

Staff Survey Results December 2017

Surveys are prone to being interpreted and misinterpreted in many ways by many people dependent on their stance or view. Our view is to accept the information as is without over analysing the results to provide direction for improvement. However, it is important to put some context behind some of the results and so after some questions you will see 'RESPONSE' followed by our comment. For us not to do so would be misleading.

Andrew Key, September 2018
Managing Director

Tracie Scholes, September 2018
Registered Manager

Q 1 Why would you recommend working for Choice Care?

- 1) Meet some lovely colleagues and service users. Everyone is so friendly.
- 2) Great company.
- 3) A good company to work for and lots of encouragement and training opportunities.
- 4) Fairness and equality in the company. Good bunch of understanding people.
- 5) Friendly staff and can talk to manager if you need to.
- 6) Friendly staff.
- 7) Good company to work for.
- 8) Good company to work for.
- 9) Good company to work for.
- 10) Love my job and my boss is brilliant and very supportive.
- 11) No reason.
- 12) We are a caring company & gets lots of support from the manager.
- 13) The staff in the office are very supportive and listen to our concerns. Very organised and helpful.
- 14) Best office staff, always happy to help, always supportive, gave me a chance to proof myself.
- 15) As the pay is low and 16 pence for fuel is not enough.*
- 16) Flexible hours.
- 17) I think everyone is easy to talk to and great incentives.
- 18) Job satisfaction knowing that your care makes a difference to the clients daily life.
- 19) Because we genuinely care about our service users & each other were like a family & I wouldn't want to be anywhere else.
- 20) Flexible hours to suit staff special when they have kids.
- 21) The support and understanding of management is second to none and I have never had that support from any company. Thank you.
- 22) Great team.
- 23) The job is rewarding.
- 24) Choice care is a very professional company to work for with great training and always other opportunities to develop other skills.
- 25) Because it is a good firm to work for.
- 26) Good hours and support.
- 27) Great staff and support is amazing.
- 28) We work as a team and always there for each other. Any problems get resolved straight away.
- 29) Because it is a brilliant place to work for and the manager Tracie Scholes will bend over

backwards to help you.

- 30) Good company, friendly staff, ongoing training, flexibility of working hours.
- 31) Good staff and you can work hours to suit your needs.
- 32) Management very helpful, hours are decent.
- 33) Excellent company.
- 34) They are really good to work for and we all get along.
- 35) Because we actually care.

RESPONSE: Great responses indicating that they value working for us and would recommend working for us.

*We agreed so the pence per mile was increased. Pay, we agree it should be more, so we introduced long service bonuses. Our hope is that we can do something more beneficial for the staff during 2018.

Q 2 What do you think about the training we provide?

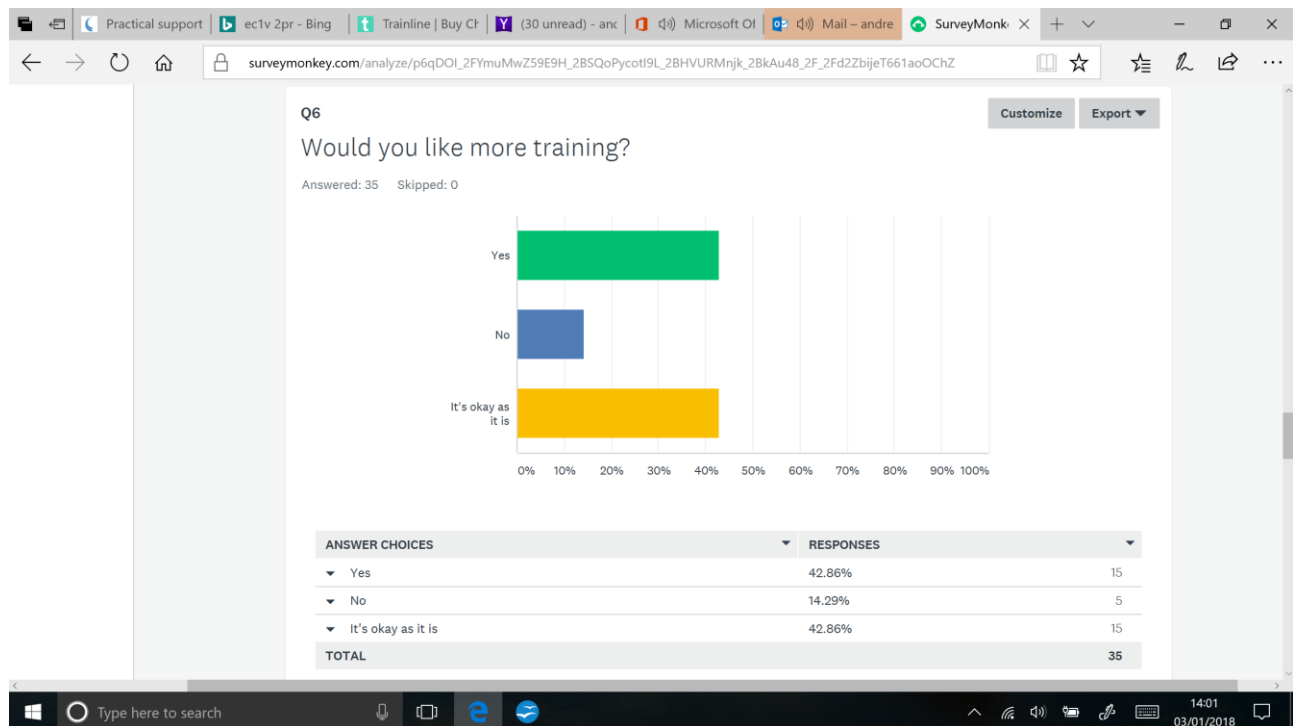
- 1) Very helpful and useful.
- 2) Great.
- 3) Training is thorough and enjoyable.
- 4) Excellent.
- 5) Good got better over the years.
- 6) Good.
- 7) Very interesting.
- 8) The training is really good.
- 9) Very good.
- 10) Good but could do with more on new starters training.
- 11) Fine.
- 12) Excellent.
- 13) Very good. There is opportunity to better ourselves. I have completed my level 5. And it was all to do with the support of the manager.
- 14) Best trainer, very good training for manual handling and shadow training.
- 15) Training was good.
- 16) Not enough to start with but give opportunities to train up.
- 17) Really good. Lots of different training for those always willing to learn something new.
- 18) Very good.
- 19) Fantastic.
- 20) It's great.
- 21) Excellent.
- 22) Very efficient.
- 23) It could be a bit more interactive than class room based and could have refreshers for new equipment the clients have.
- 24) Great training.
- 25) The training is very good and interesting.
- 26) Really good, wish I could attend more.
- 27) Excellent training very informative.
- 28) Excellent.
- 29) Excellent and really enjoy it.
- 30) It's good and serves its purpose.
- 31) It's good.
- 32) Its fine.
- 33) Great.

34) Really good.

35) It is very good and a wide variety, you don't hold staff back if they want to progress.

RESPONSE: This illustrates the varied opinion of what constitutes 'enough' training. We train our staff to enable them to meet the needs of our clients and the work. Over training can be an issue. If a carer is not given the opportunity to apply the training given and can't see where it is being applied it can become a demotivator. Its also worth noting here that our supervisors and manager receive enhanced training to ensure that they can help carers apply the training they receive and affirm that it is being applied correctly to the direct benefit of the clients.

Q 3 Would you like more training?



Comments.

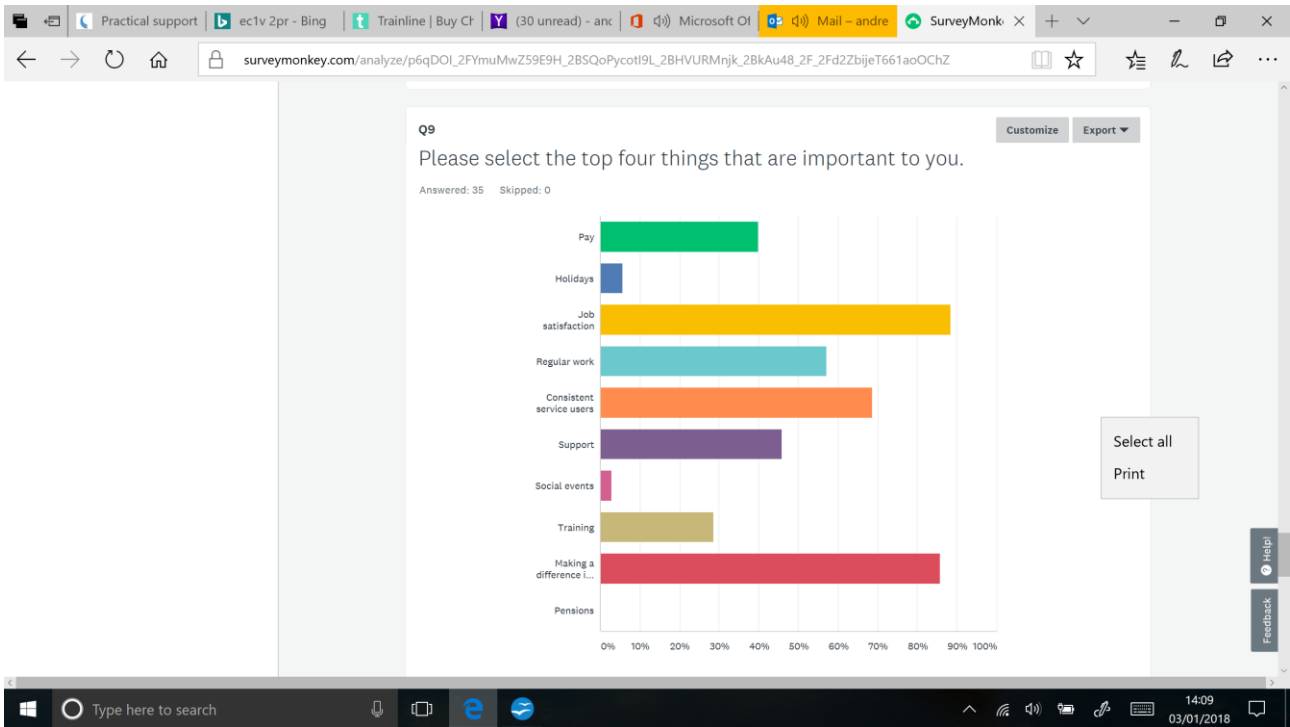
- 1) Any you think I'd benefit from
- 2) Dementia.
- 3) In some cases yes, Parkinson's and different stages, cancer, medications.
- 4) Any that would help me provide a better/wider standard of care.
- 5) Peg feeding, different hoist instead of the basics.
- 6) Any.
- 7) First aid.
- 8) Dementia, more in depth medication training and training for safe guarding and reporting.
- 9) Only for more knowledge.
- 10) I'd undertake any training offered.
- 11) Diabetes awareness, epilepsy awareness.

Q 4 What is the best thing about working in social care?

- 1) Going to help service users.
- 2) The clients.
- 3) Meeting different service users and always being there to help them.
- 4) The feeling of accomplishment and achievement in making a difference to people's lives. Knowing that you put a smile on people's faces and reassure them that they are very special and important and deserve to be treated with love dignity and respect just like anybody else. This means a great deal to a lot of our service users. Just being reassured that they do matter and that regardless of their disabilities or inabilities they can live as normal a life as is important and special to them.
- 5) Meeting new clients helping in every day task to maintain they are safe and looked after.
- 6) Meeting different people and I find it rewarding helping people.
- 7) Meeting different people.
- 8) The clients and helping them stay independent and at home.
- 9) Rewarding.
- 10) I just get a good sense of satisfaction from my job and enjoy doing something for others.
- 11) Flexibility.
- 12) Providing care for all vulnerable service users.
- 13) Giving support to the people in the community that need it. Being an extra pair of hands that others can use.
- 14) Help those people who can't help themselves and we are there for them.
- 15) Getting to know different clients' needs and learning whilst working.
- 16) Meeting different people and knowing my work does make a difference.
- 17) Rewarding knowing that we help people to stay at home with their families.
- 18) Feedback from clients that they are pleased with their care.
- 19) Knowing that you may have made someone's day a little better.
- 20) It's a good feeling to be helping people. very often it doesn't even feel like we are working it feels like we are visiting our friends and helping them.
- 21) Putting a smile on somebody's face, meeting many different people and hopefully making a difference to their standard of living.
- 22) Helping people.
- 23) The jobs so rewarding. Seeing clients happy when you have done your work is so rewarding as you might be the only person who they have seen that day.
- 24) All the service users' stories from them as they have got older.
- 25) Meeting and bonding with the clients.
- 26) For me the hours and regular clients.
- 27) Meeting new people and caring for the elderly.
- 28) It's very rewarding knowing you make a difference to someone.
- 29) The pleasure you get from seeing people's faces that rely on you.
- 30) Knowing that you are keeping clients in their own homes and ensuring they are being treated with the dignity and respect they deserve.
- 31) Getting to know your clients.
- 32) Making a difference to the lives of those we care for.
- 33) Helping people and meeting their needs.
- 34) Meeting and looking after people.
- 35) Making a difference to someone's life.

RESPONSE: If anyone ever wanted to know why carers do what they do you have the answer here.

Q 5 Please select the top four things that are important to you?



ANSWER CHOICES	RESPONSES	Percentage	Count
Pay	40.00%	14	
Holidays	5.71%	2	
Job satisfaction	88.57%	31	
Regular work	57.14%	20	
Consistent service users	68.57%	24	
Support	45.71%	16	
Social events	2.86%	1	
Training	28.57%	10	
Making a difference in peoples lives	85.71%	30	
Pensions	0.00%	0	
Total Respondents: 35			

RESPONSE: More great examples of why we work in care.

Q 6 What made you come into care work?

- 1) I love helping people.
- 2) My family.
- 3) I cared for my grandma growing up as she brought me up due to losing my mum at a very young age to suicide. My grandma is on lots of medication and must attend lots of appointments regularly for different reasons due to her poor health and mobility. I have assisted my grandma with this over the years and so caring is second nature. I am also a very caring person naturally. I love to be able to help people and make a difference to their lives no matter how big or small that difference may be. You may be the only person they see that week and so the impression you give to them will stay with them and if they are lonely they are going to replay the time you spent with them and it's fantastic if that's a positive imprint in their mind that you have left. You can go home feeling very warm inside knowing you've made a positive difference to somebody. I feel that sharing my love and compassion and companionship really does make people feel happier and I love to make people happy, so this is the perfect job for me. Although tiring and although I absolutely miss my children every second of every day, I know that I am out there not only providing for them but doing it in the best way possible. By making a difference to people's lives. That is why I wanted to become a carer and that is why I'm still a carer.
- 4) I've grown up around with family members got my first job in care at 12.
- 5) I'm a caring person I felt I could help people.
- 6) Wanted to help others.
- 7) Looking after my grandad when I was younger and how much I enjoyed it.
- 8) N/A.
- 9) The need to want to help others. That makes me happy.
- 10) Something different.
- 11) To help care for vulnerable service users.
- 12) I have always wanted to be a nurse, but due to family pressure wanted me not to go in to that line of work, I chose something different. I soon realised I had made a mistake. It was too late for me then to go in to do a qualification to become a nurse. I had other responsibilities. So, I decided to become a carer.
- 13) I watched an old lady in a video clip and it made me so emotional so I decided that I would be a good carer for old people, and get them blessings.
- 14) To be able to share and learn my knowledge and skills.
- 15) Flexible hours and knowing carers make a difference.
- 16) I've always loved working in care. Especially when you see how appreciative service users are.
- 17) To be honest when I started it was the hours as I had to work round family.
- 18) Personal circumstances.
- 19) I had many friends working in a care and telling me how great it is and one day I decided to do it myself.
- 20) My mum had so called carers and they were shocking and I wanted to make a difference and make sure the people I look after get the best possible care.
- 21) Haven't got a clue.
- 22) Education and qualifications.
- 23) Always done it from school making a difference to their lives.
- 24) To make a difference to a clients and hope to help them stay in their own homes and get their independence back.
- 25) Helping other people.
- 26) Wanting to make a difference in people's lives.
- 27) Wanted to make a difference.

- 28) What a new challenge and wanted to give something back to the older generation.
- 29) I wanted to help people.
- 30) Something I always wanted to do.
- 31) It's all I have ever done really. Just enjoy making a difference to those we care for who can't manage themselves.
- 32) Being able to help those that need help and support.
- 33) To look after people.
- 34) I wanted to do something worthwhile.

RESPONSE: These responses are common across the sector nationally.