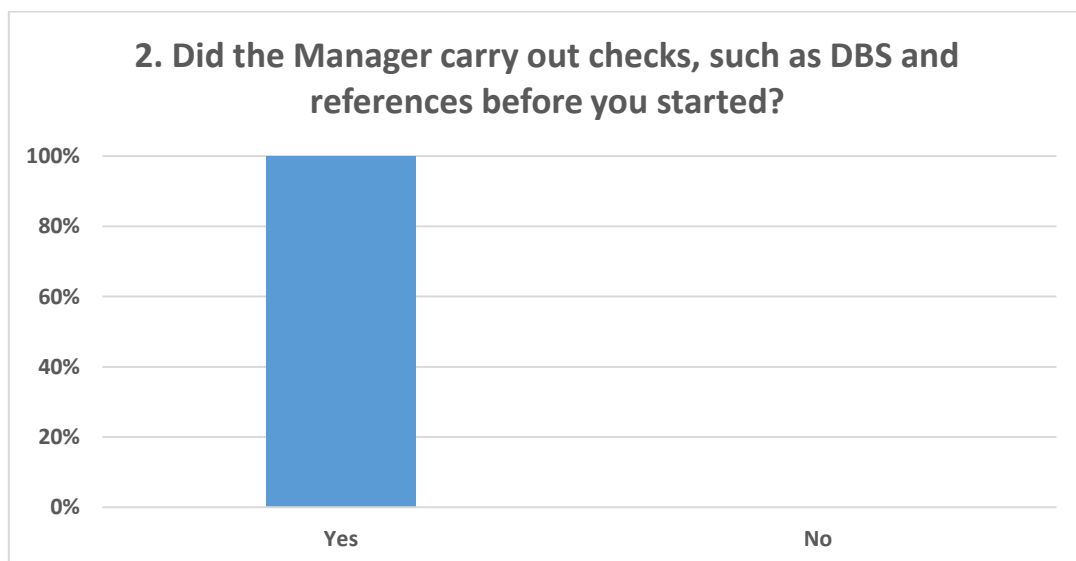
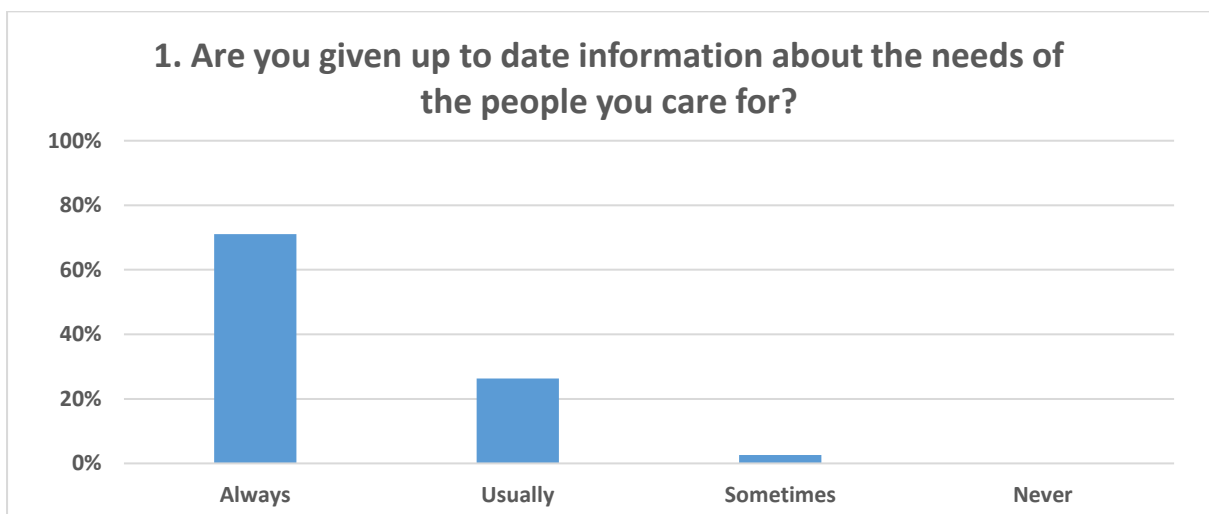




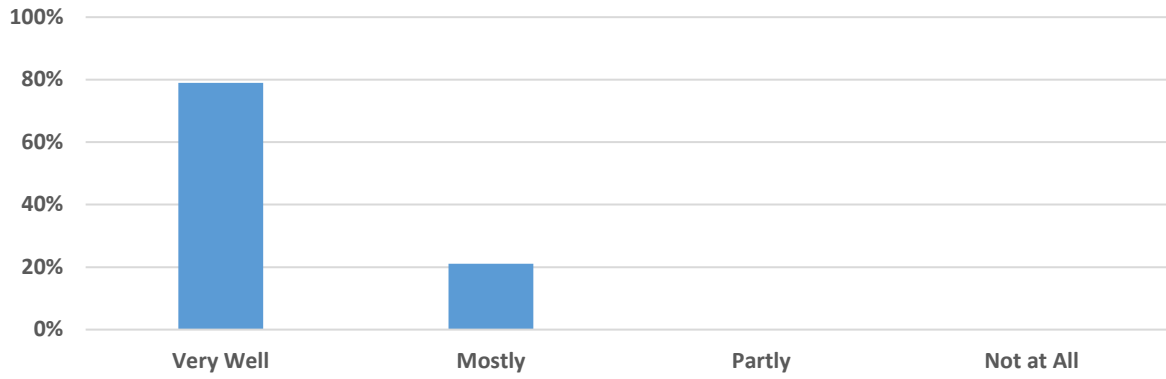
SUNNINGDALE CARE HOME

Staff Surveys to November 2023

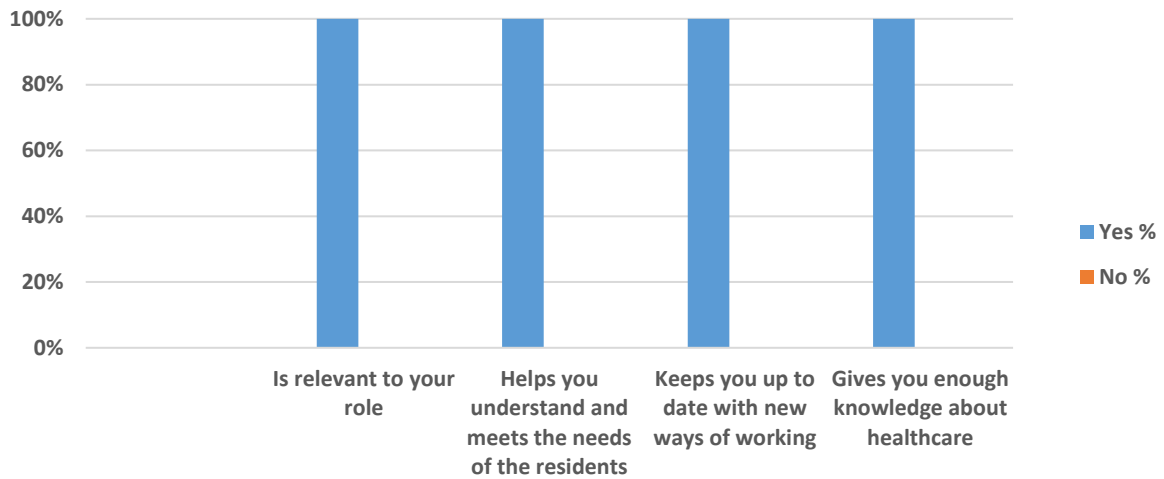
Thirty-Eight Staff Surveys were returned



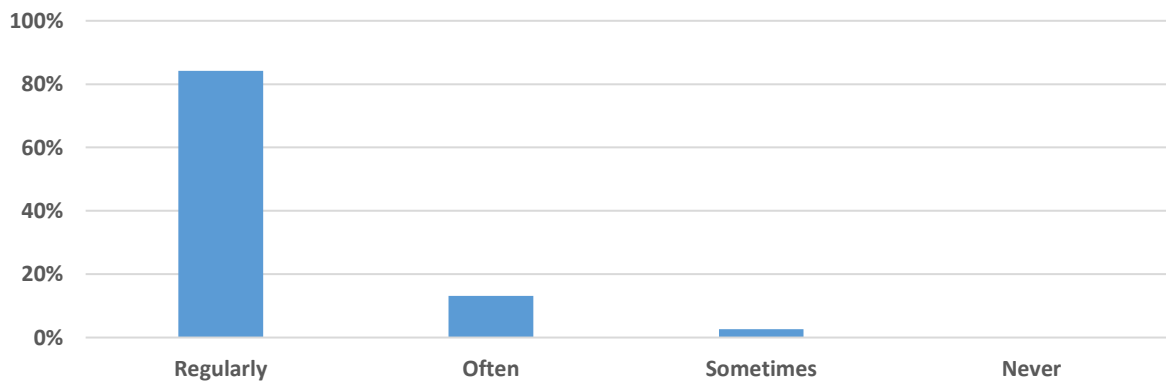
3. Did your induction cover everything you feel you needed to know to do the job well?



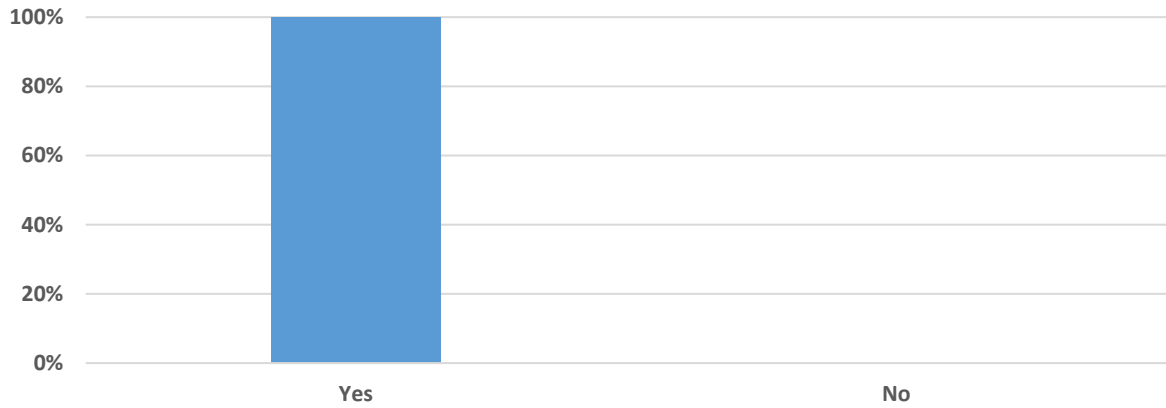
4. Are you being given training that:



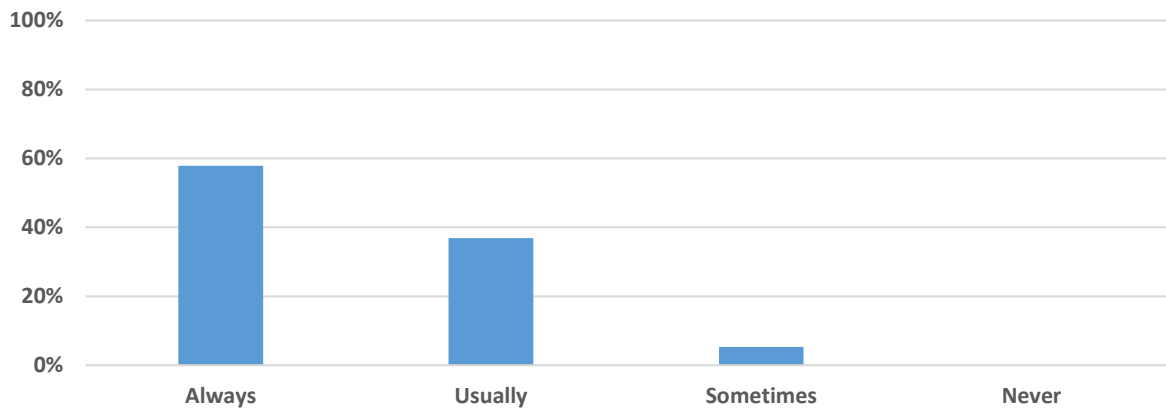
5. Does your manager give you enough support and meets you to give you feedback on how you are performing?



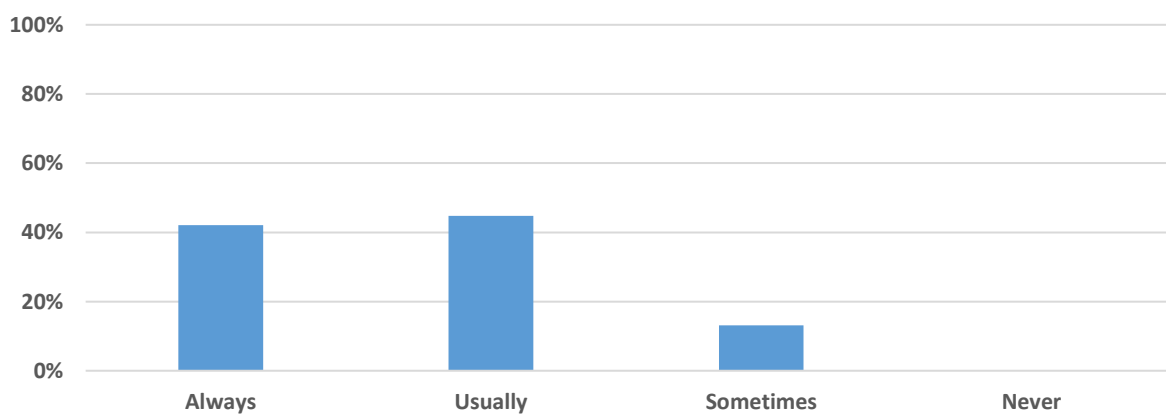
6. Do you know what to do if you or someone else has concerns about the home?



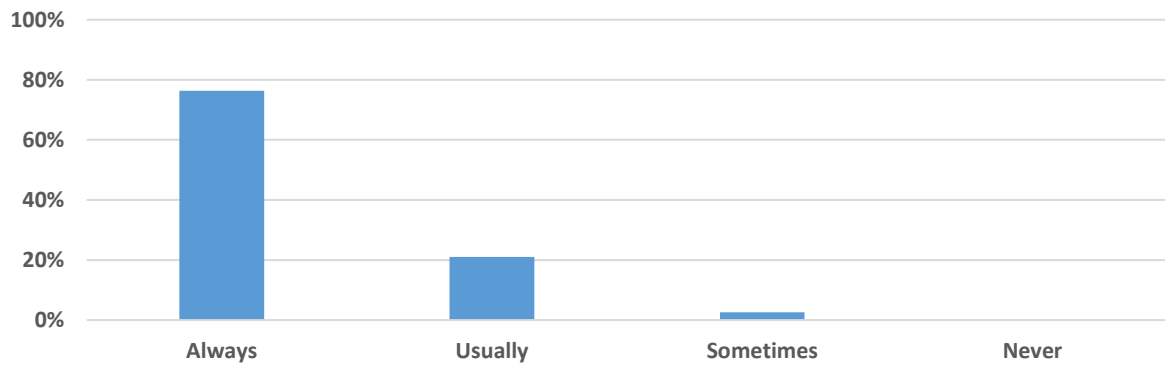
7. Do you feel everyone communicates well (the carers and the home manager)?



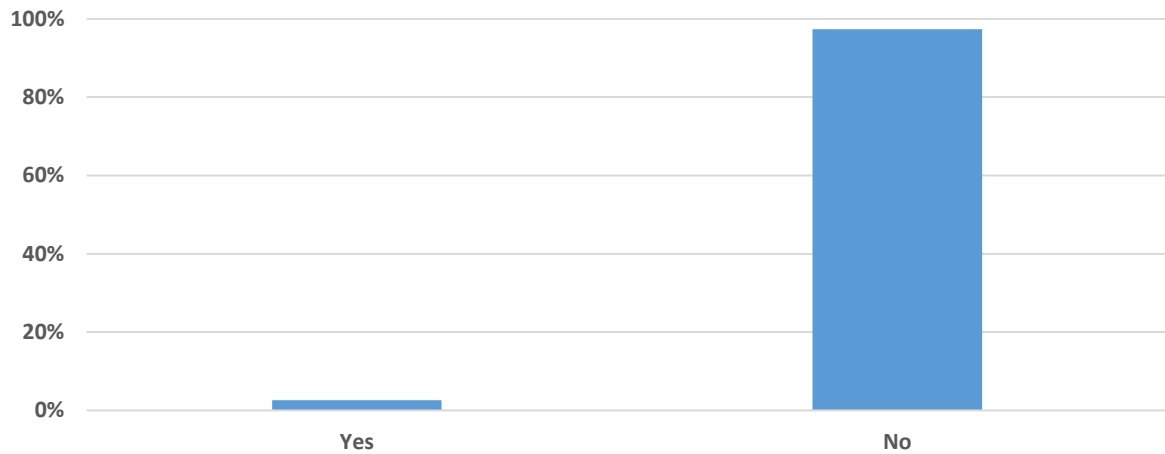
8. Are there enough staff to meet the individual needs of all the people who live in the home?



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 love working at Sunningdale . I've only been here a few months (kitchen) and I was quickly impressed by the high standards implemented throughout the home. All the staff, from housekeeping to management, are very approachable and have always time to answer questions.
- * Good activities team.
- * Person centred care for the residents is very good since each resident get their needs met according to their condition.
- * Genuinely cares for its residents and team members alike.
- * The home is lovely. It has a great atmosphere. The residents are always put first. They are cared for well and all their needs are met. The management and care staff, domestics, nurses, kitchen and activities are great people. A great team.
- * Give residents whatever they want, Never go without. Always help staff if they need anything.
- * The residents are well looked after and they get everything they ask for. The manager does a great job running the home.

- * The home does really well in all areas of care and I wouldn't want to work anywhere else. All staff do their best and provide great care.
- * Teamwork. Making residents, families and staff feel included.
- * I love working at Sunningdale. There is such a good learning development and great staff morale.
- * Caring to a high standard. Activities.
- * Sunningdale is a lovely place to work. I really enjoy it and I think the manager and the team make us so good to work like a team. I feel it is a happy place to work.
- * In my short time working here, I've noticed that the home really cares to individual needs and each client is cared for taking into account what's best for them. We get the rota really far in advance, which makes picking shifts up and planning your personal life super easy.
- * Residents are cared for 100% at all times.
- * Everyone is caring towards the residents as far as I have seen.
- * Food quality and activities. Overall care for the residents.
- * Sunningdale promotes a safe, friendly and professional environment. I feel proud to work at Sunningdale because I feel I can make a difference to someone's day. The manager ensures I am educated and up to date on training.
- * I like to work because I can experience many areas in care sector.
- * Good variety of therapeutic activities and weekly entertainment. Good care to residents. Bonus (good incentive). Phlebotomy - good that there's multiple staff doing it (often in homes no one is trained). You're doing a dining room vamp.
- * Come together as a team. Good care is given to residents and, if we have concerns that it isn't good care it is dealt with. Residents have whatever they want and need without budget being a question. Well staffed.
- * Residents are always looked after. Their needs are met and will provide them with extra items such as iPads and their own TVs. Make family members feel happy.
- * Sunningdale Care Home has a very good activity team.
- * Meeting needs of the residents. Listening to staff recommendations.
- * Great person centred care. It's lovely how the residents have so much choice. Always have what they need and more.
- * The home provides high standards of personalised care to each resident. The home provides plenty of training for staff to ensure that they are competent within their role. Sunningdale is a family.
- * Residents are well cared for. Lots of investment in the home. Manager and Robert care about all the staff and residents and will do anything for them.
- * Meeting all the residents' needs i.e. diet. Maintaining the building and the home itself, such as new furniture, carpets/flooring and decorating rooms. Always has entertainment for residents.
- * The home is very person centred and provides for residents as individuals. This then results in their wants and needs being met and residents are happy. I believe our standards are high.
- * Sunningdale is managed and run very well. The owner is amazing. Each and every resident is given 5 star care with there never being a budget. Residents can have what they want/need and if we don't have it "we go and get it". Staff are supported both work wise and personally if needed. I love my job, my colleagues and, most of all, the residents we care for.
- * Maintaining resident safety through staff training, employing staff, who are competent, and ongoing refurbishment of the building. Staff are well looked after by the director and manager. Staff feel valued.
- * Everything - Care, food and entertainment.

- * Meeting care needs of all its residents.
- * Provides good care for the residents. Has a good manager that is good to talk to, offers support and is always there for you.
- * The home does well because we have a very good manager. She will listen and give support to all problems.
- * Provides lots of activities for residents and their preferences. Provides excellent person centred care. Provides various food options tailored to residents. Provides great support for staff and flexibility around my study.
- *

12 What could the home do better?

- * I think, from my limited experience , the only thing lacking is staff numbers. I can imagine it is very frustrating for both residents and carers, when, sometimes, staff numbers are low. I know this cannot be helped and everything is always done to try and get cover.
- * Null
- * To create the space for equipment such as hoists and stand aids.
- * Parking can be a problem but there is not a lot that can be done about that. It does seem to be getting busier.
- * Nothing.
- * Nothing to say, except doing what we do.
- * Space is obviously very restricted on a day to day basis, even more when home improvements are being carried out. Tidiness and keeping resources/equipment in recognised place and to be returned there.
- * The only thing I would suggest is having x2 staff on the "baths" shift.
- * Better equipment. Better communication.
- * A bit more communication between carers, but it is still good how we work together. We are a team and that helps a lot.
- * Due to still being on probation and a new member of staff I'm still getting used to the home itself so I don't have an opinion on most things yet.
- * Nothing. All great.
- * Better hoists. Reliable hoist batteries.
- * I think more on cleaning sector to do more cleaning in deep cleaning in rooms.
- * A space for staff to take a break and eat. Hygiene bins for females.
- * More positivity. Staff morale seems very low recently.
- * Pay extra for shifts picked up.
- * It would be good to have a small staff area to sit away from residents at lunch if they choose to.
- * Nothing that isn't already being actioned or improved.
- * More positive feedback along with the negative.
- * The home is always striving to improve in all areas. This is ongoing from the maintenance of the building to current up to date training for staff in all areas of care.
- * Consider having two staff nurses during day shift. With 100% occupancy and, having more residents with complex needs like PEG tubes, it takes time for one nurse in the afternoon to give medications at tea time. This can, at times, affect the quality of care given to the residents, especially if there are new admissions or hospital discharges on the day.
- * Buy Debbie a potato rumbler.
- * More medium gloves for middle sized hands!!
- * I think it is good the way it is.

- * Have more batteries available for hoisting equipment.
- *
- *
- *
- *
- *

13 Is there anything else you would like to say?

- * Please excuse my handwriting.
- * No
- * I enjoy my job and get full support from seniors, management and owner.
- * I enjoy being a part of Sunningdale!
- * Not at present.
- * No, I really like to work here.
- * All good.
- * Thank you for your support.
- * Laura is a kind, supportive and amazing manager.
- * No. I have a lot of respect for Laura and appreciate her as a manager.
- * No.
- * Staff sickness has been poor recently. Maybe introduce another incentive of some sort if staff are not off sick.
- * No.
- * We are lucky to have such a good team at Sunningdale.
- * One thing I feel strongly is that two members of staff are on bath shift. Sometimes it is hard to give personal care alone and everyone is so busy, which is understandable but makes it harder.
- * I hope the home continues to run the way it does!! It's like home from home for staff and residents.
- * None at present.
- * I love being part of the Sunningdale team.
- * No
- * I would like to thank Robert and Laura for all their help and support.
- * A big thank you to Robert and Laura for everything. I'm enjoying working at the home. Thank you.
- * I enjoy being part of the team.