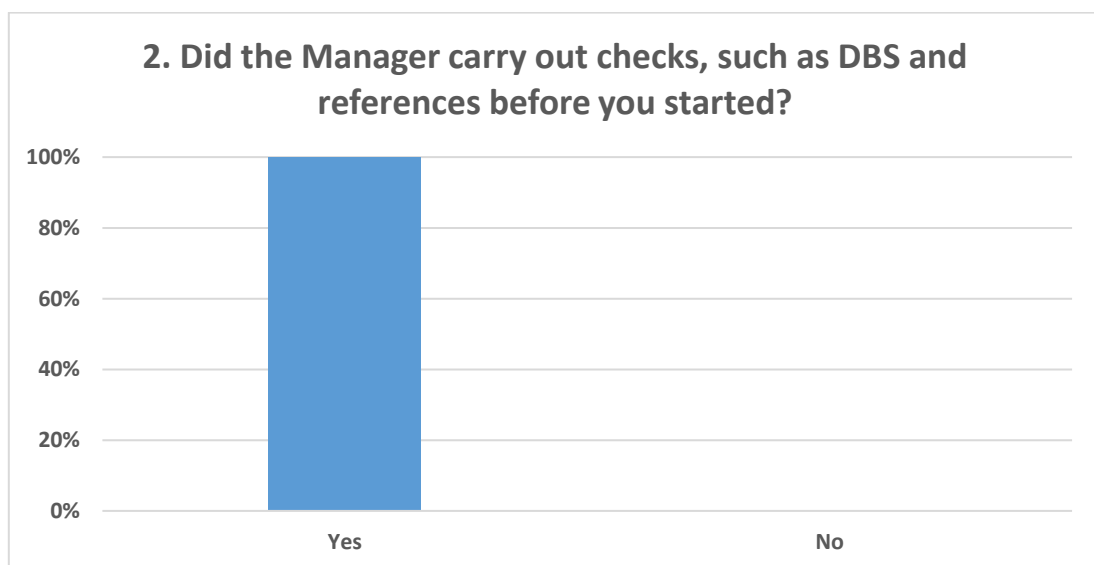
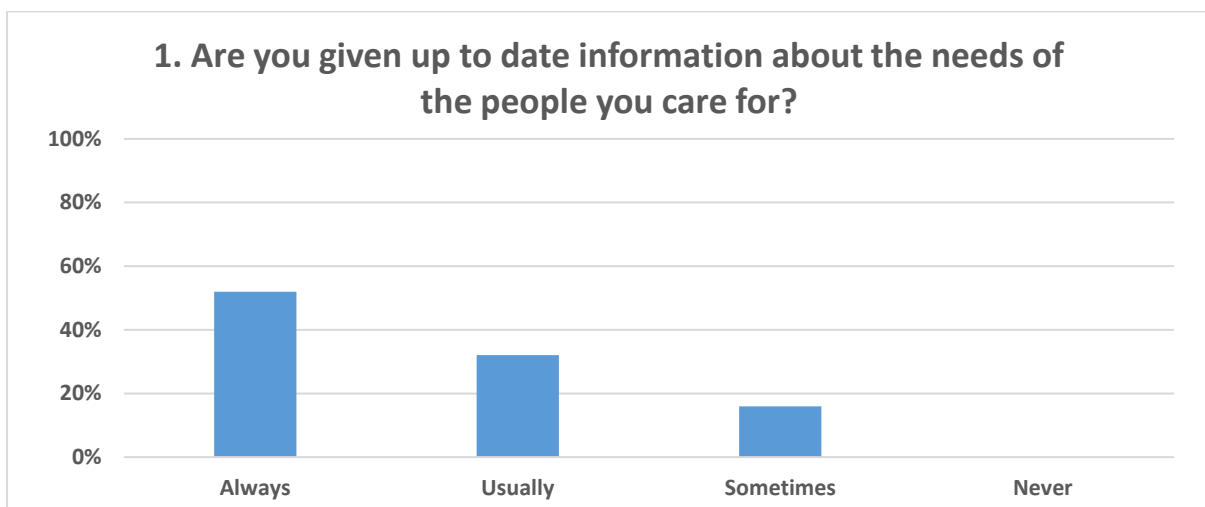




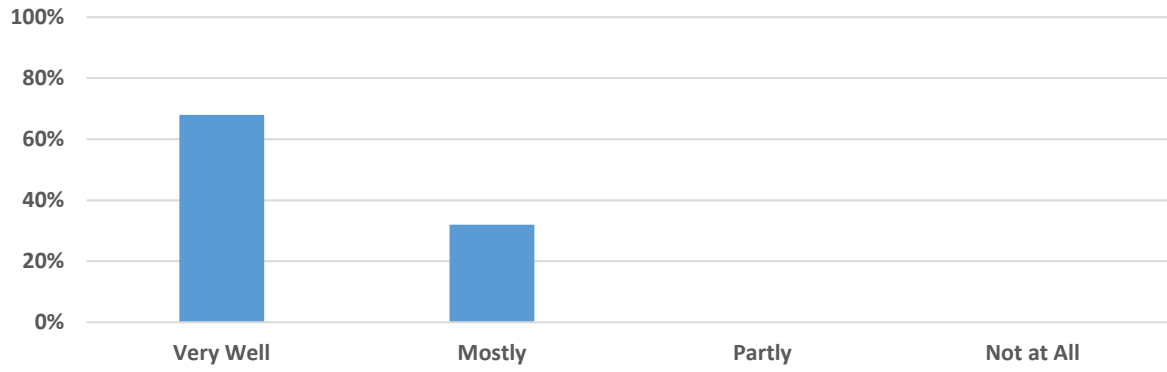
## SUNNINGDALE CARE HOME

### Staff Surveys to March 2023

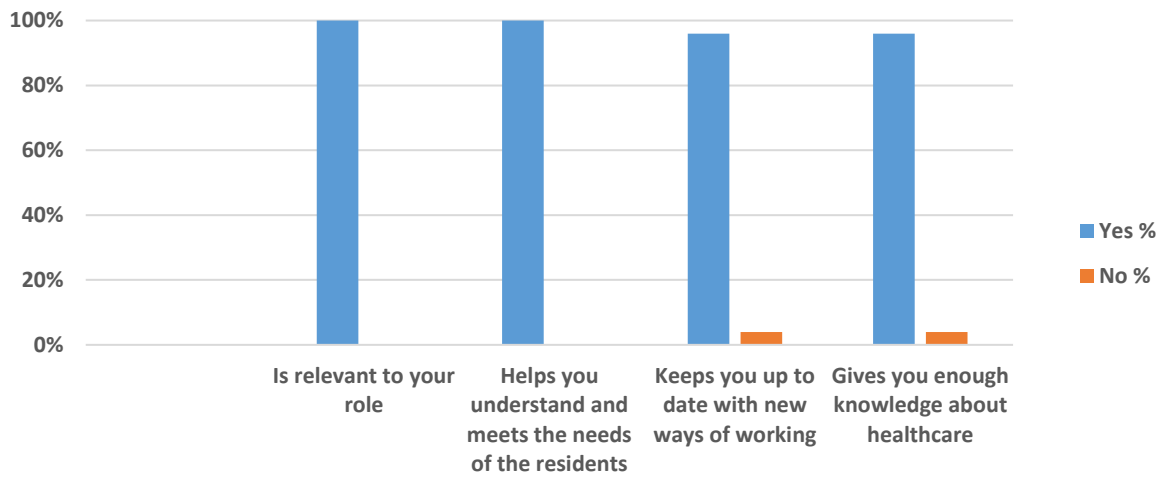
Twenty-Five Staff Surveys were returned



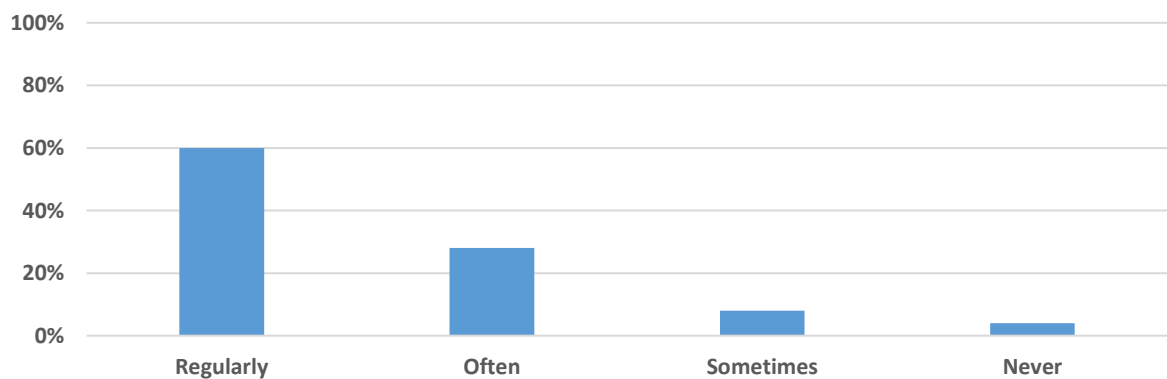
### 3. Did your induction cover everything you feel you needed to know to do the job well?



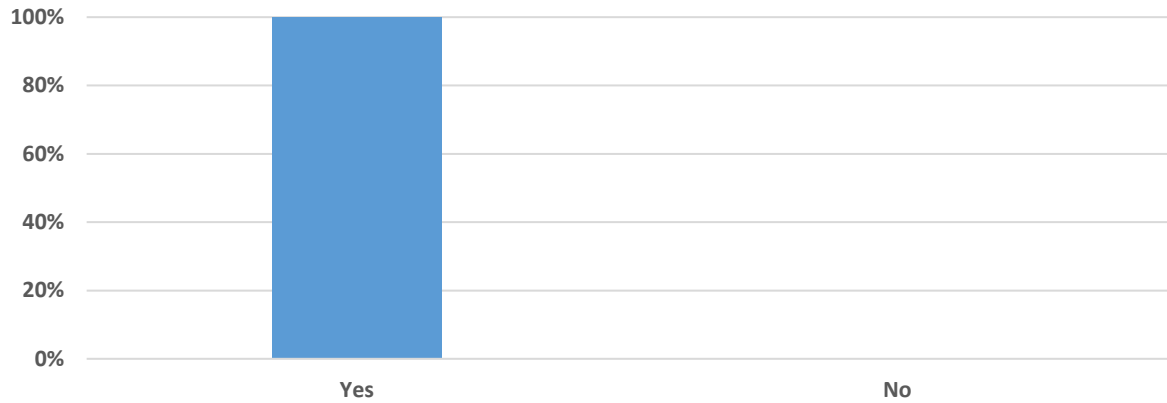
### 4. Are you being given training that:



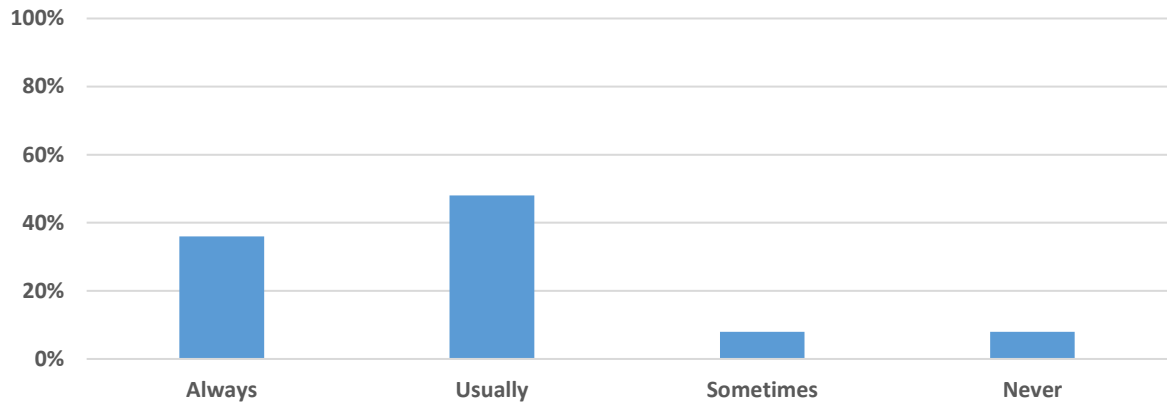
### 5. Does your manager give you enough support and meets you to give you feedback on how you are performing?



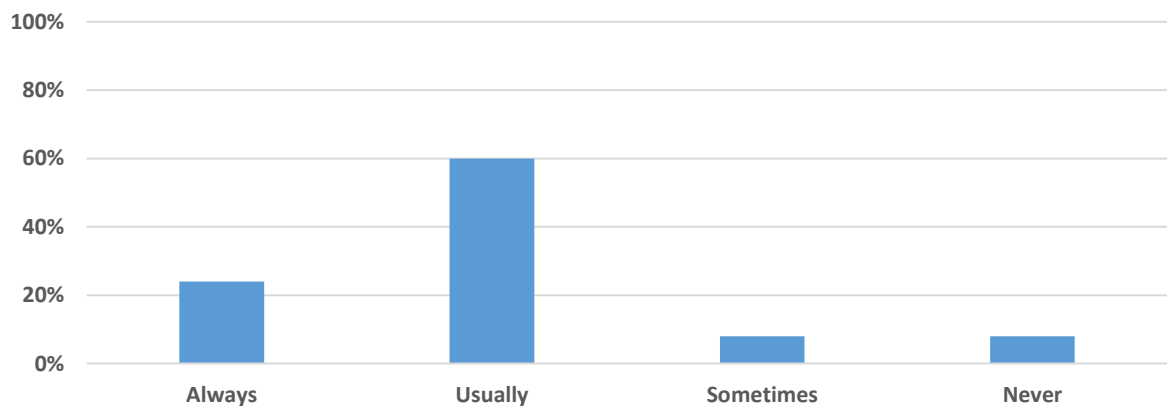
**6. Do you know what to do if you or someone else has concerns about the home?**



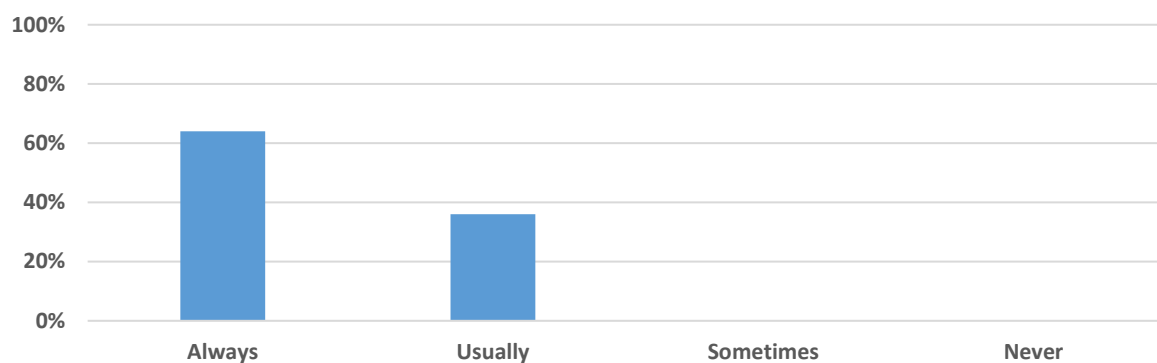
**7. Do you feel everyone communicates well (the carers and the home manager)?**



**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?**

- \* Highest care for all our residents. Up to date training
- \* When it comes to management, I feel very supported and able to go to and ask questions with issues.
- \* The staff always work well as a team even when there are pandemics. Training is relevant to our roles as health care.
- \* Puts needs of staff first.
- \* Operates at a high level of care catering for the residents' needs.
- \* Very caring staff. Very caring and approachable manager. Home is clean and tidy. Nursing staff Aare very reactive to issues.
- \* The home does really well in informing me with information regarding the changes to visiting, covid and other relevant information. Everyone acts professionally and any concerns I have, I know who to speak to. I have been educated in how to be effective when planning activities and I feel very supported when working.

- \* Residents have great food options and most rooms are cleaned to a good standard. The home is fast to act when there is a covid outbreak and therefor minimises the spread the best they can. Plenty of pads for personal care. Wages are really good and the cash bonus is such a Lovely blessing. Thank you.
- \* Meal times, even if the resident doesn't want the two options. Staff are very accommodating.
- \* The home is always person centred. The manager encourages us to go above and beyond for our residents. All staff are happy, Pleasant and enjoy working here now. Back to a great atmosphere finally.
- \* Training.
- \* I love working at Sunningdale and I believe that the home is looking after the residents well, in a person centred manner.
- \* It comes from the top down. We have an amazing home manager and everyone from carers, nurses, housekeepers are great and friendly to work with. They are really caring. The residents are in a lovely place, where all of their needs are met.
- \* Providing training. Management is supportive and always responsive when asking for activities.
- \* Overall, the quality in care and how the home is run is the best. I have personally experienced in all aspects including food provided for the residents, which is severely lacking in other care homes. Personally, a massive fan of the quality of activities available to residents.
- \* Person centred care. I feel every resident gets person centred care. They go without nothing and the home provides almost anything the resident wants. Residents being taken to the shops or lunch and the activities team spend quality time with each resident.
- \* Very person centred. Residents get everything they ask for. Money is never an issue.
- \* I feel supported and part of a team. I would happily go to Laura with any issues.
- \* Residents come first.
- \* Everyone works well together.
- \* I think all the service users are very well looked after and the staff get on generally well. This makes for a happy atmosphere for service users and staff.
- \* Good management. Keeps the staff happy. Laura is always there to listen to me if I need advice.
- \* Care is good but some days we can be understaffed, which makes an already hard 12 hour shift harder.

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

- \* In my case communication, i.e. Supplements at night given out and they don't let me know.
- \* More variety. Sticking to the menu in the kitchen.
- \* N/A
- \* Different activities to suit people that don't get out of bed.
- \* Better equipment. Tidier environment.
- \* Nothing.
- \* More relevant handover for the activities.
- \* Some residents' rooms have a poor layout, some residents are treated better than others and I find that unfair. Maintenance is not acted on as quickly as it could be, e.g. carpet cleaning in certain residents' rooms still not down. The residents' beaker cups are stained. New bedding is needed. Dining room is in need of refurbishment.
- \* Nothing.

- \* Nothing! It is simply the best, visitors often say so.
- \* A cleaner environment. Storage for hoists and weighing chairs. More organisation for pad room and resident drawers.
- \* The home could do better in engaging residents more in activity. I understand that the residents are with different needs now (more complex) but we do have the staff and the necessary means to spend more time with residents doing different activities.
- \* No suggestions. Thank you Robert for providing such a unique place for residents and staff. Laura & Robert - Thank you for giving me the opportunity to be part of your team.
- \* A little bit more space would be nice.
- \* Nothing that I can think that.
- \* A larger shelter outside for residents and staff alike. Larger stock of wipes would reduce time spent searching the building for some, providing more efficient care in return. Staff really haven't got a space to have a break/lunch when provided rooms are occupier. e.g. training.
- \* Nothing.
- \* A new smoking shelter. Staff room.
- \* Nothing.
- \* Staff room.
- \* I think the night staff could do with 1 extra carer because most service users are now doubles. Not all the nurses help with continence rounds. I think when in handover things should be handed over a few times through the week so that everyone gets the information.
- \* Nothing.
- \* For management to come on the floor more often and check out how the carers perform. There are a few, who don't like hard work, which makes it harder when you are having to hunt them down all the time. Not fair carrying people for 12 hours. Job is hard enough.

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

- \* As above, communication. I love my job with passion and do my work with pride and love all the residents. Thank you.
- \* There is no other care home I would want to work in.
- \* I enjoy working at Sunningdale!
- \* The smoking shed needs fixing as falling down and not enough room. End up getting wet when going in the rain as it leaks.
- \* Not at present.
- \* Director cares a lot about the staff and their well-being. He also wants the best for the residents and their families.G183
- \* Nothing.
- \* On the whole, I enjoy working here. It's frustrating when suggestions are made to improve things but it doesn't get acted upon. I don't think it is fair that some staff get offered more money to cover shifts that others cover willingly without demanding extra money!!!
- \* Nothing.
- \* Please can we have a new shed!!
- \* Annual leave (amount left) on payslips.
- \* I believe we have a good team and I appreciate the effort in managing this home.

- \* I feel the handover papers could be utilised better to be more cost effective and support the environment by saving paper. The handover papers could be provided upon staff request if they haven't been on shift for a while.
- \* Nothing.
- \* No.
- \* Nothing.
- \* Nothing.
- \* The atmosphere is so much better now the deputy manager has resigned.
- \* Thank you for the constant support and care given.
- \* Nothing.
- \* Nothing.
- \* It is a pleasure to be still working here.
- \* Pad cupboards are dangerously cluttered. Domestic trolleys thrown in there. Heaters behind the door, so when there, also expected to store the hoist/rotunda, where we can't open the door to gain access.