



Westcroft Nursing Home Ltd.

5 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ
Telephone: 01782 284611 / 287121
Email: ketan.patel@3abcare.co.uk
www.3abcare.co.uk/westcroft

Staff Surveys (February 2025)

Westcroft Nursing Home carried out its annual survey for staff during January 2025. This was done to monitor, review and evaluate the Home's various services. It was encouraged that forms were filled in with the staff name on it. This was asked so the Home could identify individual's issues and act accordingly, as the focus of the questionnaire is on quality improvement.

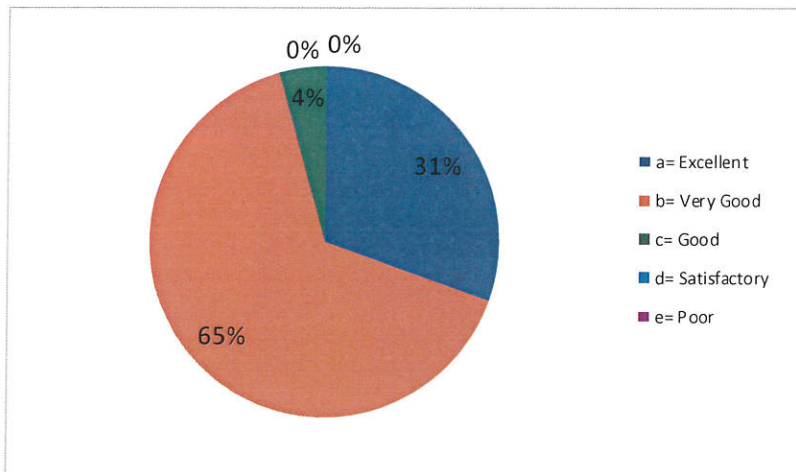
There was a total of eight questions to answer, which included questions relating to care of residents, rota systems, day to day shifts, training provided and the management. After each section there was space made available for any other comments.

All questions were analysed in detail. The next few pages show the analysis in the form of charts and graphs from the questionnaires. Also included in this booklet are the comments made by staff and what actions the management team have taken.

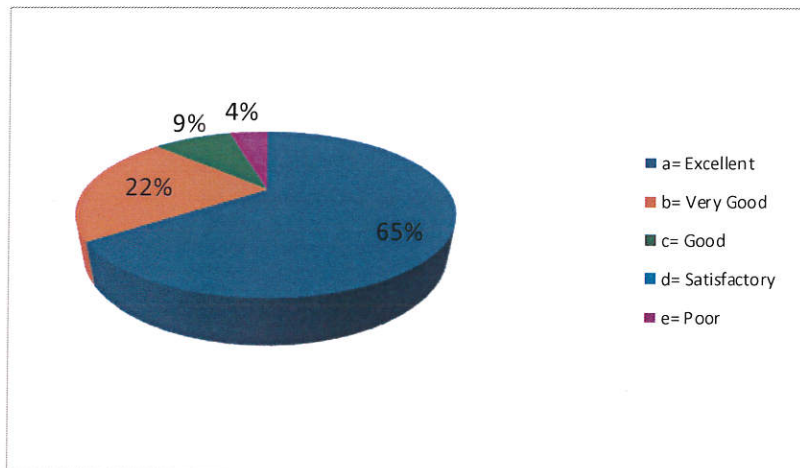
Included at the back is a copy of the questionnaire.

Ketan Patel
Managing Director
February 2025

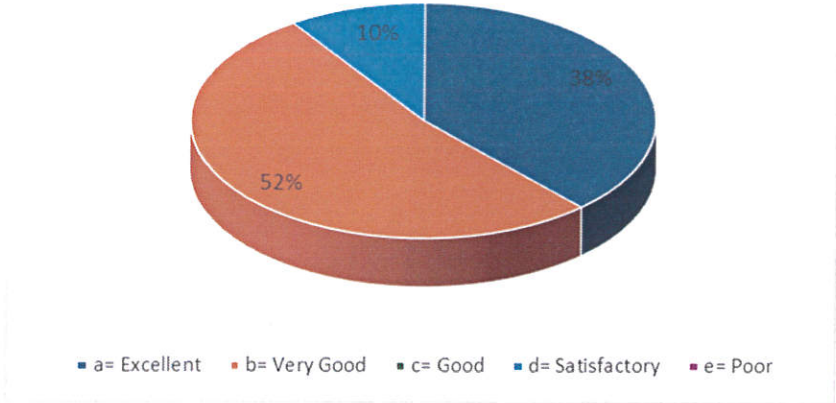
On a scale of 1-5 (1 being poor and 5 being excellent) how would you rate the care Westcroft Nursing Home provide to the residents



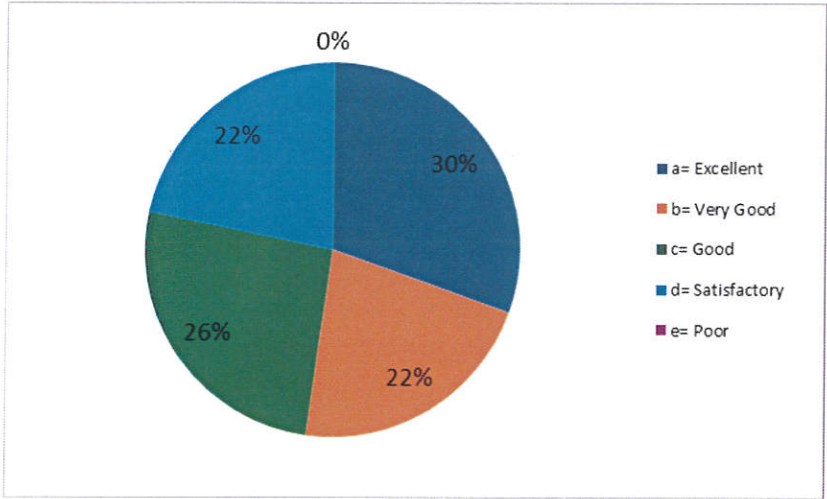
On a scale of 1-5 (1 being poor and 5 being excellent) how happy are you with how your rota system currently works



On a scale of 1-5 (1 being poor and 5 being excellent) how would you rate the way in which the day-to-day shifts are organised in your team



How would you rate the annual training which takes place throughout the year?





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How supported do you feel in your role by the Management Team?

- Sometimes.
- We do have well supported management.
- If we have any concerns we can easily talk to Martin. Martin has helped me a lot.
- Its really very good by the management.
- Offer praise and rewards. Open minded and easy to get in touch with.
- Excellent, always supported.
- I feel supported most of the time.
- Well supported by management.
- Improved, feel like I can approach more and listened to.

What recommendations can you make to improve the communication within the Home, from shift to shift and day to day?

- Walkie talkies – to remind staff about potential confidentiality breaches.
- Good teamwork.
- More written communication between departments to stop ambiguities.
- Ask staff to actively listen to what Seniors are saying.
- Face to face handovers
- Updates with weekend staff.
- Fully working walkie talkies.
- A small handover between CHAPS/Senior on days with the night staff.



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What suggestions could be made to improve the working environment at Westcroft Nursing Home?

- Less disturbed during the medication rounds.
- Good teamwork.
- Good communication.
- Regular one to ones to check in on how staff are doing, check in on their well-being and working relationships.
- Every staff should work together at all times.
- Communication between day and night staff.

What have we done in response to the feedback given?

During the staff meeting held on Wednesday 5th February 2025, the staff surveys were discussed. These comments have been taken on board and we will action what we can within reason and then look at things we can't do straight away but can look to consider.

Discussed with the staff the importance of team work and working together to provide exceptional care for the residents.

Staff were asked to see Martin and Ketan should they wish to discuss anything further.

WESTCROFT NURSING HOME

STAFF SURVEY

January 2025

1. How long have you worked at Westcroft Nursing Home?
2. On a scale of 1-5 (1 being poor to 5 being excellent), how would you rate the care Westcroft Nursing Home provide to the residents?
3. On a scale of 1-5 (1 being poor to 5 being excellent), how happy are you with how your rota system currently works?
4. On a scale of 1-5 (1 being poor to 5 being excellent), how would you rate the way in which the day-to-day shifts are organised in your team?
5. How would you rate the annual Training which takes place throughout the year?
6. How supported do you feel in your role by the Management Team?
7. What recommendations can you make to improve the communication within the Home, from shift to shift, and day to day?
8. What suggestions could be made, to improve the working environment at Westcroft Nursing Home?