



Westcroft Nursing Home Ltd.

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Staff Surveys (February 2023)

Westcroft Nursing Home carried out its annual survey for staff during January and February 2023. 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.

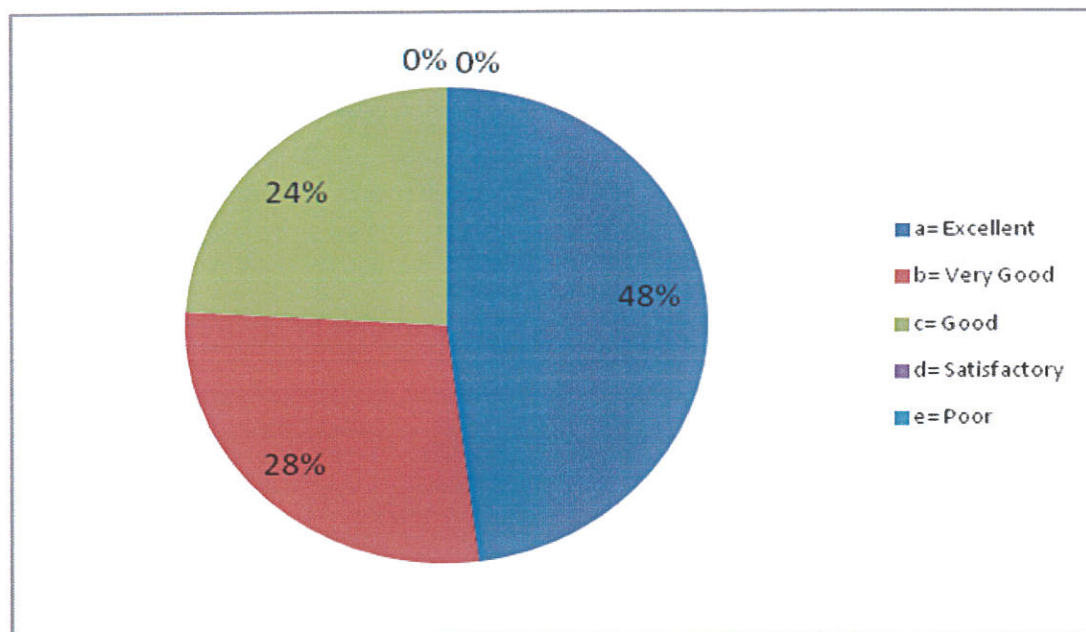
There were a total of eight questions to answer, which included questions relating to care of residents, rota systems, day to day shifts, training provided and the management. After each section there was space made available for any other comments.

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.

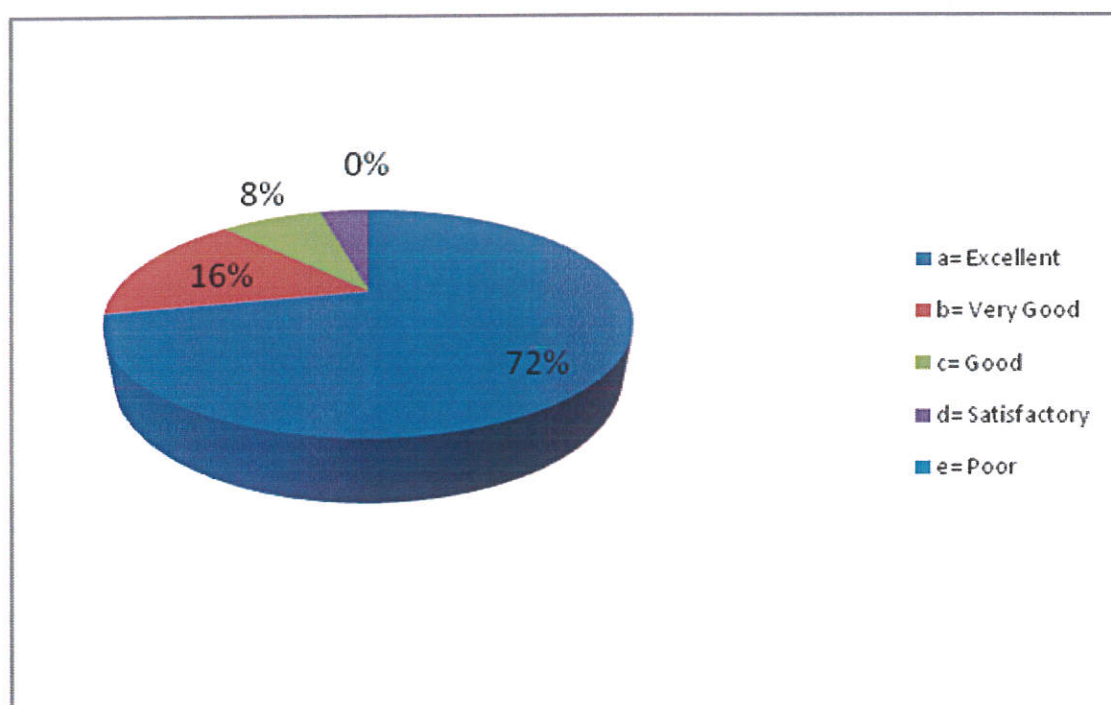
Included at the back is a copy of the questionnaire.

Ketan Patel
Managing Director
February 2023

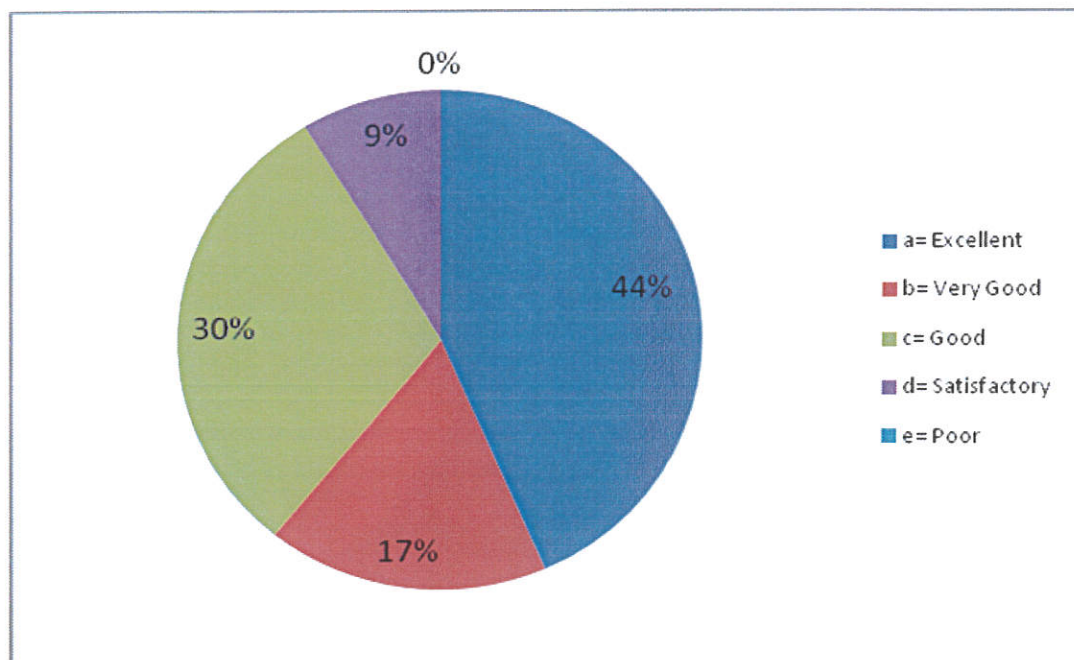
On a scale of 1-5 (1 being poor and 5 being excellent) how would you rate the care Westcroft Nursing Home provide to the residents



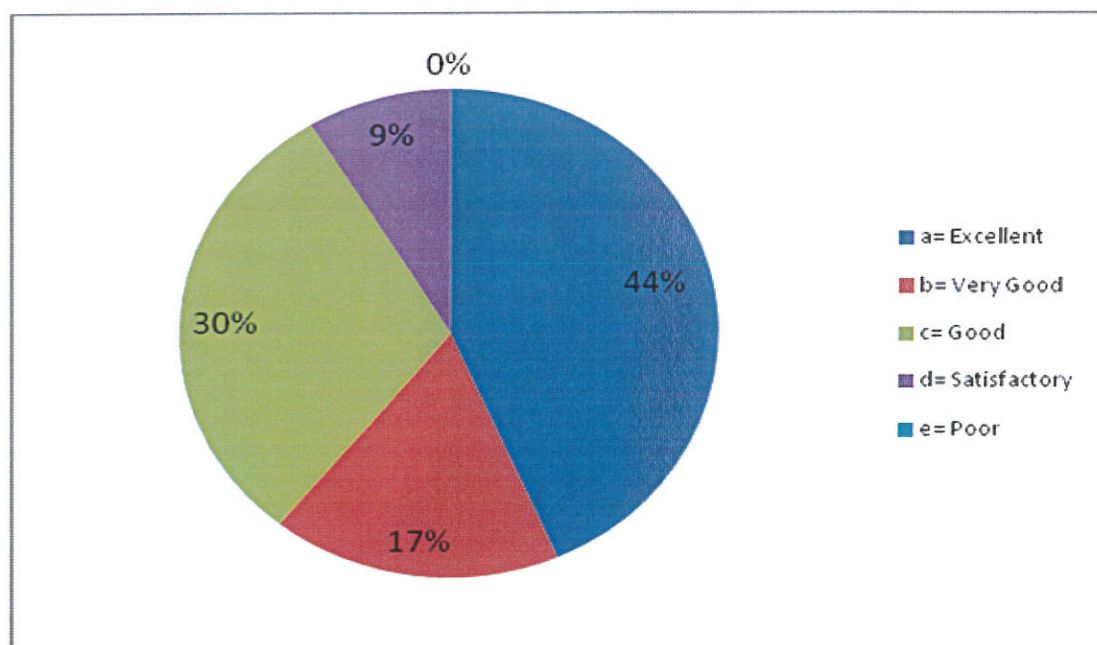
On a scale of 1-5 (1 being poor and 5 being excellent) how happy are you with how your rota system currently works



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?



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

- I feel supported because the management work around childcare and myself.
- Reasonably well.
- Very good.
- Support me if needed.
- Both communicate with regularly and are very supportive. Since I started here they are approachable.
- Really supportive management
- I feel very supported by management
- Management is very supportive
- 100% supported.
- I feel 100% comfortable.
- Very supported
- It would be nice to be appreciated more

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

- We need a handover like we used to have and a communication book.
- Need to bring back verbal handover at the start of shift.
- Handover
- Need a proper handover which includes nurse, carers and manager.
- To bring handover back in place.
- Handover. Communication.
- Handover back or communication book.
- Communication book for important notes/details that have happened.
- From my viewpoint, everything is going well here.
- Communication book for care staff to look through or put anything in regarding residents, especially if you have been off for a few days.
- Need communication book to refer to. Re-instate handover rather than reading on handsets. Important information missed by some staff.
- We need to go back to having report in the morning before we start work

What have we done in response to the feedback given?

During the staff meeting held on Wednesday 1st March 2023, the staff surveys were discussed. The staff were asked why they felt they wanted the verbal handover back in the mornings. Only one person responded by saying when they are off for a week or so they miss information. This point was taken on board and staff have been asked to catch up on what has happened when they are off on annual leave. They can do this by reading the handover sheets that the nursing staff use. They can also go through the diary. They can also speak to their colleagues and catch up that way. There was no reason as to why staff wanted the handover in the mornings, so it was agreed that things would stay how they were.

The second item for discussion was the communication book. This had been in place in the Home but then got stopped as it wasn't working the way it was meant too. Staff felt that the communication was good. Staff were reminded that they could read the diary to catch up on information. As there were no other valid reasons to have a communication book, it was agreed that this was not required at this moment in time.

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

- Could take the residents out more and do more activities.
- Longer breaks. More and better equipment. A coffee machine.
- More staff on duty.
- Helping each other.
- Communication.
- Rota system to be done like the xmas and new year period where staff can put their availability done.
- To look at the conservatory doors.
- More communication. Abiding by rules and regulation. No groups – work together.
- I am currently happy with the working environment.
- Working environment is good. All staff and management are very understanding and supportive.
- More activities for the residents to do who can or want to.
- Staff need to feel valued. Having enough staff on shift to attend to the need of residents.
- The seating arrangement in the lounge, the bed linen looks too clinical, to be able to spend more time with the residents.

What have we done in response to the feedback given?

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.

In terms of activities we are in the process of recruiting a second activities co-ordinator. This will enable activities to be carried out in a planned way on a more regular basis than current.

The conservatory doors have been looked at adjusted.

The staffing numbers we currently have are sufficient for residents we currently look after. We only run into difficulties when there is staff sickness or absence at short notice and are unable to find cover at short notice.

The rota system cannot be done like how it is at Christmas as it is too complex to do over a longer period of time. Also staff requests change and therefore doing it this way would not be viable.

The seating arrangement in the lounges can be looked into.

WESTCROFT NURSING HOME

STAFF SURVEY

January 2023

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?