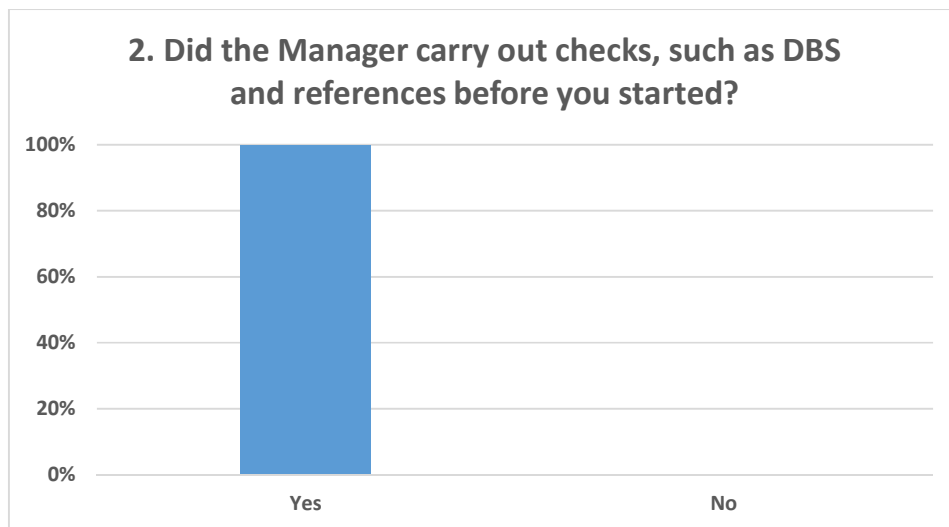




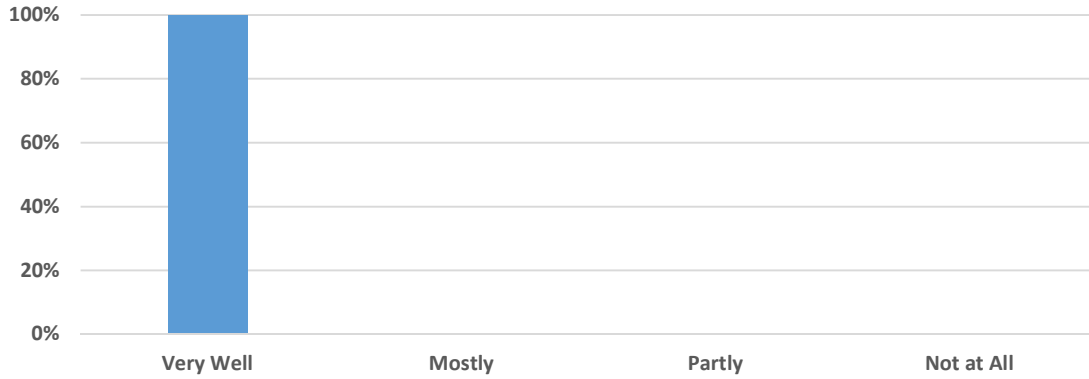
**THELWALL GRANGE CARE HOME**

**Staff Surveys to May 2017**

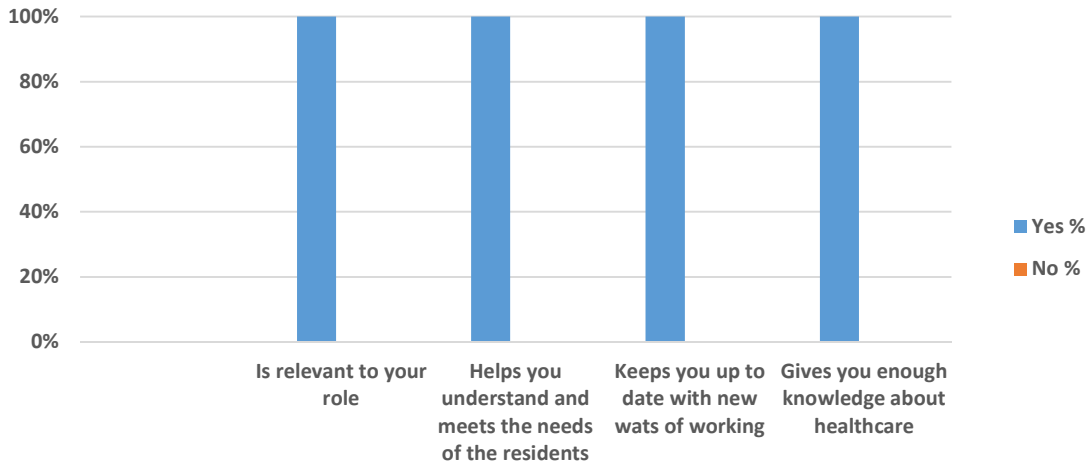
**Eleven Staff Surveys were returned**



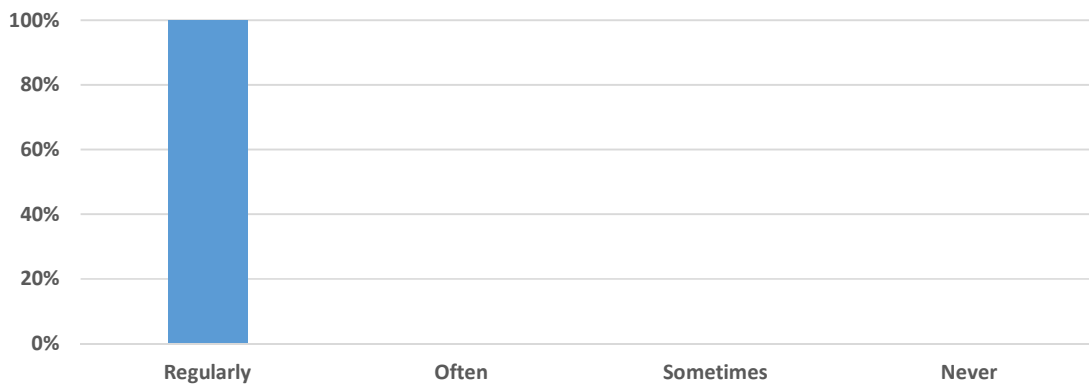
**3. Did your induction cover everything you feel you needed to know to do the job well?**



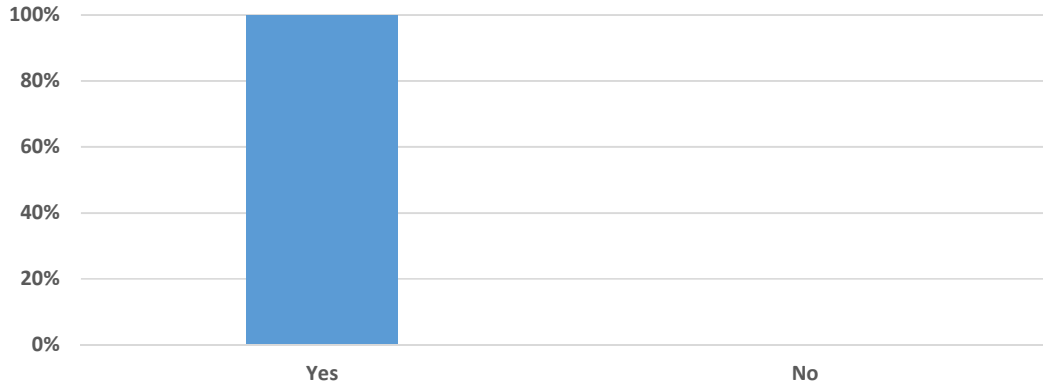
**4. Are you being given training that:**



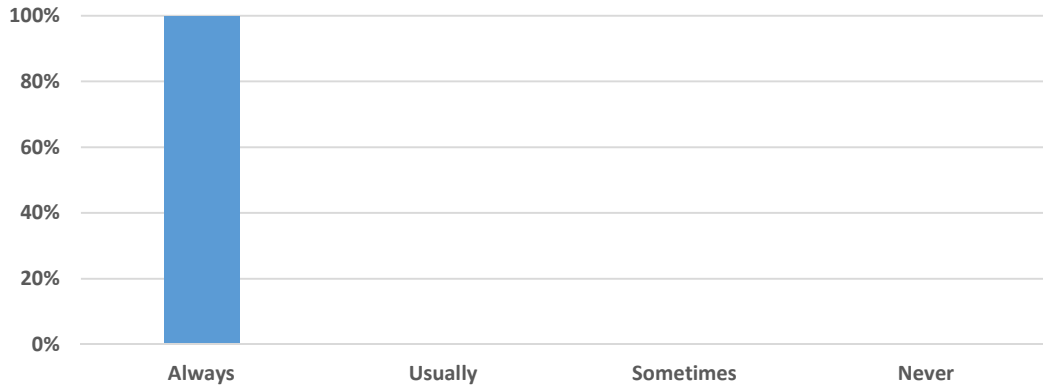
**5. Does your manager give you enough support and meets you to give you feedback on how you are performing?**



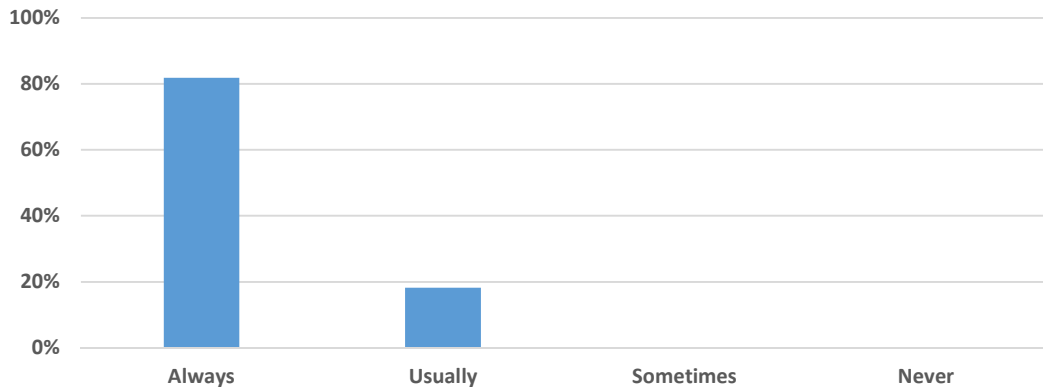
**6. Do you know what to do if you or someone else has concerns about the home?**



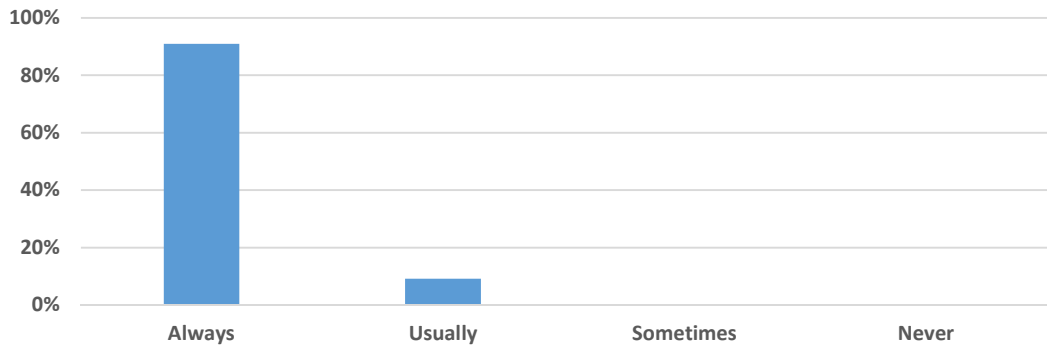
**7. Do you feel everyone communicates well (the carers and the home manager)?**



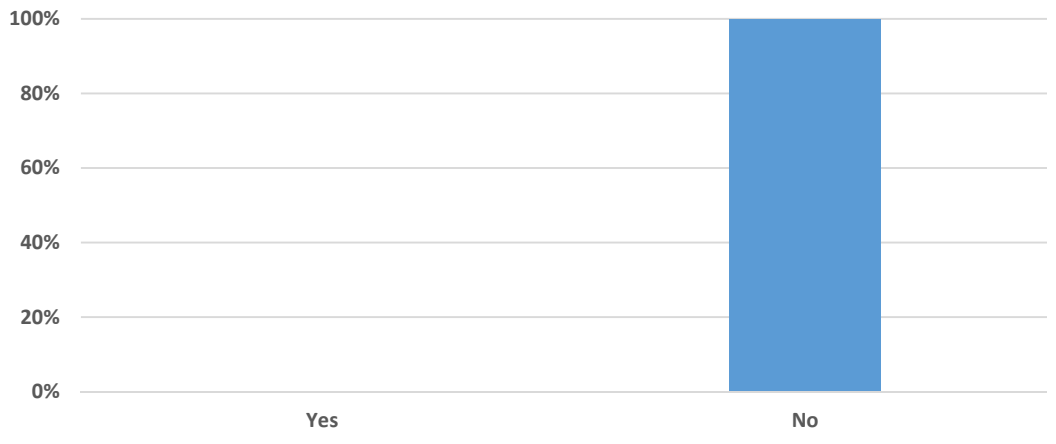
**8. Are there enough staff to meet the individual needs of all the people who live in the home?**



**9. Do you feel you have enough support, experience and knowledge to meet all the different needs of people who live in the home?**



**10. Would you like to speak to me personally?**



**11 What does the home do well?**

- \* Getting work done on time and the manager is a good leader and approachable.
- \* Everyone makes sure that the residents are well looked after in the same way as they would look after their own grandma and grandad. Staff get along well with each other.
- \* The home, I believe, cares for its residents well. I always feel that everyone is looked after including the staff.
- \* Provides great care to the residents and staff. I haven't been here long but everyone has been very welcoming and it is very enjoyable.
- \* Thelwall Grange meets everybody's daily needs and goes above and beyond to make residents happy.
- \* Provides good care for residents and staff. Has a nice environment to work in. Staff works well as a team.
- \* Needs and requirements of residents are always met.
- \* Needs and requirements of residents are always met.

- \* The home creates a nice atmosphere and brings a new style to working. I believe the home does everything well and I have high expectations for the future.
- \* I have recently started working as Thelwall Grange and feel very supported by all the management and how quickly they have acted on things that have needed doing.
- \* I feel Thelwall Grange is now a fully functional care home in the last 12 months. The home and staff have progressed rapidly.

**12 What could the home do better?**

- \* Minibus so that the residents can get out more.
- \* I feel the home would benefit from a minibus to take our residents out.
- \* I still think that the home is perfect.
- \* Progress and get bigger as I don't think anything can be done better than what it already is.
- \* The home has come a long way and improved for the best.
- \* Keep going on what has been done. Really good progress and a lovely place to work. I am really happy with all changes that have been made.
- \* More cleaning staff at weekends as we are normally a cleaner short.
- \* Could do with more staff in each department. Need more domestic staff at weekends.
- \* I personally think the home is amazing.
- \* At this moment in time, I feel all the team at Thelwall are working well as a team to improve the standard of care.
- \* At this moment in time, I do not feel that the home can do anything better as it is already progressing and working to a high standard of care.

**13 Is there anything else you would like to say?**

- \* No. Just carry on with the way you're going.
- \* No.
- \* No.
- \* Need extra help in kitchen in the morning as it only leaves one cleaner on the floor for two hours. This effects the cleaning schedule when the home is full.
- \* Carry on the way you're going. The place is brilliant to work for.
- \* I am more than happy here at Thelwall Grange and feel I have a chance of more opportunities.
- \* I am currently enjoying my role her at Thelwall Grange. I feel enthusiastic and confident in my role, productive and appear to like showing staff new ways of their working roles.