



## Westcroft Nursing Home Ltd.

5 Harding Road, Hanley, Stoke-on-Trent ST1 3BQ  
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### **Staff Surveys (March 2026)**

Westcroft Nursing Home carried out its annual survey for staff during March 2026. 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.

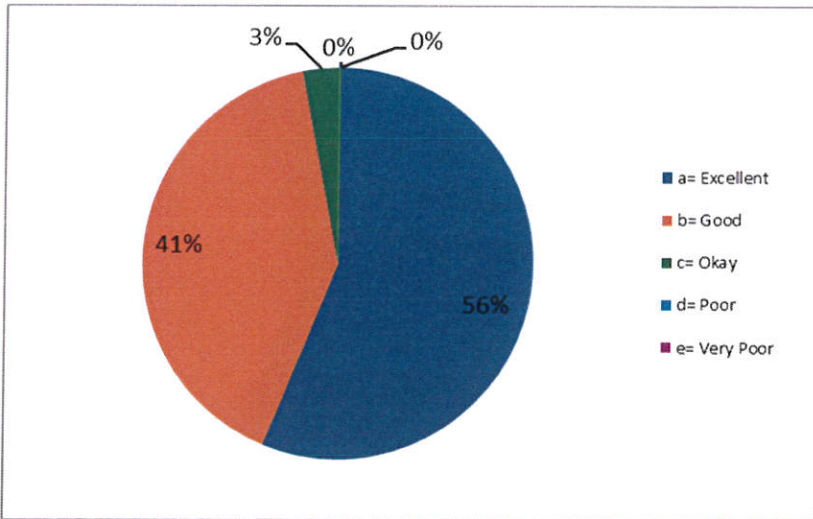
There was a total of ten questions to answer, which included questions relating to care of residents, rota systems, day to day shifts, training provided, the management and staff meetings. After each section there was space made available for any other comments.

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.

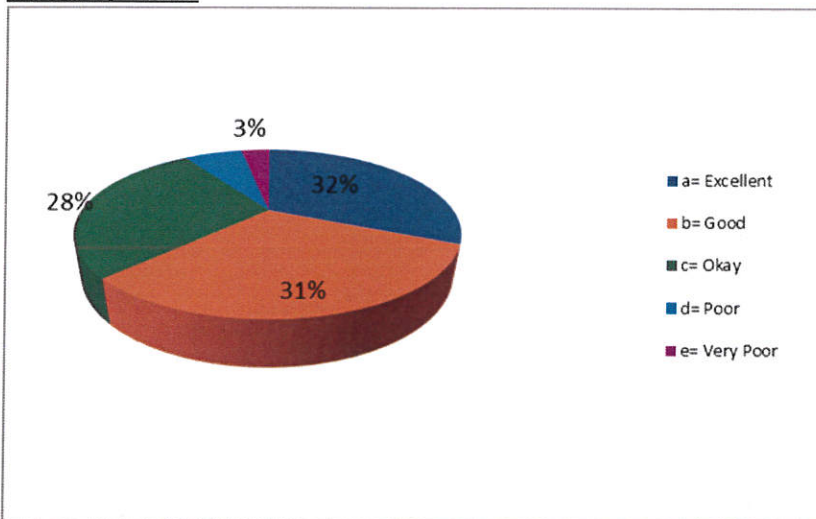
Included at the back is a copy of the questionnaire.

Ketan Patel  
Managing Director  
April 2026

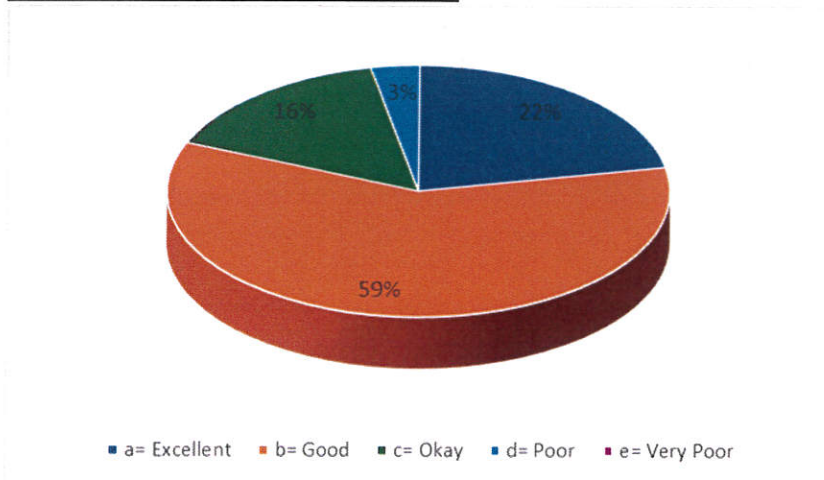
On a scale of 1-5 (1 being very poor and 5 being excellent) how would you rate the care Westcroft Nursing Home provide to the residents



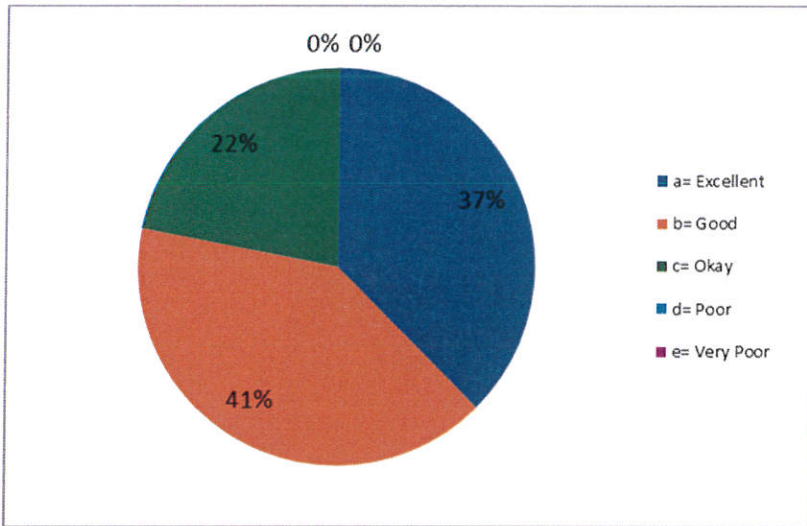
On a scale of 1-5 (1 being very poor and 5 being excellent) how happy are you with how your rota system currently works



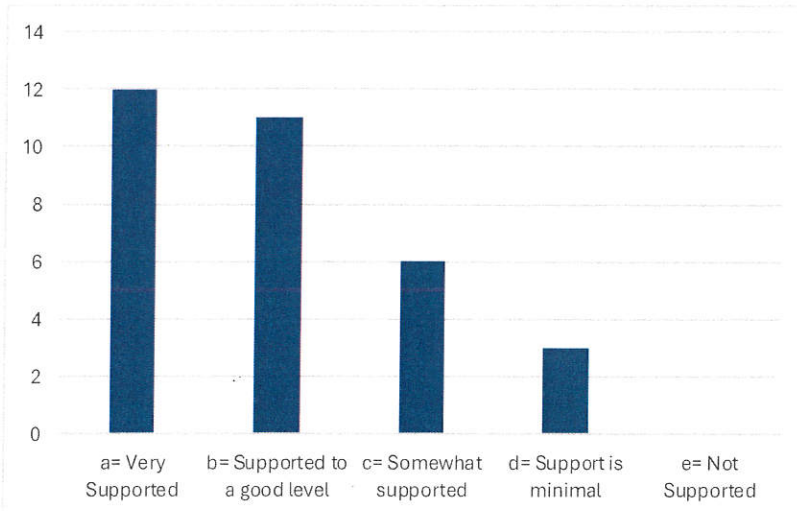
On a scale of 1-5 (1 being very poor and 5 being excellent) how would you rate the way in which the day-to-day shifts are organised in your team



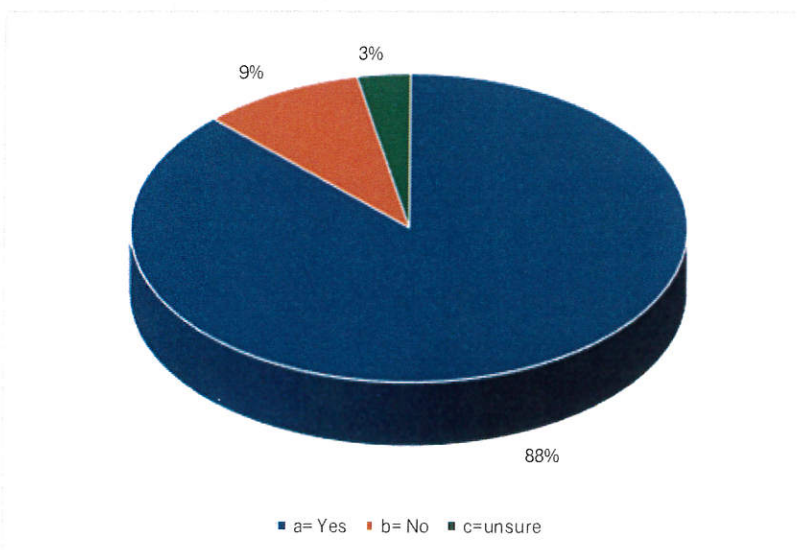
**How would you rate the annual training which takes place throughout the year?**



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



**Do you feel the monthly staff meetings are informative?**





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

- Clearer and more structured handovers.
- Focusing on the most critical information such as residents with high-risk needs, refusals of medication.
- Talk to each other instead of going to management.
- Communication book works well.
- Better communication for last minute changes i.e. channel changes on the walkie talkies.

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

- A small meeting to be held every month for CHAP's and senior care staff to discuss all areas of care.
- Continuing to support staff through regular training.
- Maintain appropriate staffing levels.
- Encouraging teamwork and good teamwork.
- Mutual support amongst staff.
- More praise and encouragement.
- Looking at the rota and the skill mix on that day and possibly not have so many of strong or weak staff on.
- Reduce pressure, from chaps to answer call bells during the morning shift when we are already busy with other residents (rooms 2,3 and 5).

### **What have we done in response to the feedback given?**

During the staff meeting held on Wednesday 1<sup>st</sup> April 2026, 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 Hannah and Ketan should they wish to discuss anything further.

# WESTCROFT NURSING HOME - STAFF SURVEY

March 2026

1. How long have you worked at Westcroft Nursing Home?

Less than a Year		2-5 Years		6-12 Years		13 Years and above	
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2. On the scale below, how would you rate the care Westcroft Nursing Home provide to the residents?

Very Poor		Poor		Okay		Good		Excellent	
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3. On the scale below, how happy are you with how your rota?

Very Poor		Poor		Okay		Good		Excellent	
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4. On the scale below, how would you rate the way in which the day-to-day shifts are organised in your team?

Very Poor		Poor		Okay		Good		Excellent	
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5. How would you rate the annual Training which takes place throughout the year?

Very Poor		Poor		Okay		Good		Excellent	
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6. Do you feel you have a good mix of theory and Practical training?

Yes		No	
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Please provide some details as to what aspects of the training you enjoy:

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

Very not support		Support is minimal		Somewhat supported		Supported to a good level		Very supported	
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Please provide some details as to how management are or are not supportive:

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

9. Do you feel the monthly staff meetings are informative?

Yes		No	
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10. What suggestions could be made, to improve the working environment at Westcroft Nursing Home?