



# Westcroft Nursing Home Ltd.

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## **Staff Surveys (February 2024)**

Westcroft Nursing Home carried out its annual survey for staff during January and February 2024. 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.

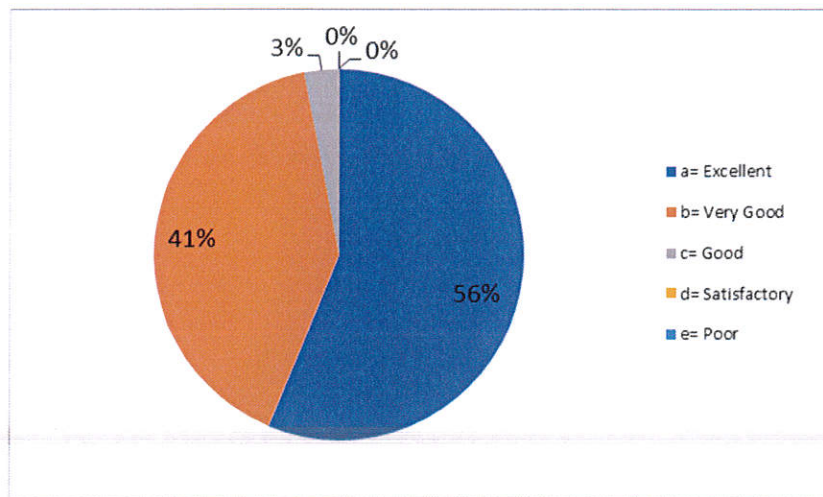
There was a total of eight questions to answer, which included questions relating to care of residents, rota systems, day to day shifts, training provided and the management. After each section there was space made available for any other comments.

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.

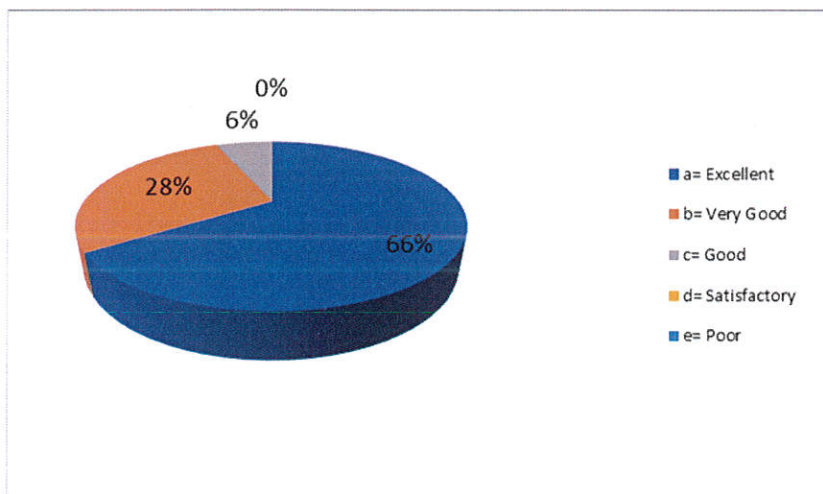
Included at the back is a copy of the questionnaire.

Ketan Patel  
Managing Director  
February 2024

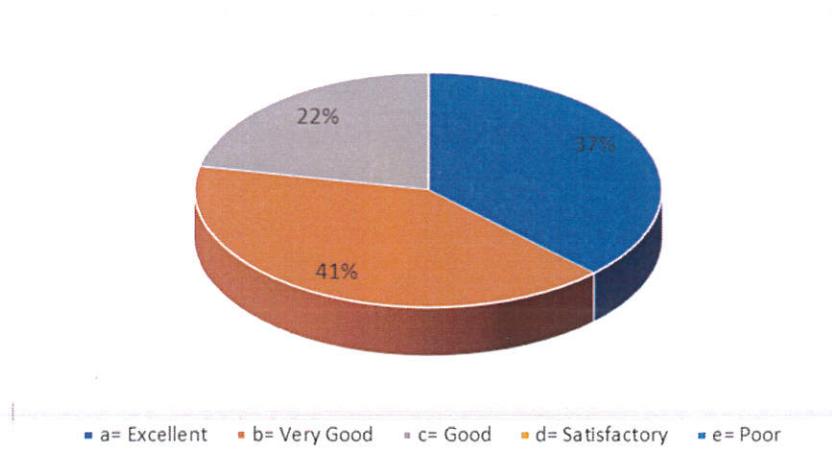
On a scale of 1-5 (1 being poor and 5 being excellent) how would you rate the care Westcroft Nursing Home provide to the residents



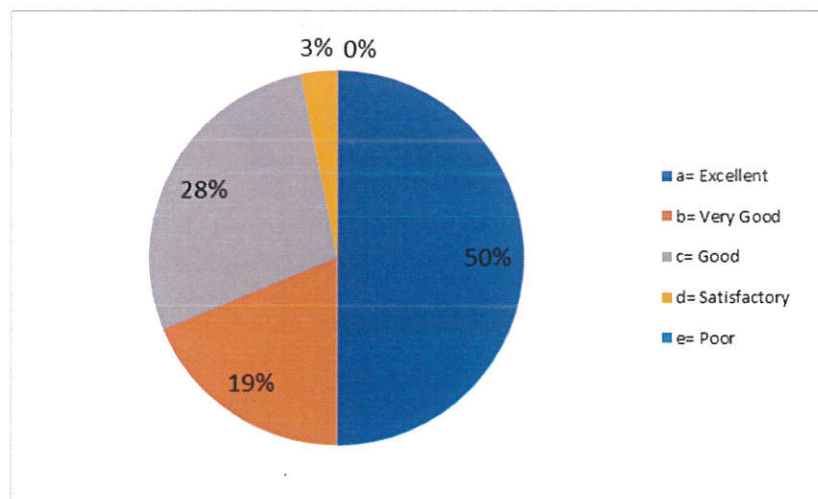
On a scale of 1-5 (1 being poor and 5 being excellent) how happy are you with how your rota system currently works



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 do receive adequate support.
- Management do a good job.
- Very.
- I feel completely supported.
- I feel comfortable.
- Very supported.
- I feel very supported by the management team and they have done a lot for me for the short amount of time I have been here.
- Great.
- Most of the time, quite well supported.
- Very. I appreciate the support I get with my availability to work.
- Very well supported.
- Quite well supported.
- Management are very supportive and easy to get in touch with.
- Sometimes I feel supported and on occasions not.
- The support from the management is of great importance in my role.

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

- Staff need to read handover notes on handset throughout the shifts and not just at the start of shift as notes are updated throughout the shifts and things can get missed.
  - Morning handover because sometimes it takes a while for the tablet to load.
  - Allocation should be proper and ensure everyone is working in a proper way.
  - Communication and workload training for management and staff.
  - Maybe a meeting with weekend staff on an occasional basis.
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- Maybe put more important or straight to the point messages on the PCS system.
  - Have more communication between nurses and care staff.
  - Handover needs to be brought back.
  - A morning/evening handover.
  - Communication book to view important content. Nurses and care staff can input anything they wish to share and handover.

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

During the staff meeting held on Wednesday 7<sup>th</sup> February 2024, 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. It was suggested that this be trialled again as there was a new team in place since the last time the communication book was in place. This was agreed by Ketan and Martin. Staff were asked to ensure it was used in the correct way and staff were asked to ensure they check the book on a regular basis.

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

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

- Every staff member should help each other. Communication amongst staff members should be improved.
  - Allocations should be done by Nurses. It will avoid mis-understanding between care staff.
  - Store room, so we can store hoists etc correctly.
  - Longer breaks especially dinner as it can be a rush in half an hour.
  - Now we are working as a team I would like to continue with this.
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- Stricter for absentees and not turning up.
  - Water station.
  - Longer breaks. Training to be done in work time.
  - The current working environment is effective but can also add some staff welfare programmes to create the working environment more friendly.

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

During the staff meeting held on Wednesday 7<sup>th</sup> February 2024, 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.

Allocations will still be done by the senior care staff. They know more about the day to day running of the shifts than the Nurses.

Break times will remain as they are and there is sufficient time for the breaks.

Absence and sickness will continue to be monitored and staff spoken to on an individual basis.

Water station can be considered for the future.

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