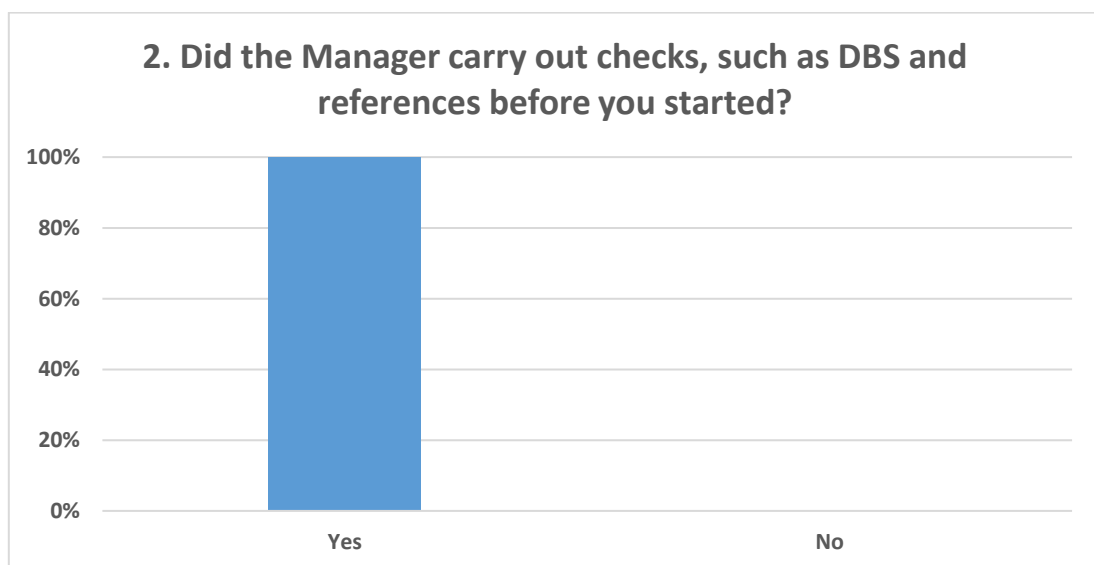
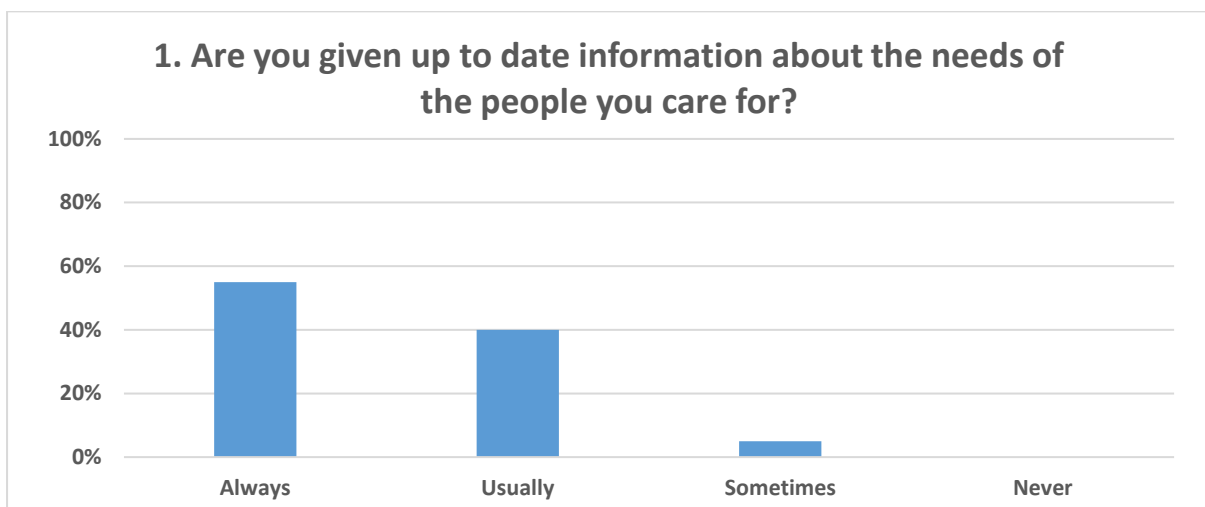




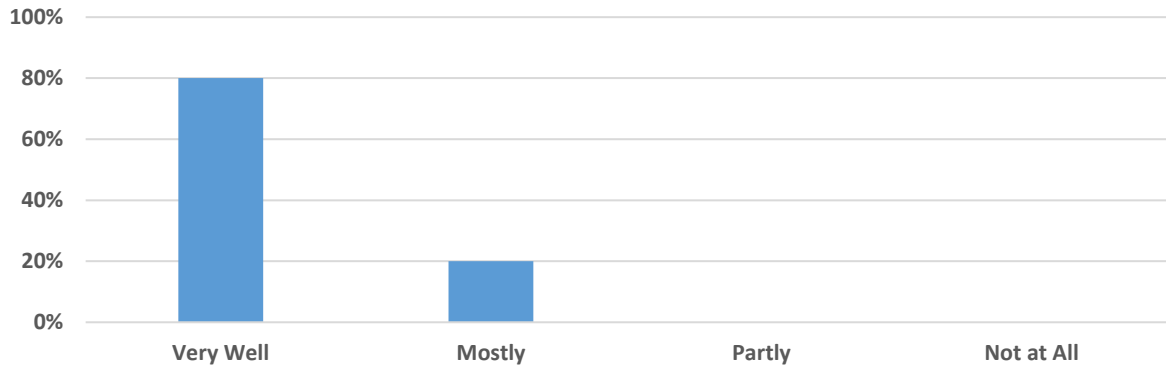
SUNNINGDALE CARE HOME

Staff Surveys to January 2022

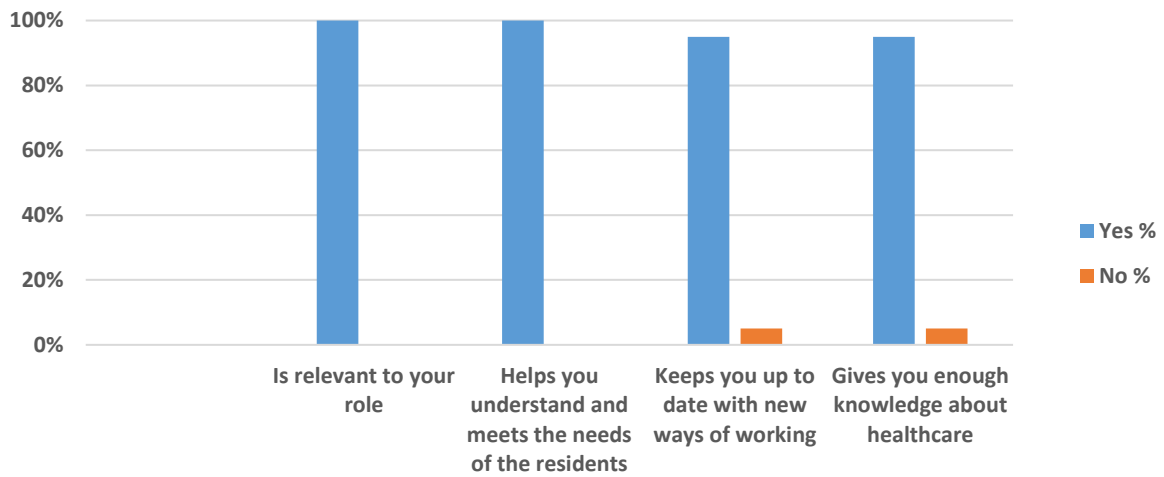
Twenty Staff Surveys were returned



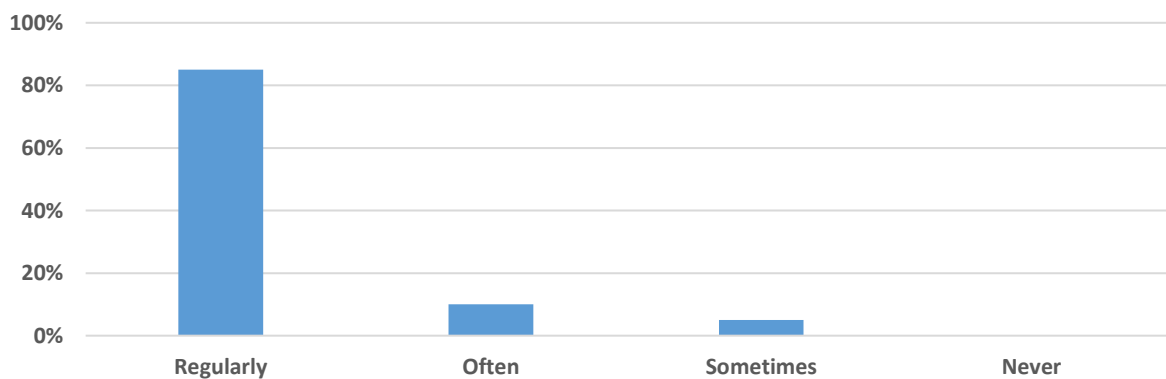
3. Did your induction cover everything you feel you needed to know to do the job well?



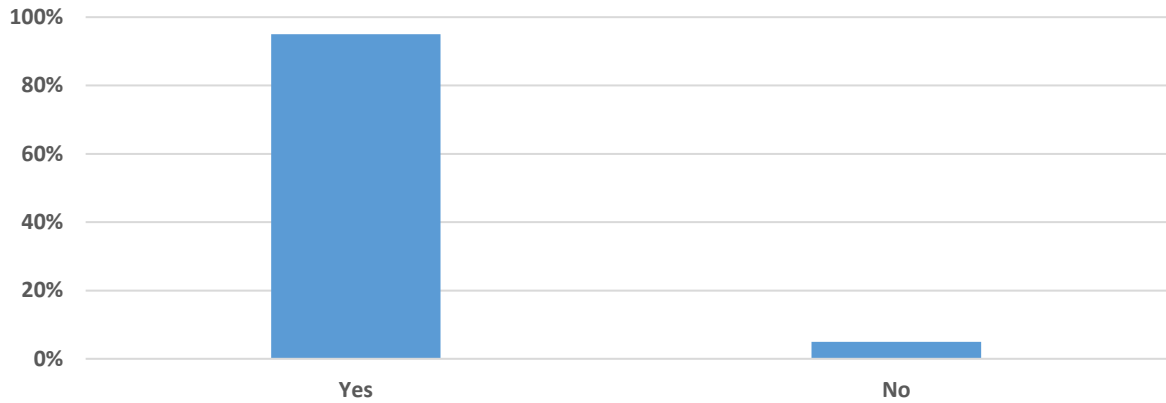
4. Are you being given training that:



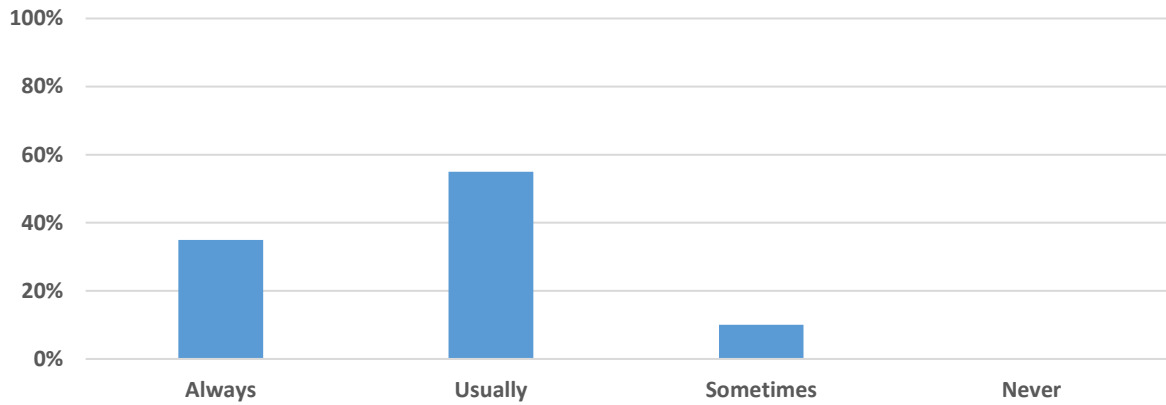
5. Does your manager give you enough support and meets you to give you feedback on how you are performing?



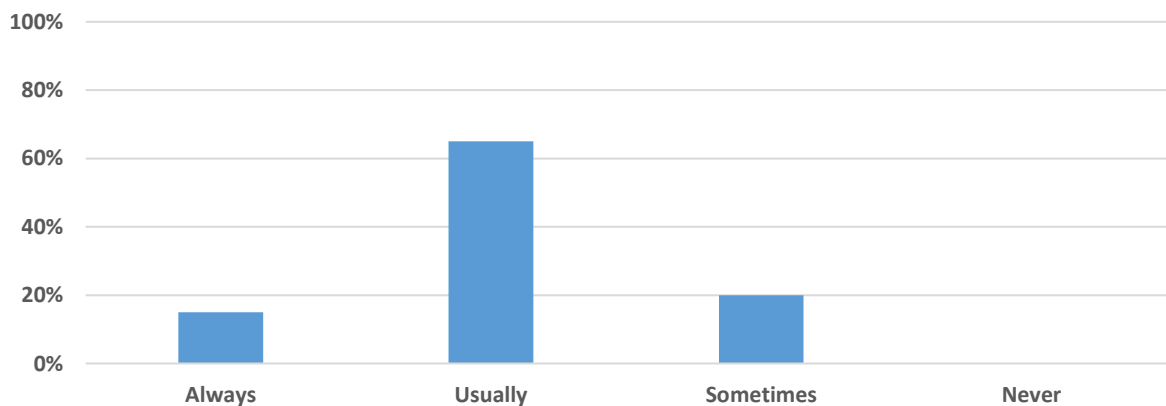
6. Do you know what to do if you or someone else has concerns about the home?



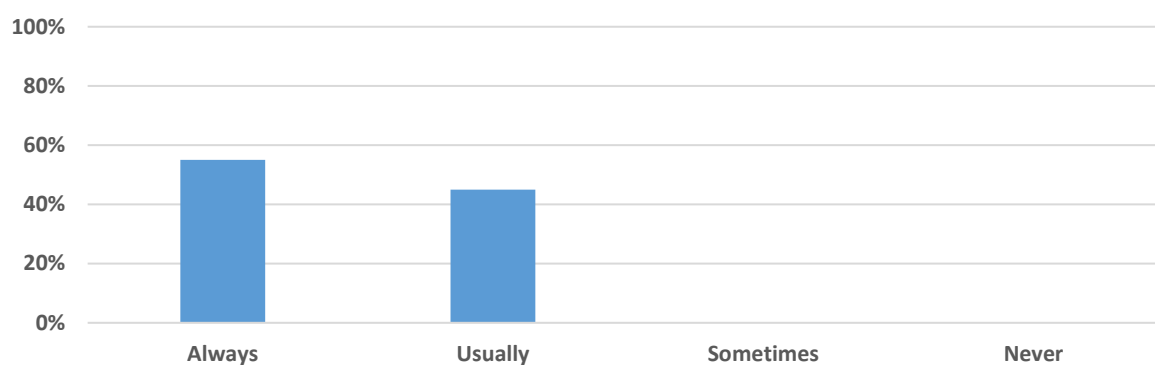
7. Do you feel everyone communicates well (the carers and the home manager)?



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 staff are very friendly and caring. The team works well together. There is support if I'm struggling with anything. The manager is approachable and always shows a willingness to listen to concerns. I also love that I am valued and respected in my role. My preferences are also accommodated, which is great.
- * Provides a high standard of care.
- * Offers training. Offers support. Looks properly after their residents.
- * Ensures residents feel staff and well looked after.
- * The residents get excellent care and are happy. Activities. Promoting and offering choice. Training opportunities.
- * Keep residents at forefront of the care. Works well as a team, covering on all areas to support each other. Restarted physical training as Covid allows not just online courses. Listens to new ideas as well as complaints. Give positive encouragement.
- * The home seems a very happy place to be. Residents always come first.
- * The staff including management, carers, domestics, cooks, maintenance & admin treat residents well with dignity & care remaining positive and supportive towards their individual needs and are also supportive of each other. Management are great.

- * Run well with the management, which is a good thing.
- * Lots of staff. Lots of activities for residents. Very well managed.
- * Feeling safe and loved.
- * Always provides more than efficient handovers. Always has a senior on duty.
- * Regular activity workers providing daily activities and entertainment. Fluid staff promote daily intake. Supernumerary for nursing staff to focus on their residents' care plans. Approachable managers. Carers and nurses trained in taking bloods.

12 What could the home do better?

- * The home could be a lot more organised and cleaned. I feel that there is a lot of clutter and not enough organisation and structure.
- * Better communication. Better equipment - hoist & wheelchairs.
- * More staff on weekends. Encourage communication (effective communication).
- * Nothing comes to mind at the moment.
- * Sometimes
- * It can be tricky when new residents come in. Maybe each individual staff should have a full handover knowing everything about the new resident.
- * Help people know where to find annual leave forms and let people know how much is left.
- * Handovers at times can be disrupted by carers e.g. taking or bringing up non relevant info. Despite asking for no interruptions and addressing it before handover.

13 Is there anything else you would like to say?

- * Sunningdale is a great place to work. The residents also seem to love it here.
- * No.
- * When I started, I found it really beneficial doing 2 day shifts as my shadow shifts before going on to nights. This could be useful for new starters going forward, especially if they haven't done care before or been out of it for a while. The chance to meet and get to know residents. Manual handling at night is reduced at night time and this aspect I found most helpful.
- * Thank you for support. Covid has been so tough but we have a great team.
- * No. Keep up the great work in running the home. I am proud to work here.
- * No.
- * I'm so grateful for the company giving me chances to be part of The Team!
- * I enjoy working here. I feel the workload is reasonable and I can time manage well.
- * Expectations are realistic . I enjoy the home environment and day to day routine. I enjoy working on my skills and find management approachable.