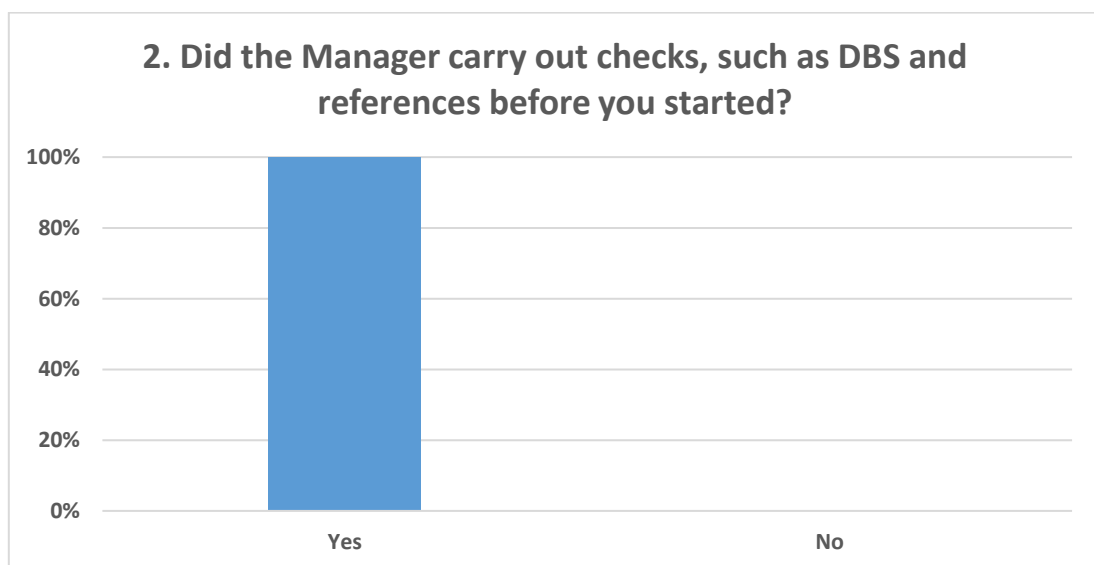
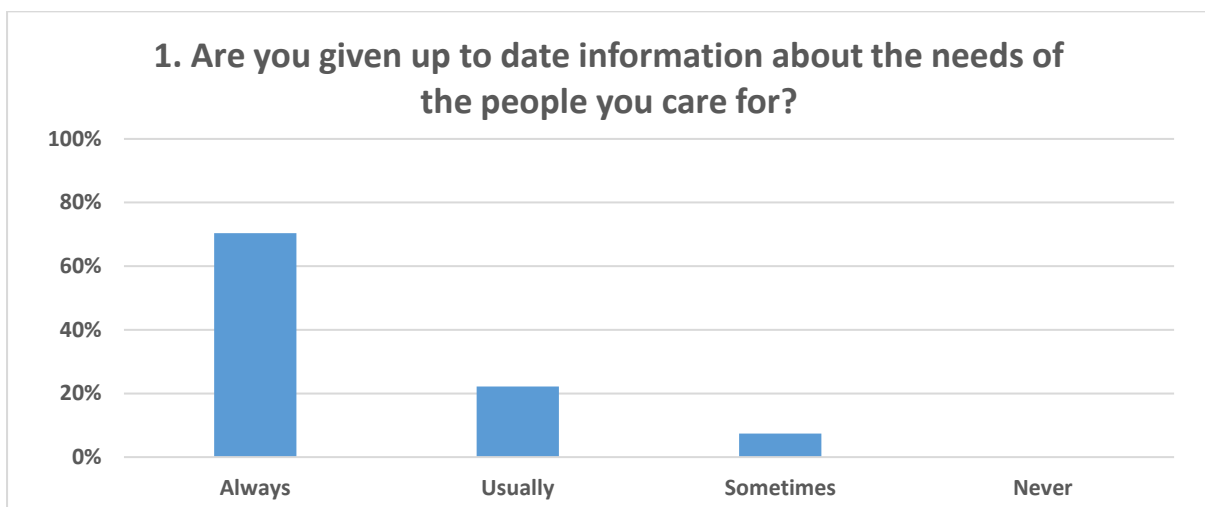




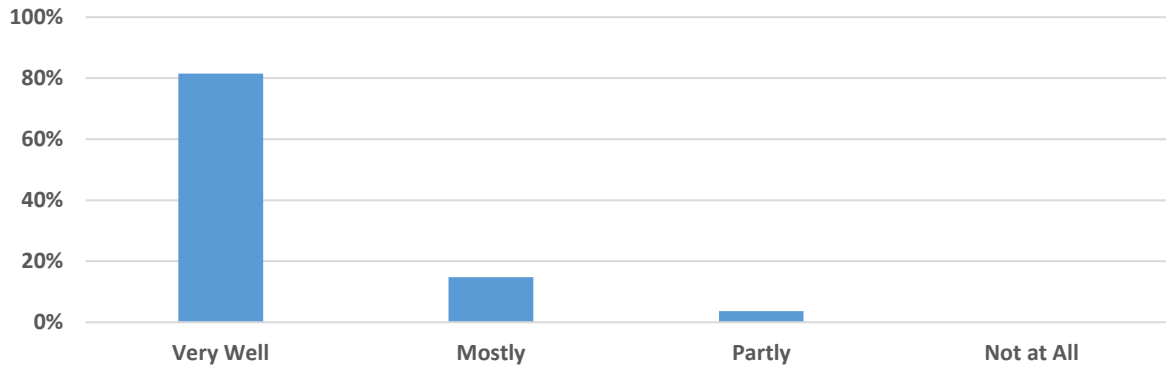
## SUNNINGDALE CARE HOME

### Staff Surveys to January 2025

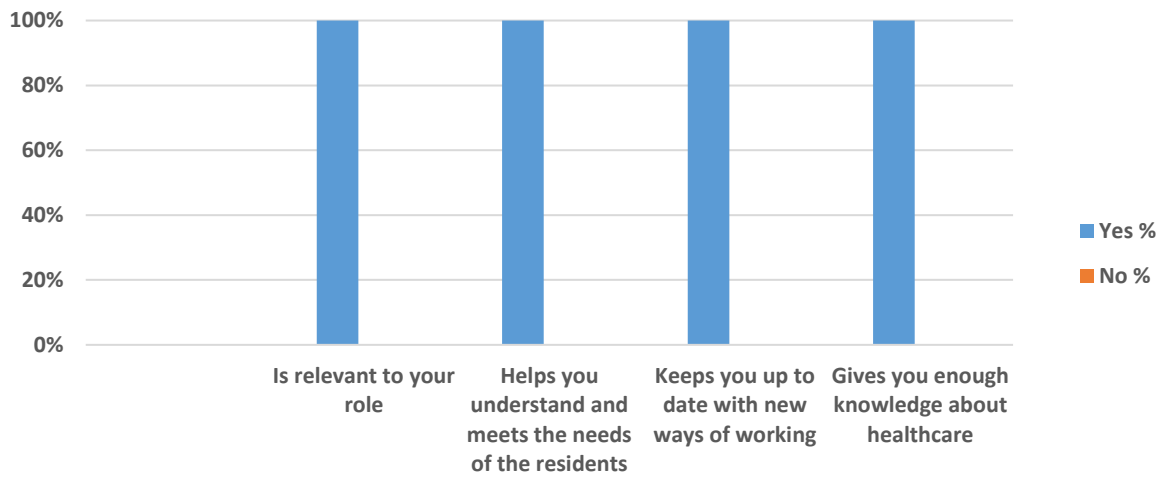
Twenty-Seven Staff Surveys were returned



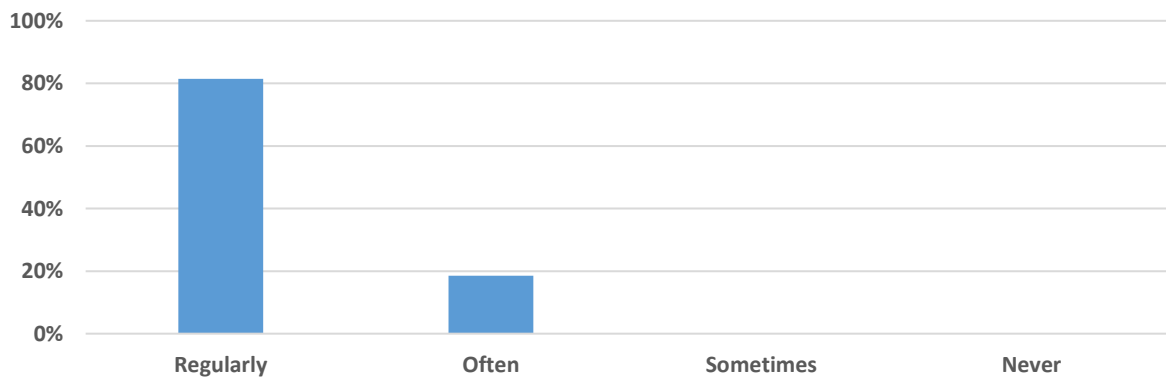
### 3. Did your induction cover everything you feel you needed to know to do the job well?



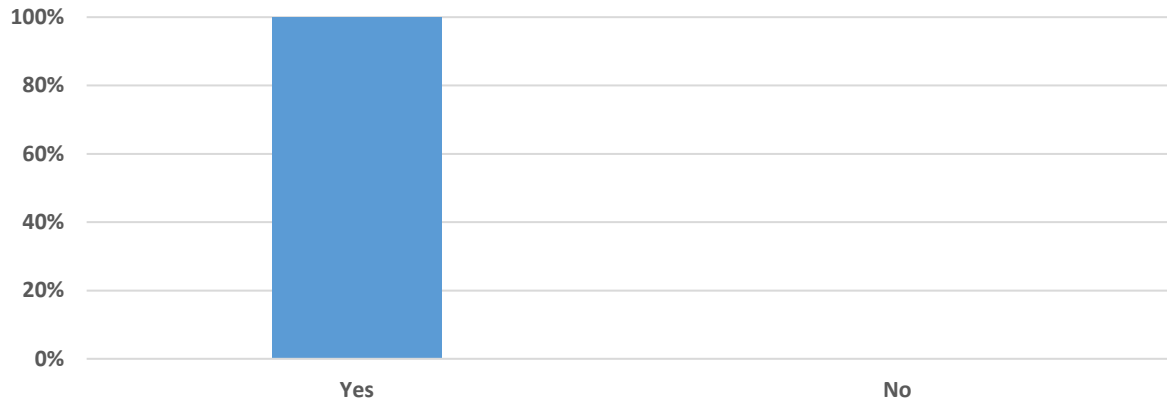
### 4. Are you being given training that:



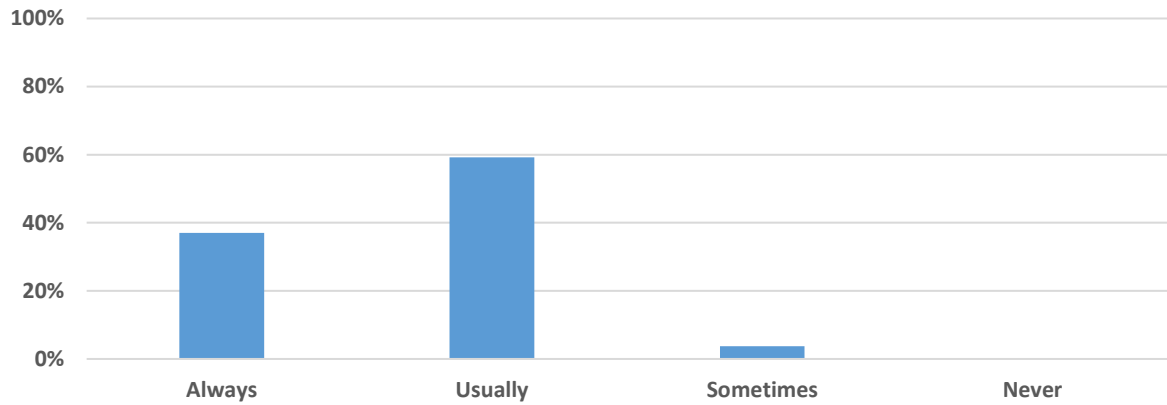
### 5. Does your manager give you enough support and meets you to give you feedback on how you are performing?



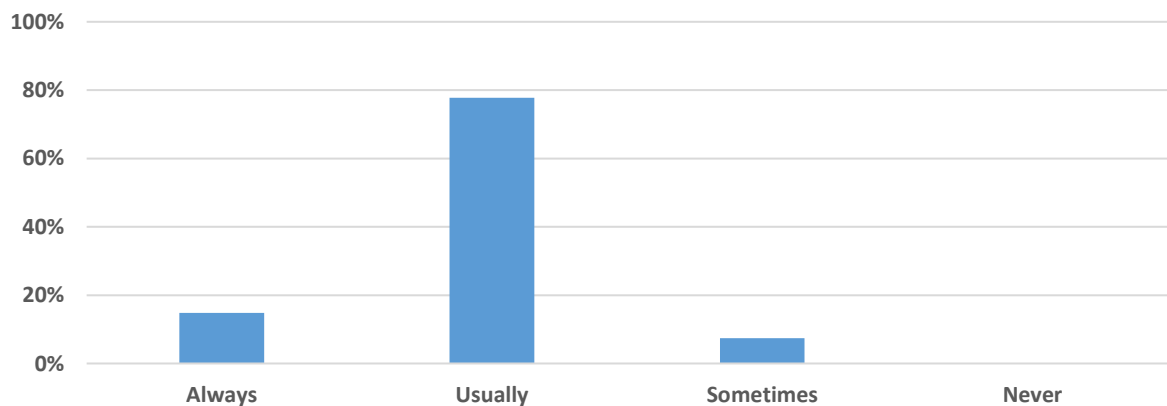
**6. Do you know what to do if you or someone else has concerns about the home?**



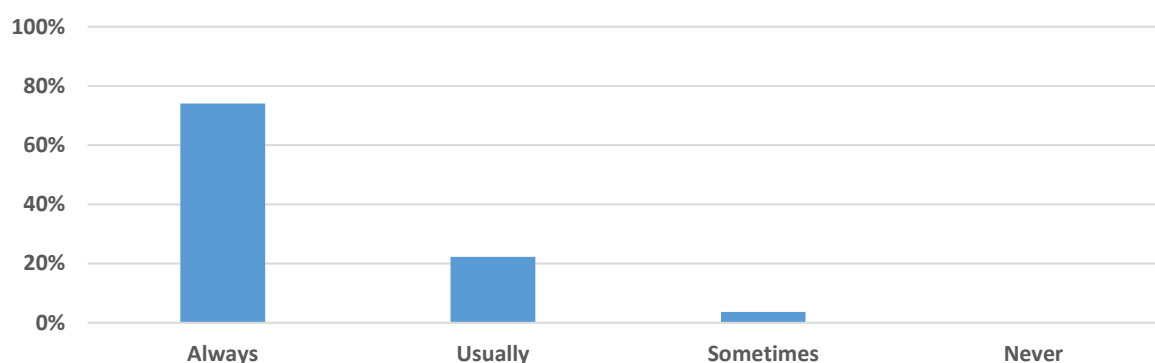
**7. Do you feel everyone communicates well (the carers and the home manager)?**



**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?

- \* Creates a friendly and homely atmosphere. Residents are well cared for. Home cooked food and no budget for activities.
- \* Nice family vibes.
- \* Home cooked food. Lots of activities every day. Entertainment and animals come in. Residents treated very well
- \* Strong leadership and a supportive environment. Staff feel valued, which fosters a positive workplace. Supernumerary hours for care plan reviews. Regular audits. i.e. medication, infection control etc, enhance care quality and safety. Collaborative working with other healthcare professionals. In house training supports staff development. The home prioritises high standards. Activity team is doing well.
- \* The home is very well and the staff all communicate well. As far as I can see, all residents' needs are met with dignity and respect. Everyone seems to get along very well.
- \* Creation of a pleasant living/working environment.
- \* Sunningdale is a very nice place to work for, and staff are going above and beyond to meet the residents' needs.

- \* The home is always bringing up to date information about everything.
- \* Training that is given is very good. Staff really carer about the residents. Maria's delicious food!! Constantly making improvements.
- \* The care provided to the residents is excellent. The meals at the home are really good with all needs taken care of. The staff always have a smile on their faces.
- \* Sunningdale is a superb nursing home. Laura is always and has always been supportive of myself and other staff members. The come gives 10 out of 10. Care and service users can have what they want when they want.
- \* Food quality. Activities (both volume and quality). Most staff have a passion for care and excel in their abilities to do their job. Fluids champion job role is unique and essential for hydration, which is a common issue in other care homes I have worked at.
- \* Make our residents and their families feel happy. They can trust the staff if they build up a good rapport with both residents and families. For those residents who have no family, we as staff ensure that we cat as their family. Provide excellent stimulation for residents. Lots always going on.
- \* Laundry is excellent. Cleanliness at home.
- \* Prioritise day to day recreational activities and social inclusion. Allocated fluid staff.
- \* Trying to cater to all individual food preferences. Supernumerary time for nurses to sit and complete paper work properly instead of being rushed on night care shift. It means we can complete effective care plans.
- \* Fantastic laundry work. Home always kept clean and smelling as nice as possible.
- \* Flexible hours. Friendly manager and staff. Care to all residents. Well organised - Paperwork checked, etc.
- \* I believe Sunningdale really "see's" its residents. I think we take the time to look at their back story, knowing their habits, wishes and hopes to allow us to deliver individualised care. I think that is invaluable. I like that we have activity staff, I see it that nurses keep up with health needs, carer cater for their life needs and activities staff add life to their years. All of this is like a jigsaw puzzle that means the residents have their needs met. Also the care of family members both physically and mentally.
- \* A happy and friendly place for both staff and residents. Meets the various needs, choices and preferences of all residents as individuals. Provides a welcome environment for visitors, family members. Excellent, responsive nursing team. Variety of activities provided seven days a week.
- \* Caring environment.
- \* Kindness, Inclusivity, Good at supporting residents and person centred care.
- \* The home manages staff very well.
- \* Meet the needs of residents.
- \* Residents get everything they ask for and more. All residents got lovely gifts for Christmas. Staff are all friendly. Don't use agency staff.

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

- \* Maintenance and upkeep of home. Looking scruffy. Could do with a little helper.
- \* To work as a team more. Communicate better. (Carers)
- \* Managing wear and tear. The building is old and, at times, is difficult to keep up with one pair of hands. Staff to try to be careful to minimise structural damages and to report maintenance issues to help prevent potential health and safety risks.
- \* I think that more carers would be beneficial as sometimes the staff seem to be very rushed.
- \* Tidiness.

- \* Cleaning detergent areas.
- \* Car parking but there is no easy fix for this.
- \* Sometimes, parking can be difficult.
- \* I have no suggestions.
- \* Better/improved fluid charts for personal resident documentation. Cable management for underneath beds to avoid injury damage to staff/residents. Improve inventory of residents' clothing/personal possessions. Some staff seem to lack passion. Knocking on doors before entering to maintain dignity or personal care signs?
- \* Maybe when Kevin is on holiday, we have someone on call, who can help situations that have happened in the past, such as beds breaking. Also, we could do with an emergency list of contacts handy, i.e. electrician, plumber etc instead of having to disturb people when a day off or annual leave.
- \* More storage space would be ideal for hoists.
- \* Help with maintenance.
- \* I thought about a carers' support group for family members, when I see spouses who are so devoted but don't have much of a life. It would be nice to see them socialise and have support.
- \* (Maybe spare pillows)
- \* Maintenance jobs and the time it takes for the jobs to be completed. Ensuring adequate number of staff on all days. Activity staff handovers.
- \* More staff needed especially from 6 p.m. to 8 p.m.
- \* Hire more people.
- \* I feel there is a lot of work needs doing around the home and having some help with maintenance would make a big difference as Kevin's workload is big.

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

- \* The home is continuously improving, with strong leadership, supportive staff and ongoing efforts to enhance care quality.
- \* I have enjoyed joining Sunningdale, every one is helpful and friendly. Keep up the good work.
- \* Just a big thank you for all your support.
- \* Incredibly proud of the team.
- \* I love my job where I work and everyone that works at Sunningdale.
- \* The home has overcome the last two years with lots of people trying to cause trouble, i.e. going to CQC. We have worked as a team and have come out stronger. Stuff the lot of them!!
- \* The home has numerous activities for residents that are enjoyed by all. Staff are respectful and kind to residents.
- \* Some staff could be a bit cheerful. Most are not. Some staff need to stop taking the mick and talking about residents. It's not nice!! Some staff need to stop acting as though they are in a talking about people and their private life.
- \* Thank you for a lovely workplace and workplace family.
- \* I am very happy in my work and only wish I had left Community and joined Sunningdale earlier in my career.