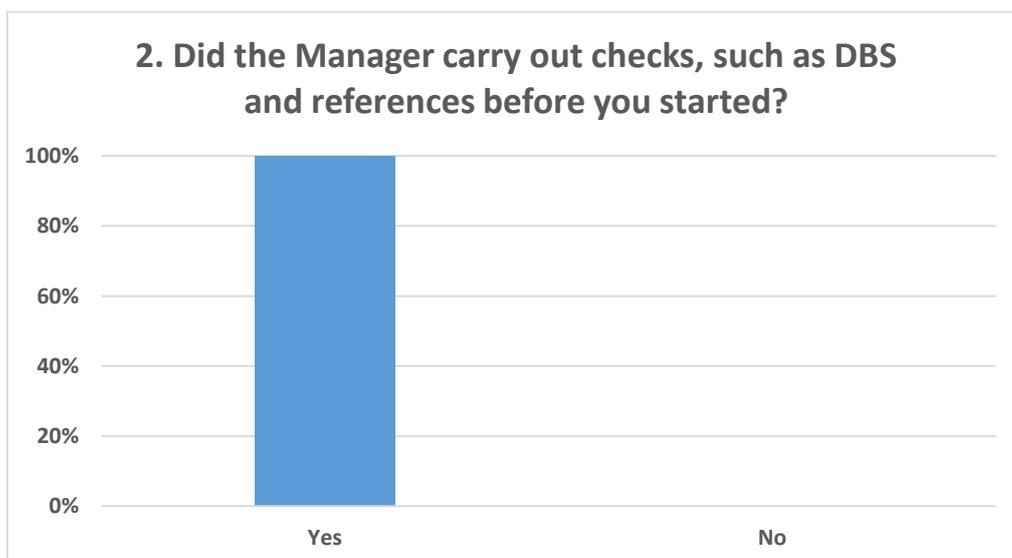




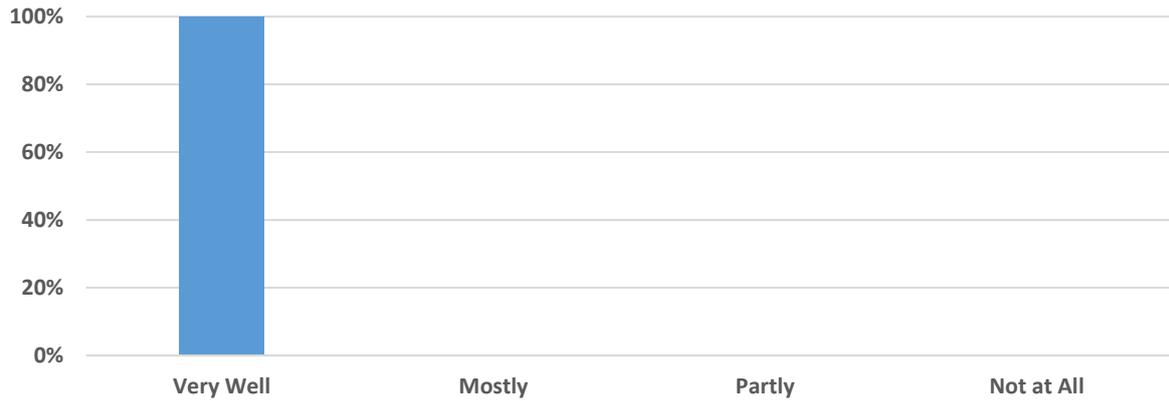
## THELWALL GRANGE CARE HOME

### Staff Surveys to October 2019

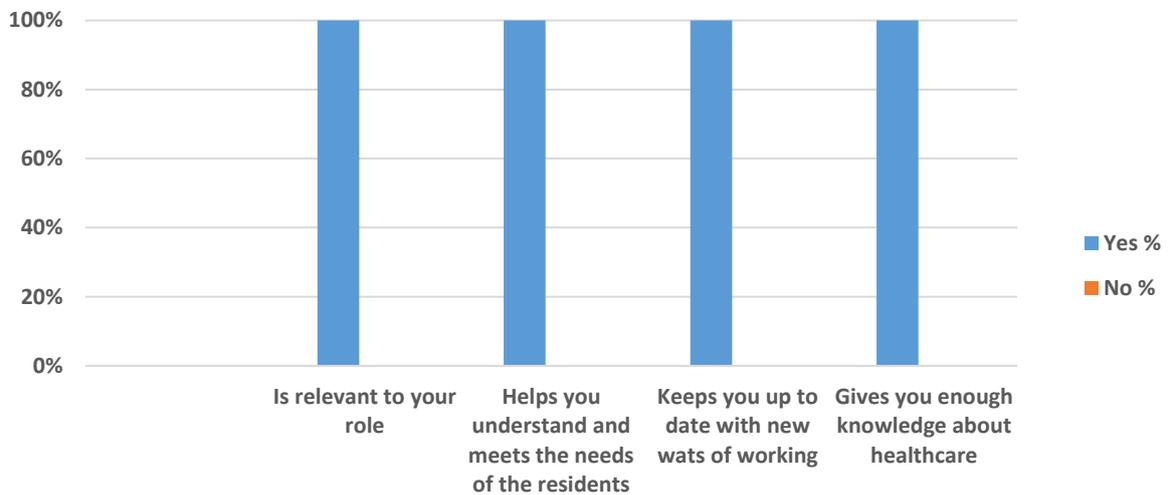
Forty-One Staff Surveys were returned



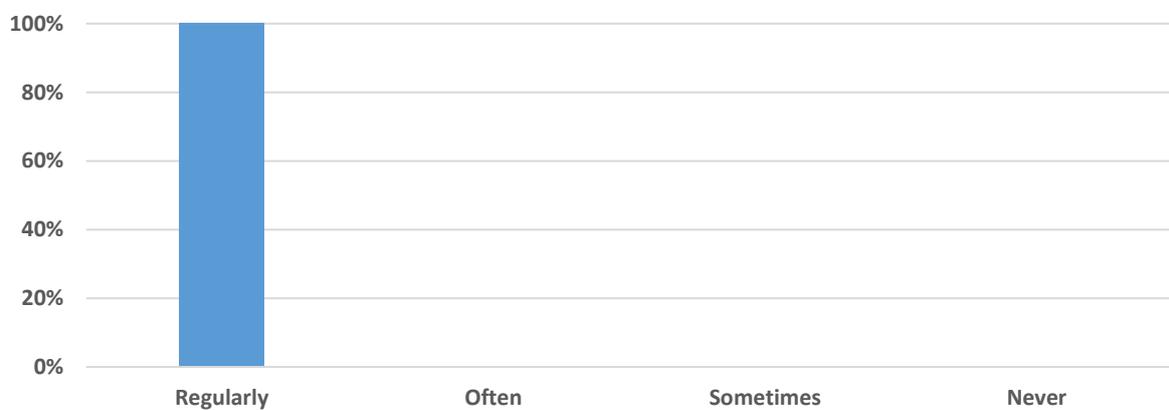
### 3. Did your induction cover everything you feel you needed to know to do the job well?



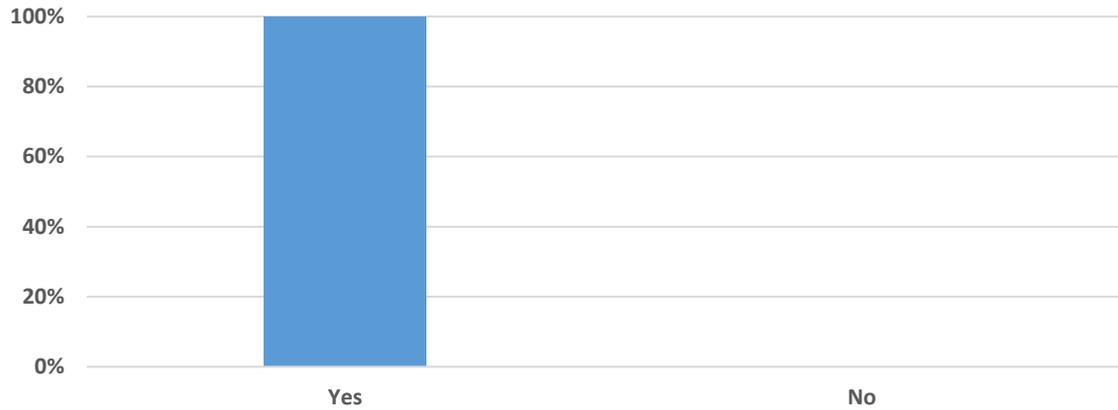
### 4. Are you being given training that:



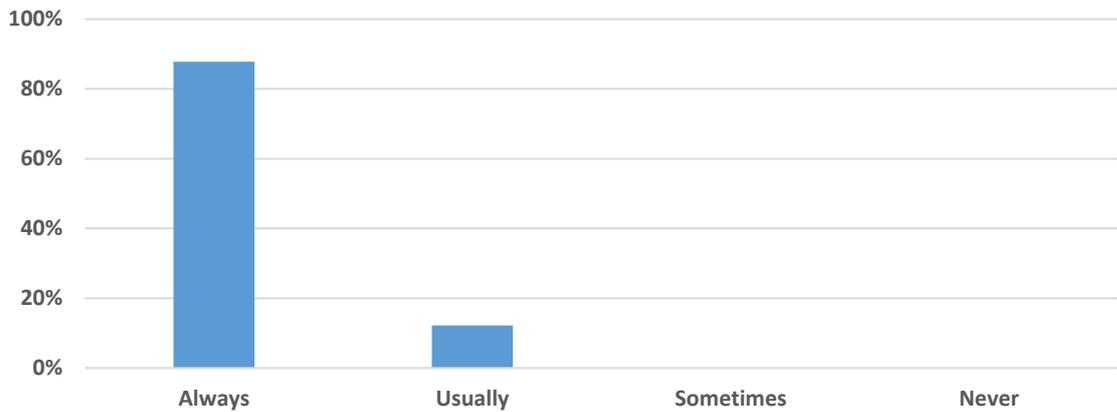
### 5. Does your manager give you enough support and meets you to give you feedback on how you are performing?



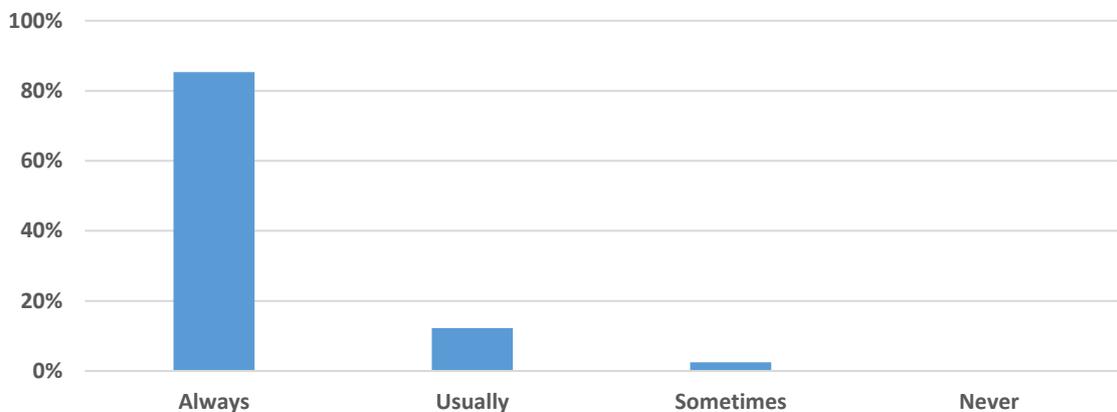
**6. Do you know what to do if you or someone else has concerns about the home?**



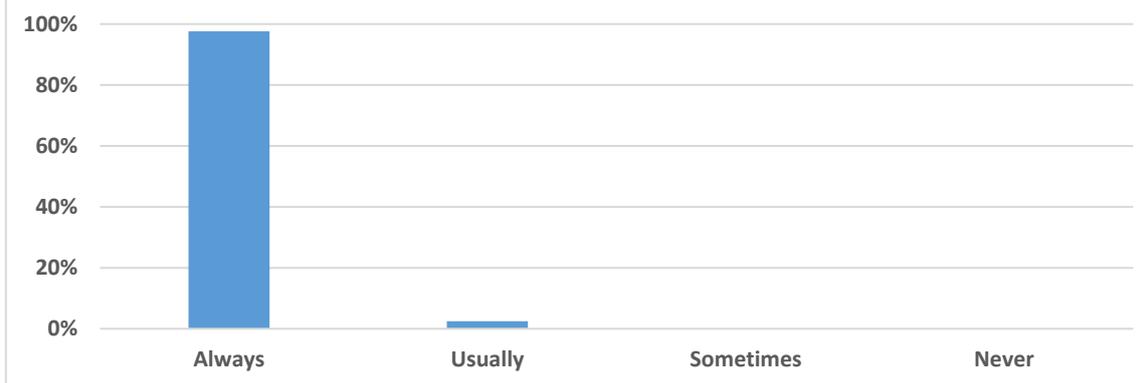
**7. Do you feel everyone communicates well (the carers and the home manager)?**



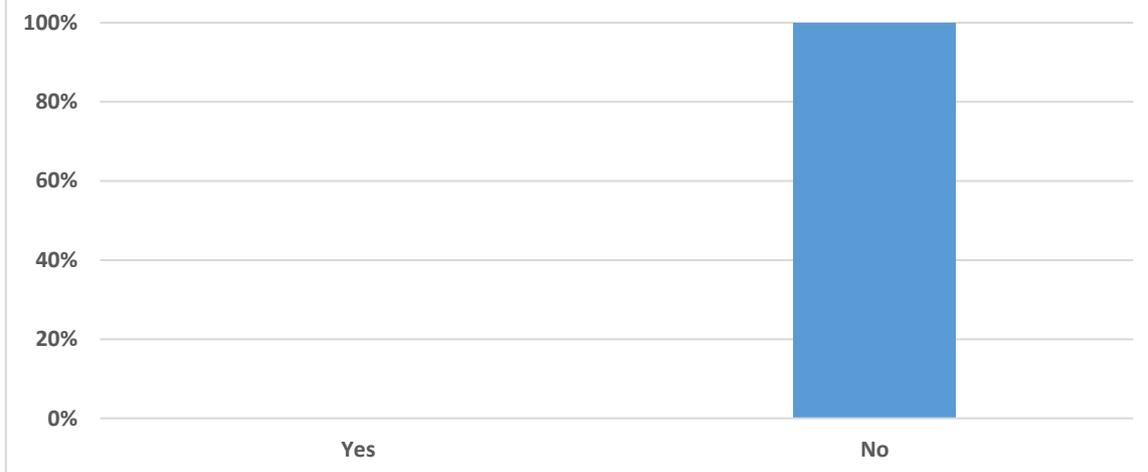
**8. Are there enough staff to meet the individual needs of all the people who live in the home?**



**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?**

- \* Provides a safe and clean environment for staff, residents and families, with a happy atmosphere.
- \* Everyone works together and communicates well.
- \* It gives good care and the staff are always pleasant and helpful to residents and visitors.
- \* It could do with some work on the outside of the building and the extension needs to be built.
- \* Supports the residents' needs. Everyone helps each other.
- \* Provides excellent, high standard of care towards all residents and suits every individual's needs.
- \* Thelwall Grange has a brilliant atmosphere amongst both residents and staff bringing a very friendly and caring feeling to the home. All staff are supported well by management and will always give advice and support when needed.

- \* I believe the home does a wide variety of things well, caring for the residents being a top priority. Being more like a home environment rather than a working care home.
- \* Has the residents' best interests as a priority at all times. Makes all staff feel welcome when they start and look after us working here. Provides the highest quality of care to the residents.
- \* The home provides the highest quality of care. Our team provide a range of care and support for residents including residential care, dementia care and respite care. The care home has a lovely garden and hairdressing salon.
- \* Meets the residents' needs to a high standard. Good variety of meals to cater for individual needs.
- \* The home is very good at adapting to the needs of the residents and ensuring person centred care is the centre of care work.
- \* I love working here and I feel the home has improved a lot since I started here.
- \* I really enjoy my job and I feel that everything is going well in the home.
- \* Everyone works together as a team, everybody gets on. Senior members of staff are approachable including management.
- \* We have a very good care staff team that give 100% to the residents that live here.
- \* We work very well in a team and we communicate very well.
- \* The home takes good care of all its residents and have a good relationship with families. The home is improving its décor and the garden is excellent.
- \* Thelwall Grange is the best place I have worked at!! It looks after every resident so well and person-centred care is always the priority!! Carol is so on the ball with everything and always puts the residents' needs first!!
- \* I believe the home 100% supports the residents and the staff, delivering a friendly and safe environment and exceeds my expectation of a care home.
- \* Thelwall Grange is a very person-centred home giving excellent care to our residents.
- \* We all get along well and we communicate with each other. We work well as part of a team. Residents are always the first priority.
- \* All the staff are communicating well and working together as a team.
- \* The home is excellent at ensuring person centred care is used in every aspect of day to day lives.
- \* The home always puts residents first, care and toileting needs are always met and to a very high standard. All of the staff work well together.
- \* Regular staff meetings. Flexible shifts. Enough staff working on the floor. Seniors that will help. Keeps residents happy with activities.
- \* The manager is great. Carol is always there for everyone and for the staff and residents.
- \* I think the atmosphere in the home is really good at the moment and I am really enjoying my role. The gardens are looking really nice now and they will improve more so in the summer when all the plants and baskets have developed. There are always plenty of activities going on for the residents and the food is extremely good.
- \* Communicate well together and always knows the needs of new residents. Everyone helps everyone. New lounge thing.
- \* Generally, the home does really well with all aspects of care and cleanliness. I enjoy working here and helping residents with their day to day needs.
- \* The home tries its hardest to meet residents' needs. If something isn't done to a high standard it will be re-done.

- \* Meeting the needs for all the residents. Making rotas fair and hours. Regular meetings with staff. Support and supervisions. Help from seniors.
- \* High standard of care, lovely team of staff. Activities all the time.
- \* The home has a lovely feel to it and is decorated tastefully. There are always plenty of activities and entertainment to keep the residents happy and occupied. The weekly food menus are varied, and the food is exceptional.
- \* Follows person centred care making sure all our residents are happy in life.
- \* I feel the home looks after all the residents and the staff, which is nice to see and is a very person-centred home.
- \* It is a very friendly home, where all residents are free to walk about, and all appear happy and well cared for.
- \* Carol has definitely made a positive step at Thelwall Grange. The care of the residents is first class. All staff understand that all dignity for residents are met. This home continues to give person centred care to all residents. The support from Carol is fantastic and I always feel I can talk to her.
- \* Thelwall Grange makes the residents feel like they are at home in a homely environment always ensuring the residents are the top priority.
- \* They care for the residents a lot and care for them by making them a lot of refreshments. They make sure they eat. The residents will always have someone with them and are never alone except when in bed. All the staff are friendly and welcoming. I, so glad I got the opportunity to show them that this is what I wanted to do.
- \* Always a friendly atmosphere and staff are always helpful and happy in their work.

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

- \* Staff room. Bigger space for things like wheelchairs and stand aids.
- \* Staff room that's warm and close to the building. A more advanced doorbell system that doesn't stop staff having to leave their job role to answer it as this is stopping our care for the resident.
- \* I currently feel the home is running fantastic as the whole team have given 100% into improving the home standards in many ways going above and beyond to provide top quality care for our residents.
- \* Smoking shelter to keep the outside more tidy. Minibus for days out.
- \* The home could provide a proper staff room for their staff in the main building and a dedicated smoking shelter.
- \* Minibus for the activity team. Bigger storage space for equipment.
- \* Always attends to the residents when needed. Everyone works together and helps each other.
- \* Alternative weekends but understand it is mostly impossible to do.
- \* The home continues to do better things on a regular basis to promote the care and needs required by each individual.
- \* Some improvements outside, gutters, windows and roof. The holes in the drive need filling.
- \* There's nothing I would change as the team work well together and I personally feel that the home runs smoothly.
- \* I think the home is doing amazingly.
- \* We need a minibus to ensure regular trips out for our residents.
- \* Have a minibus for activities.
- \* We should have a minibus for the residents for going out on trips.

- \* The home could do with a minibus to ensure smooth running and more cost-effective trips are done easily and regularly.
- \* Get a minibus for activities.
- \* Always keep the home clean and tidy. Buying new things and keep the residents happy at all times.
- \* I think that all the problems have been addressed now. We had a few problems with the drainage and heating, which have been sorted out.
- \* Staff room. Keep up with things like shower gel, etc.
- \* Make sure that there is enough cover for trips out.
- \* Minibus needed.
- \* All the residents keep asking for a minibus as this would make trips out easier.
- \* The home has come on leaps and bounds in the three and a half years I have worked here, and it is unrecognisable from 2016. We have overcome many problems, like drainage, heating and problems with the roof so I feel, now that the home is completely full with no empty rooms, we can focus on the grounds and continue to improve them.
- \* I don't think there's anything else that could be better as the home is always improving on a daily basis.

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

- \* Thelwall Grange Care Home is a wonderful place to work, always plenty of training knowledge to be given. I think very highly of Carol Everton and Emma Hughes always keeping up staff morale, bringing knowledge and confidence to my current job role.
- \* In the two years I have worked here the home has become a very friendly environment to work in. It's a family environment.
- \* More storage space. Minibus for activities.
- \* Carol is an amazing manager and I feel very confident when talking to her. Also, if I have any problems, she acts upon them straight away.
- \* There is nothing further I would like to discuss.
- \* Good team ethic working well in all areas of the home. Carol has an open-door policy and takes on board any concerns staff may have. We enjoy having a happy home and staff.
- \* When are we getting the new extension as all visitors keep asking as it is an eye sore.
- \* Absolutely one of the best care homes.
- \* I enjoy coming to work as we have very good staff morale. Carol, as a manager, is always here for us and ensures the home runs smoothly. Carol always has an open-door policy.
- \* I am always supported by my manager and colleagues. I really enjoy working at Thelwall Grange. We have a good team.
- \* Working at Thelwall Grange is a pleasure with the staff working together amazingly. Carol always has an open-door policy ensuring her staff are happy and content.
- \* I love being part of the team. I feel I's very well looked after by Carol. I'm proud to work at Thelwall Grange and I'm very happy in my position.
- \* Manager, Carol, is the best manager to work for and outstanding to be with.
- \* I would just like to say that the home is unrecognisable from when I started working her in 2016 and it is a pleasure to work here.
- \* Not at present.

- \* All questions answered.
- \* Very supportive manager, who I wouldn't be where I am without her.
- \* Not at present.
- \* I feel that the home is in desperate need of its own bus to ensure easy transport for activities as taxis can be very unreliable.
- \* The home is great, staff are lovely, and management are ace!!
- \* On going out on trips and days out, the home could do with their own minibus as the wheelchair taxis are not reliable.
- \* I absolutely love my job here at Thelwall Grange and couldn't ask for better people and residents to spend my day with.
- \* The addition of a minibus would greatly benefit the residents giving them transport at any time of day or night. Manage a lot more activities and outings.