

STAFF SATISFACTION SURVEY REPORT: MARCH 2022

1. INTRODUCTION

- 1.1 At ECHO (Enhanced Community Healthcare Options) we believe that our staff team are at the heart of our success. We want to create an environment where staff feel able to succeed on their chosen career path and feel valued and appreciated.
- 1.2 We asked employees to spend a few minutes completing a satisfaction questionnaire to allow their views and comments to be considered and reviewed with appropriate action being taken to implement their suggestions for improvement where possible.
- 1.3 We allowed feedback to be confidential and hoped that staff used this opportunity positively to improve the working environment for all.
- 1.4 A total of 17 staff responded (22%) out of a total of 75 staff members in post at the time of the survey in March 2022.

2. SURVEY RESULTS

- 2.1 The following is a summary of the survey results.

Q1. Are you clear about the expectations of your role?	Number	%
Yes	12	71
Sometimes	5	19
No	0	0
Total	17	100

Q2. Do you feel the salary and benefits are competitive with similar jobs elsewhere?	Number	%
Yes	10	59
Sometimes	6	35
No	1	6
Total	17	100

Q3. Do you feel motivated in your role?	Number	%
Yes	12	71
Sometimes	5	19
No	0	0
Total	17	100

Q4. Do you feel you are making a positive difference to the lives of the people being supported?	Number	%
Yes	14	82
Sometimes	3	18
No	0	0
Total	17	100

Q5. Do you have all you need to do your job well?	Number	%
Yes	15	88
Sometimes	1	6
No	1	6
Total	17	100

Q6. Do you have a positive professional relationship with your line manager?	Number	%
Yes	15	88
Sometimes	2	12
No	0	0
Total	17	100

Q7. Do you have a positive professional relationship with your colleagues?	Number	%
Yes	15	88
Sometimes	2	12
No	0	0
Total	17	100

Q8. Does the team work effectively together?	Number	%
Yes	13	76
Sometimes	4	24
No	0	0
Total	17	100

Q9. Do you feel poor performance is addressed effectively?	Number	%
Yes	13	76
Sometimes	3	18
No	1	6
Total	17	100

Q10. Do staff communicate with each other openly?	Number	%
Yes	9	53
Sometimes	8	47
No	0	0
Total	17	100

Q11. Do you feel that health and safety is taken seriously, particularly in relation to Covid-19?	Number	%
Yes	17	100
Sometimes	0	0
No	0	0
Not recorded	0	0
Total	17	100

Q12. Do you know where to access support in relation to your own health and well-being?	Number	%
Yes	17	100
Sometimes	0	0
No	0	0
Total	17	100

Q13. Do you like the food provided?	Number	%
Yes	9	53
Sometimes	6	35
No	2	12
Total	17	100

Q14. If you have a problem at work, do you know where to seek support or advice?	Number	%
Yes	17	100
Sometimes	0	0
No	0	0
Total	17	100

Q15. Do you receive regular supervision?	Number	%
Yes	14	82
Sometimes	1	6
No	2	12
Total	17	100

Q16. Do you get told when you have done a good job?	Number	%
Yes	14	82
Sometimes	3	18
No	0	0
Total	17	100

Q17. Do you feel you are offered development and training opportunities?	Number	%
Yes	12	70
Sometimes	3	18
No	2	12
Total	17	100

Q18. Would you recommend working for ECHO to others?	Number	%
Yes	16	94
Sometimes	1	6
No	0	0
Total	17	100

2.2 Additional Comments

"I would like Service Users to have more time to settle into DH, before another new service user is admitted into the same suite. Although, I appreciate that we must support families in emergency situations".

It can be difficult to integrate new staff into the team when there is a language barrier. This is harder for Service Users and new staff to build a rapport”.

“I like the team work at Deanston House and it has been proven time and time again, that staff will knuckle down and support the service to ensure our Service Users continue to receive the best care”. F. McKenna

“I enjoy working with the residents. We require better access to computers throughout the day. More variety in lunch meals and better quality evening meals. The minibus needs a daily check from a responsible person”. D. Hilley

“Personally, as admin I feel I would benefit with more training and development opportunities. The best thing about working at Deanston House is being an active part in the Service User’s support. Watching them progress and do well is very rewarding. Megan.

“Echo is a great company to work for. I always feel supported and I am provided with all the resources I need to do a good, professional job. It’s good to see the successes with Service Users and to be part of an excellent team. As a team we could be more consistent with our work with Service Users, this is always a challenge with a large staff team and is considered a work in progress. R. Clarke

“I think we could work better together to support new admissions and learn from each others’ experiences”. Y. Dryden

“More training and development opportunities”. Anonymous

“Really enjoy the environment at Deanston House. The vast majority of people are a pleasure to work with. The few issues in my role which could be improved are salary and benefits and lack of progressing”. Glenn Morton.

“I enjoy working for Deanston House and I am proud of the support provided to Service Users and of the positive outcomes they achieve by living here. The staff are motivated and provide high quality support to the people who live at Deanston House”. M. Greenberry.

“Deanston House is now the preferred residential care home for many local authorities looking to place a Service User. I am very proud to be part of the team who is delivering high quality care to our Service Users which is testament to the feedback received from Local Authorities and the NHS”. C. Beattie

2.3 What can be improved?

2.3.1 More time between discharges and admissions.

2.3.2 Staff to work effectively together to support new admission.

2.3.3 Better access to computers for staff.

2.3.4 More variety and better quality of meals.

2.3.5 More training and support for admin.

- 2.3.6 Review salary and benefits for all staff.
- 2.3.7 Company vehicles to be checked and cleaned before use.

2.4 Best things about Deanston House

- 2.4.1 Environment.
- 2.4.2 Staff are motivated and provide excellent care and support.
- 2.4.3 Playing an active part in Service Users lives and to see them develop.
- 2.4.4 Great Company to work for and being part of an excellent team.
- 2.4.5 Staff are a pleasure to work with.
- 2.4.6 Staff are proud of the support they provide to Service Users.
- 2.4.7 94% of staff would highly recommend working at Deanston House to others.

3. CONCLUSIONS

- 3.1 A total of 17 staff completed the survey out of 75 staff (22%). The low figures can be attributed to staff sickness (Covid-19), holidays and new staff commencing.
- 3.2 The response level is slightly down from the previous year's survey where 19 staff completed the survey out of 69 with a response rate of 28%.
- 3.3 71% of respondents reported they are clear about their role at Deanston House, whilst 19% are sometimes aware of their role.
- 3.4 59% of respondents feel their salary and benefits are competitive with similar jobs, which is a similar number from last year's survey.
- 3.5 100% of staff report they feel their health and safety, particularly that Covid-19 is taken seriously and know where to access support, seek advice if required.
- 3.6 53% of staff reported they liked the food provided, which is an improvement from 16% on last year's survey.
- 3.7 12% of staff do not feel they are offered development and training opportunities.
- 3.8 88% of staff reported to have a positive relationship with their line manager.

4. RECOMMENDATIONS

- 3.9 Due to the small number of respondents, it is unclear whether the results are a true reflection of the staff's views. Therefore, it is recommended that the survey results are shared with staff and discussed with staff at a Team Meeting, to agree on the actions to be implemented to improve the level of staff's satisfaction as an employee of Deanston House.
- 3.10 It is recommended that the following are considered as part of this discussion and in identifying the actions to be implemented, as these are areas of improvement identified in the survey responses.
- 3.11 Staff salary and benefits, while taking into consideration that the majority of staff have had one or two uplifts in their salary since Dec-21.
 - 3.12 Training opportunities for staff.
 - 3.13 Regular formal supervision.
 - 3.14 Positive professional relationship with colleagues.
 - 3.15 Opportunities to positively communicate effectively with colleagues and the Management Team.
 - 3.16 Improve the quality and choice of food provided at work.

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