

GLENCAIRN HOUSE CARE HOME

STAFF QUESTIONNAIRE

| |
|---|
| 1 |
| 2 |
| 3 |

Unsatisfactory
Weak
Adequate

| |
|---|
| 4 |
| 5 |
| 6 |

Good
Very Good
Excellent

Do you believe the induction you received was relevant to the role you were employed to do ?

| | | | | | |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| | | 1 | 3 | 4 | 6 |

Action Required Concerned regarding the Adequate, as this was in the past there has been improvements made to the full induction procedure.

How do you rate the support given to you by the management team

| | | | | | |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| | | 1 | 2 | 4 | 7 |

Action Required I have had two staff meetings and in both have ensured all staff are aware of the support that is offered by the management team.

Staff have the support of Manager, Operational Manager, Team leader and Senior Care Assistants. Staff can request time with any of the above to discuss any tasks, policy & procedure, work related issues.

How confident are you that there are policy's and procedures to protect you from harm, Health & Safety, Infection Control, Accident etc.

| | | | | | |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| | | | 1 | 4 | 9 |

Action Required Myself and Operational manager are very happy to receive such good feedback on the implementation of Health & Safety, it is not always easy to ensure staff and residents implement policy and procedure, it can become very repetitive, but it is in everyone's interest to work in an environment where Health & Safety is paramount.

Thank you to all staff for your support and understanding of the importance of this.
Do you receive regular supervision

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|-----|
| Yes |
| 12 |

| |
|----|
| No |
| 2 |

Supervision

Action Required I will look at Supervision and ensure staff have this regularly.

Please feel free to discuss any issues at any time, you do not have to wait until formal supervision to do this.

How do you rate the management's attitude to training

| | | | | | |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| | 1 | | 2 | 2 | 9 |

Action Required I am very concerned regarding a "poor" for training as I pride myself good induction, Level 2 and Level 3 in Care, Dementia and Supervisory training (when budget is available) Please do not hesitate to come to me at any time regarding training.

Are you encouraged to attend non mandatory training

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|-----|
| Yes |
| 14 |

| |
|----|
| No |
|----|

Do you feel there is an open door style of management, that encourages discussion, compromise and fairness to all staff

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|-----|
| Yes |
| 12 |

| |
|----|
| No |
| 2 |

Action Required The comments in the questionnaire will be investigated (supervision Paperwork) and an outcome implemented.

In your opinion how would your employment be improved at Glencairn House a) Thinner overalls, very hot when completing manual work

Outcome: The overalls are made of cotton (not nylon or synthetic) I will research any thinner material, but at present I am unsure of what material would help. The hot weather policy should help, will staff please read and implement as this

reduces heat in the home. (last week the radiators were still on and the fans were operational, the small lounge and quiet room were really warm. If the fans are on, check the heating is not.

b) More support from Management (as per supervision)

Outcome: I have discussed at staff meetings and will discuss with management during supervision. I will follow this up.

c) Due to recent staff shortage, this has been a strain. Maybe if staff come on board quicker it would help.

Outcome: I realise this has been a very busy time, and I must thank all staff who helped during this period. I advertise as soon as they become available, I do this in a manner of ways , 1. On local shop noticeboards 2. Gumtree 3. In house notice board 4. Government Gateway (Job Centre) 5. Local job Imitative agency

I used a reliable agency (very expensive) which ensured we were covered with trained staff who were PVG checked, had training and were registered with the SSSC.

There have been times where I have interviewed and unfortunately the people have not met the standards that are required. I cannot justify employing staff that would not be suitable.

I am sorry if this is not the answered you are looking for but at times I cannot change the outcome, even although I may want to.

I urge staff, if you have an idea or know of a better way at these times do not hesitate to discuss with me, I am very happy to take advice and support.

Please feel free to give any comments, criticisms or suggestions to improve the service we provide.

a) Staff need to respect the responsibility that come with every role and treat people with the respect the role requires.

Outcome: I expect all staff to respect the responsibility that staff have in their individual roles, implementing policy & procedure as instructed. All staff have a duty to support each other in their individual roles. As the old saying goes there is NO I in team.

b) I feel that there should be more staff on the floor to talk to the residents. The residents like someone to talk too. It's a long day for them. The activity staff do a great job, but it would be great to have more staff. It is a long day for the residents.

Outcome: All staff are very aware that they must communicate with residents at

every opportunity, they discuss family, weather, what's happening in Auchterarder etc.

Leisure and req are employed for 30 and 16 hours respectively.

At all times attempting to support residents with all aspects of socialising and ensuring they feel fulfilled.

Unfortunately financially we could not afford to have another carer on duty.

On a weekly basis I complete a dependency scale, this supports the number of staff that we require to meet the resident needs, at this time we are staffed above the average staffing levels.

The kitchen staff, the domestic staff and the care staff all communicate with the residents and at this time I cannot financially have an extra member of staff.

c) I am happy with my employment at Glencairn House, Can't think of anything at the moment, if I do I will let you know.

Outcome: Thank you for the positive comment.

Thank you to all staff who took the time to complete the questionnaires.

38 Questionnaires were given out.

14 completed questionnaires were returned.

Name: Margaret Ann Gavin

Sign:

Date: 19-05-2016