place for safety.
- * Better storage for equipment. Better changing facilities for staff and better uniform storage.
- * Communication needs improving. Some basic care for residents needs improving. Lack of storage in areas, risk of injury, i.e. nursing station and bathrooms. General cleanliness.
- * Changing facilities. Can be dangerous with often wet floors. No privacy, opposite sex walking in.
- * I believe a better handover should be given. The sheet is often incorrect and not updated correctly causing misunderstanding amongst staff. Many days the residents are getting little to no entertainment due to staff doing constant video/phone calls or visits. I think that this needs looking at as the ones having no visits/calls that day have no activity.

13 Is there anything else you would like to say?

- * None
- * to take the lead . This is causing a lot of tension between carers.
- * None at present.
- * Not at present.
- * Communication all round could be improved. Resident personal hygiene products, i.e. pads, should be in room to make it more personal to the resident. Lack of storage for certain items, which, in turn, can cause issues (i.e. cleaner trolley, in pad room).
- * Overall, I love Sunningdale and think it offers an A star service.
- * No.
- * It would be appreciated by night staff to receive the same food privileges as day staff.
- * No.
- * If possible, can night staff have some food left for them, as day staff. Most of the time we have some food but not as often and, we feel, that days have breakfast and lunch provided, it would be nice to have the same for the night staff.
- * Would like to be able to wash own uniform - have had 4 pairs of trousers ruined so far.
- * The current staffing level is putting a lot of extra stress on the staff. It is hard to cope with the current workload. Many weekday late shifts have no senior carer on leaving carers