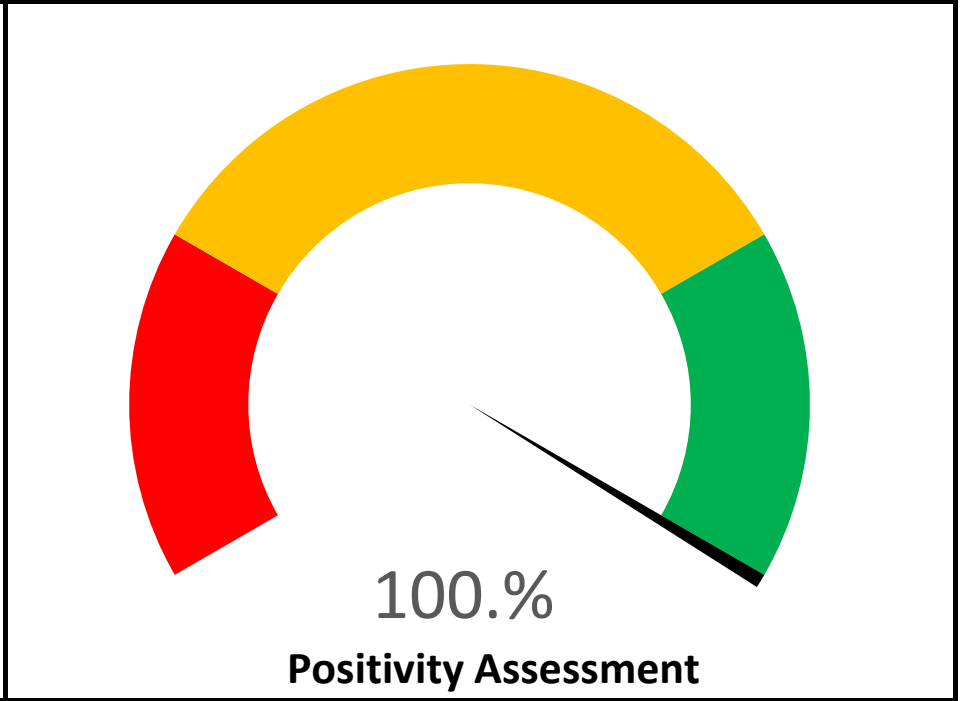
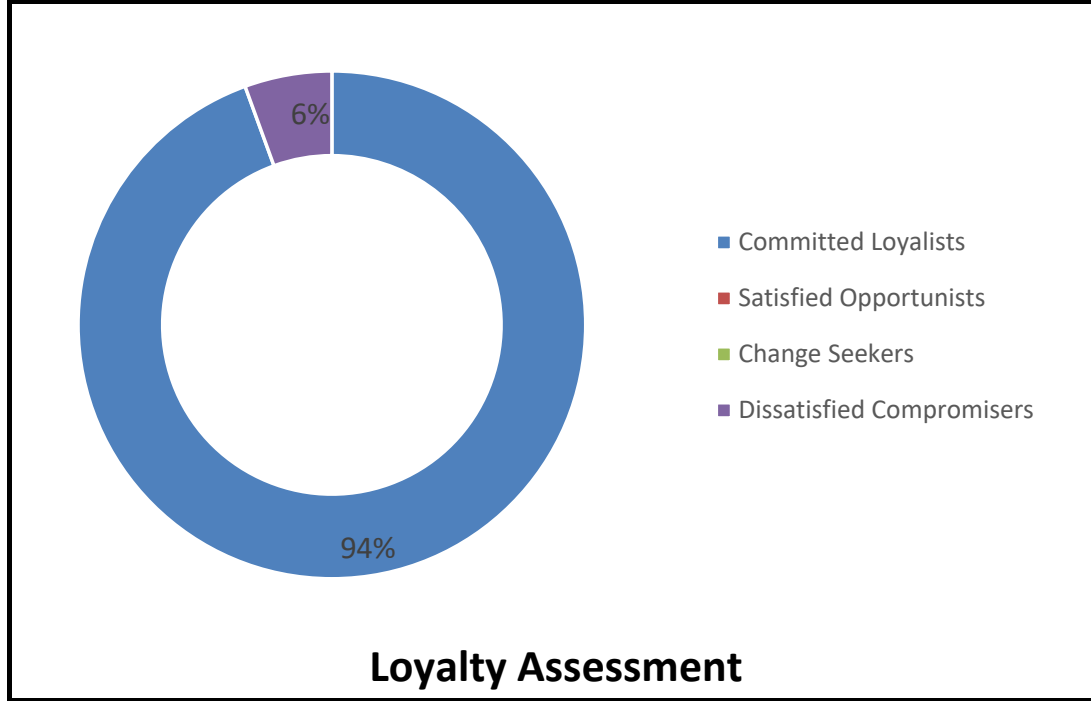
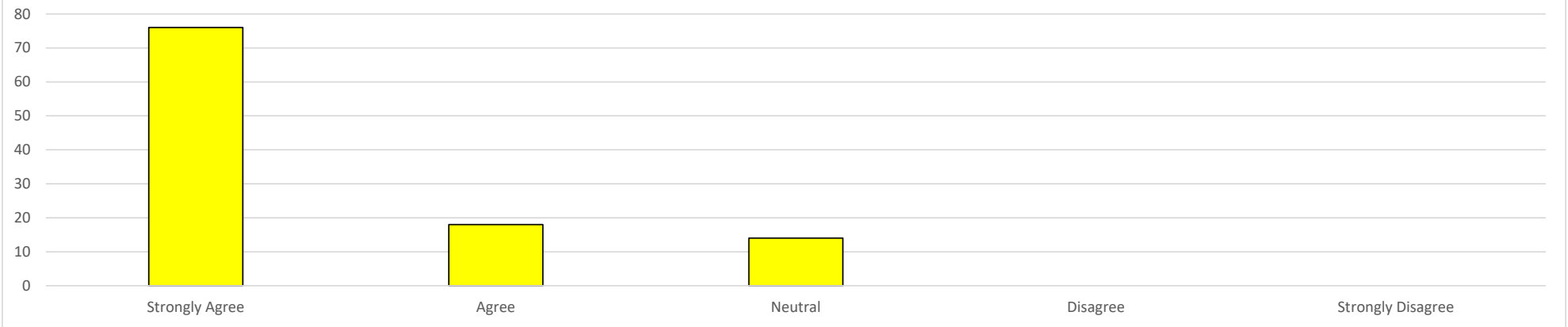


<h2>At Home Support Services</h2> <h3>April 2023</h3>	Total Staff Employed	21
	Total Responses Received	18
	Care Staff Responses	16
	Manager Responses	1
	Non Care Staff Responses	1



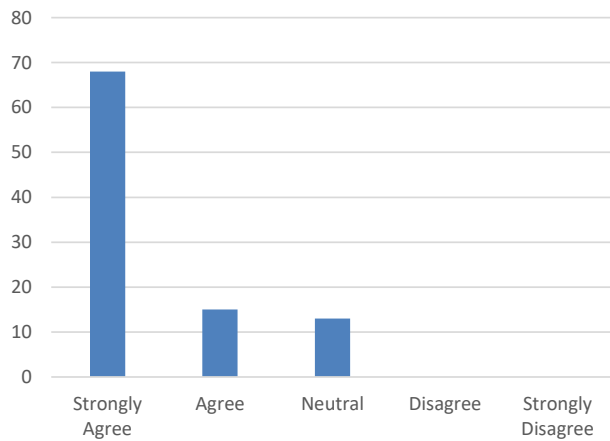
This is a very positive report, showing that the majority of staff are happy and content in their roles, with only one staff member being a 'dissatisfied compromiser'. It is good to see that where there are issues, management deal with them in a timely manner. There are some very good comments from your staffing teams, and we would suggest that the company may wish to show their commitment to the staff through incentives, such as well-being initiatives (see our SWELL resources on the HCPA webpage). Supporting well-being of the whole team, could be encouraged through the use of a 'Whats App' group, this would allow sharing of experiences and supportive suggestions between colleagues as well as with management.

Care

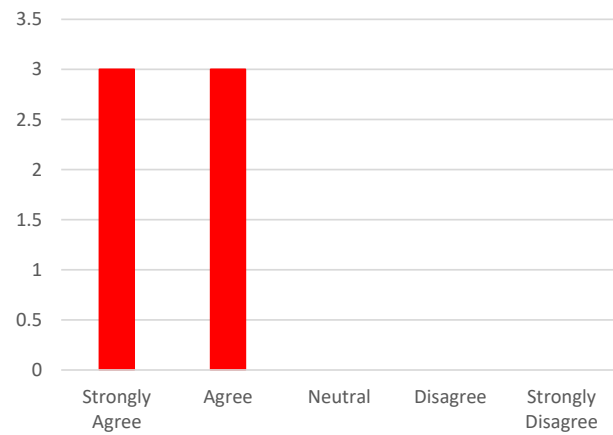


All Responses To All 'Care' Questions From All Staff

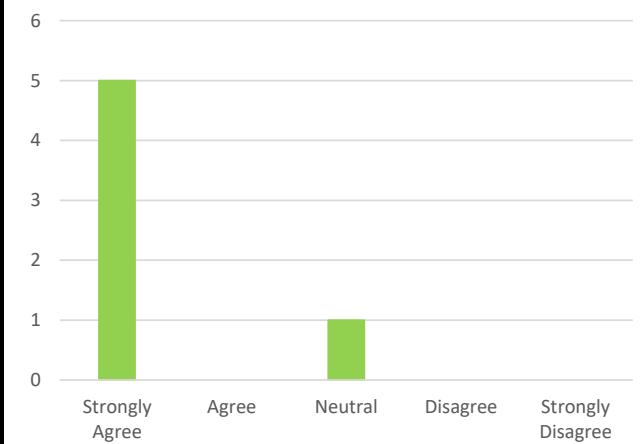
Care Staff 'Care' Responses



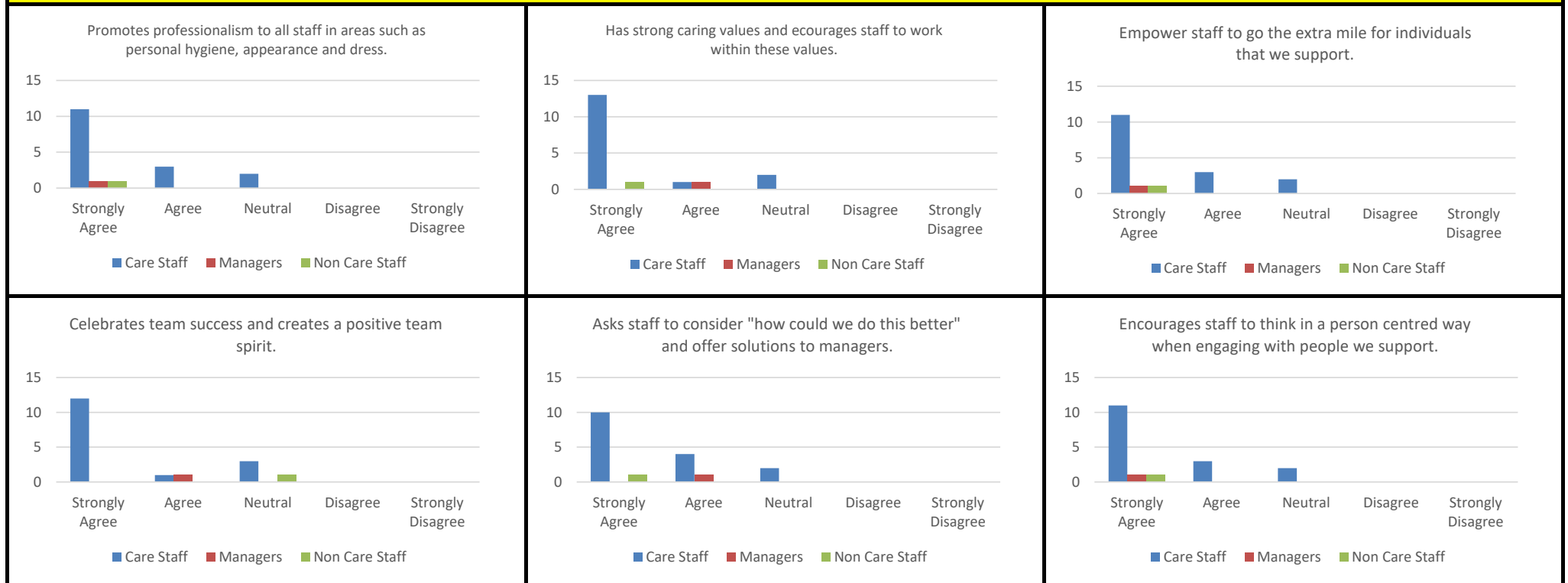
Managers 'Care' Responses



Non Care Staff 'Care' Responses

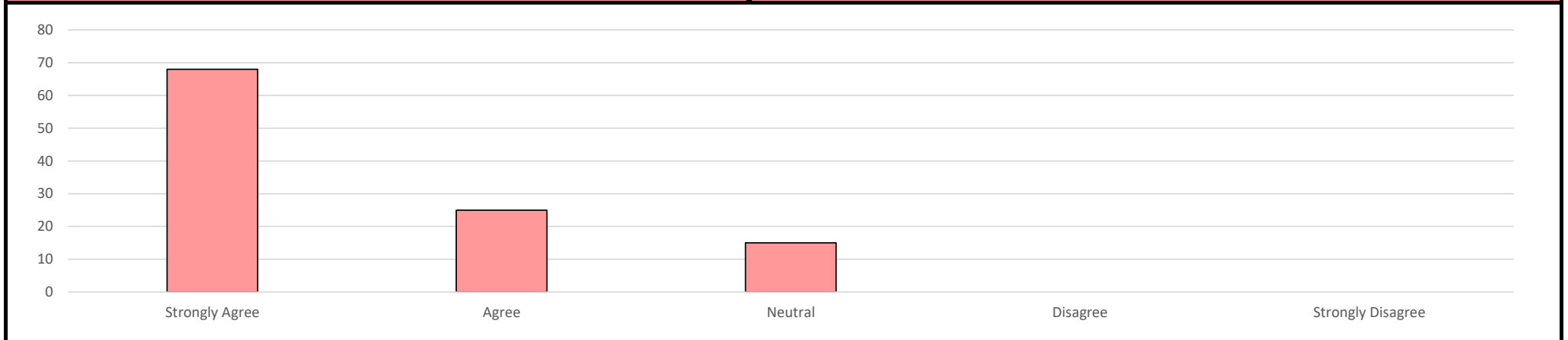


Care continued



Comments Regarding Care		
From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> • I believe that our team leaders acts in a way that helps team members to thrive, and team members supports each other. As a result our organisation is able to provide quality care for our service users. • They promote a positive culture, and anyone's opinion matters. • Encourages hard work, honesty, and professionalism. • Encourages staff to treat people we care for with high quality care and working in accordance with best interests. • Care is professional and person centred. • Gives an ideal insight in terms of care, mainly centered at people in need and how to assist. • Enough care is provided within the company and beyond. • There is professionalism to all staff. • It is the foundation of the company and by so doing is was one of the drives that was inspired and portrayed in our induction. • Still new in the company. • Still new in the company. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

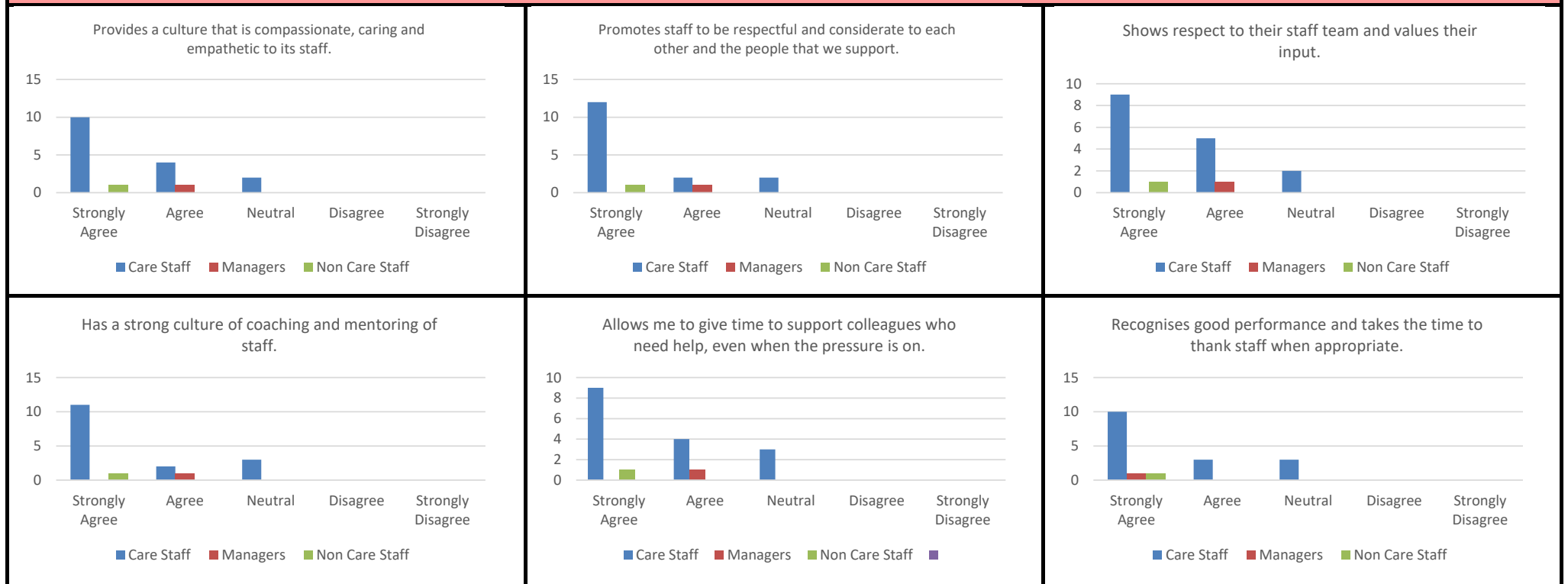
Compassion



All Responses To All 'Care' Questions From All Staff

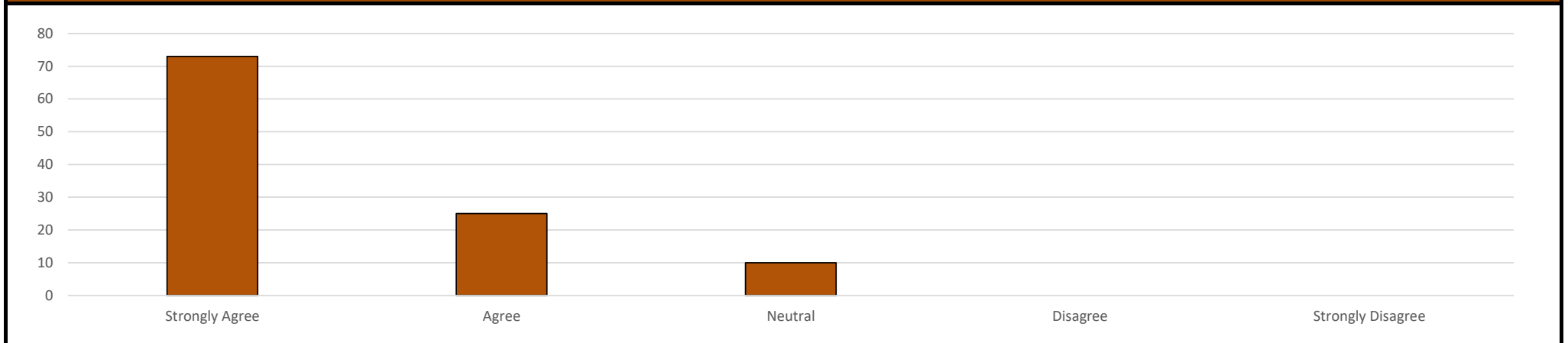


Compassion continued

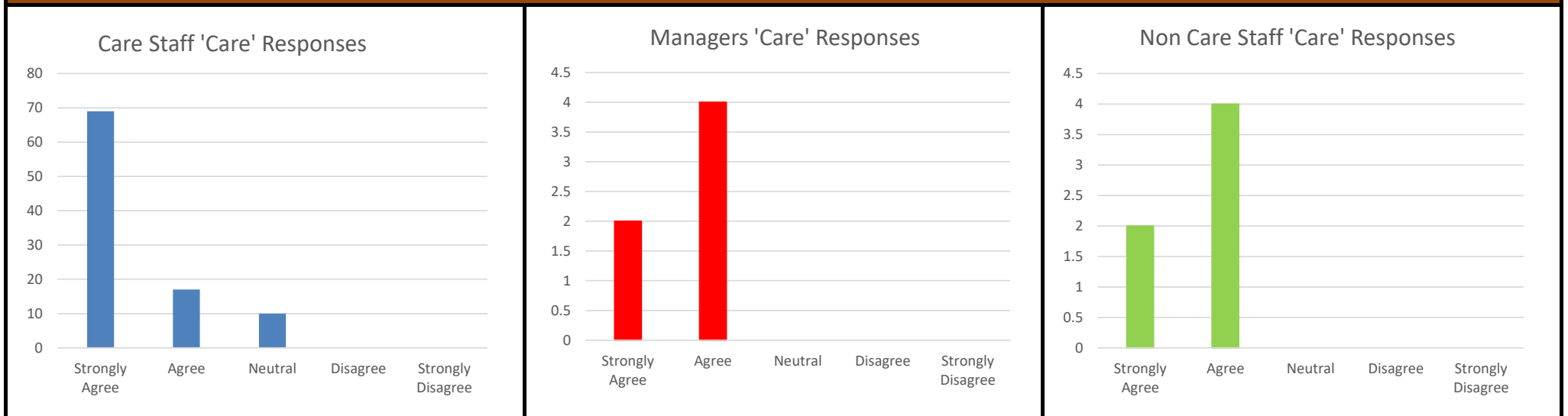


Comments Regarding Compassion		
From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> • I believe that our organisation provides care to the service users and listening to their wishes without discrimination. Treating our service users with dignity and working according to their best interests. Our managers listens to our grievances and act accordingly and create comfortable working environment. • We are all safe in their hands. • Basically makes sure that the needs of every employee is well catered for. • Provide care that respects people's diversity, dignity and individuality. • A well concerned support system. • By study of the company history compassion has been a major factor for a positive drive for the staff and management ensures an environment that makes everyone part of a family within a team to show that we are one. • We feel safe and wanted most times. • I appreciate all compassion that is being shown by my company. • As caring for people as its one of its basis, empathy is a major factor to understanding what the organisation is all about. • Still new within the organisation . • Still new within the organisation. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

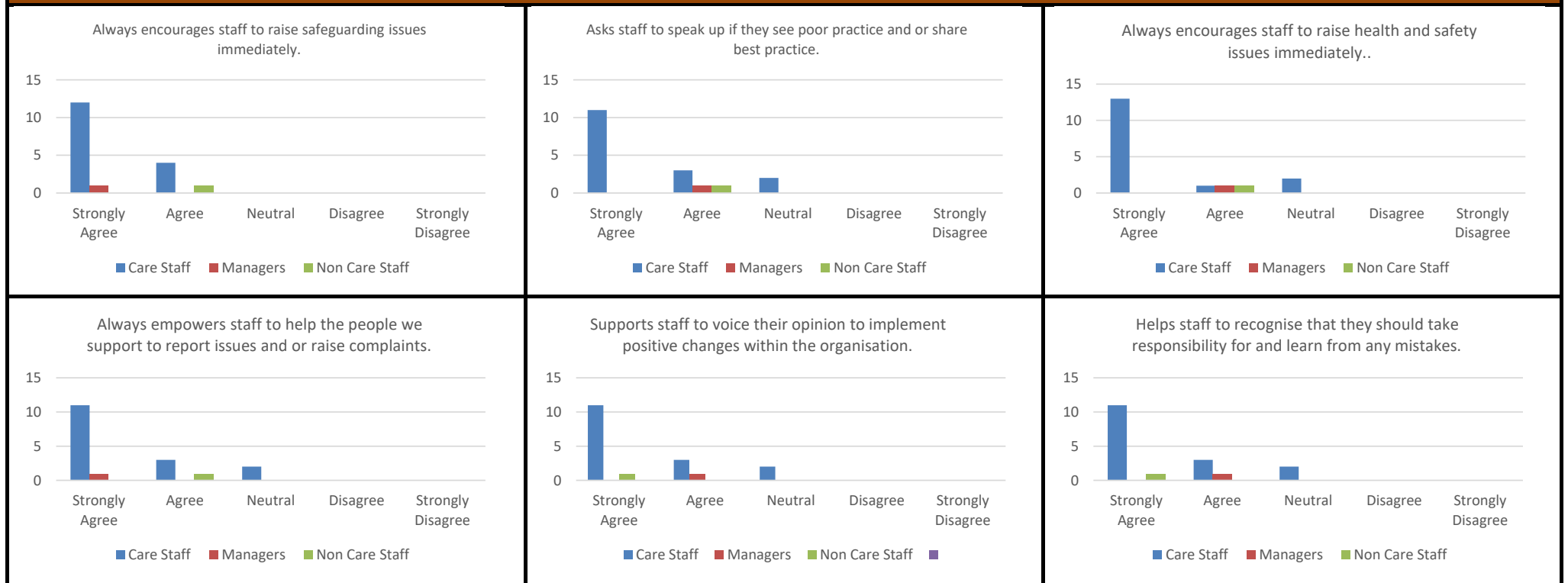
Courage



All Responses To All 'Care' Questions From All Staff

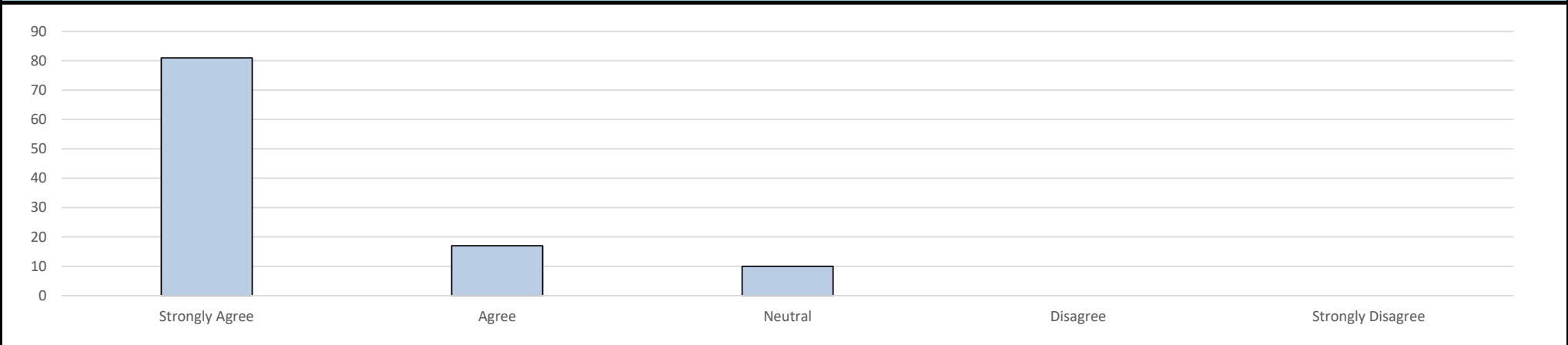


Courage continued

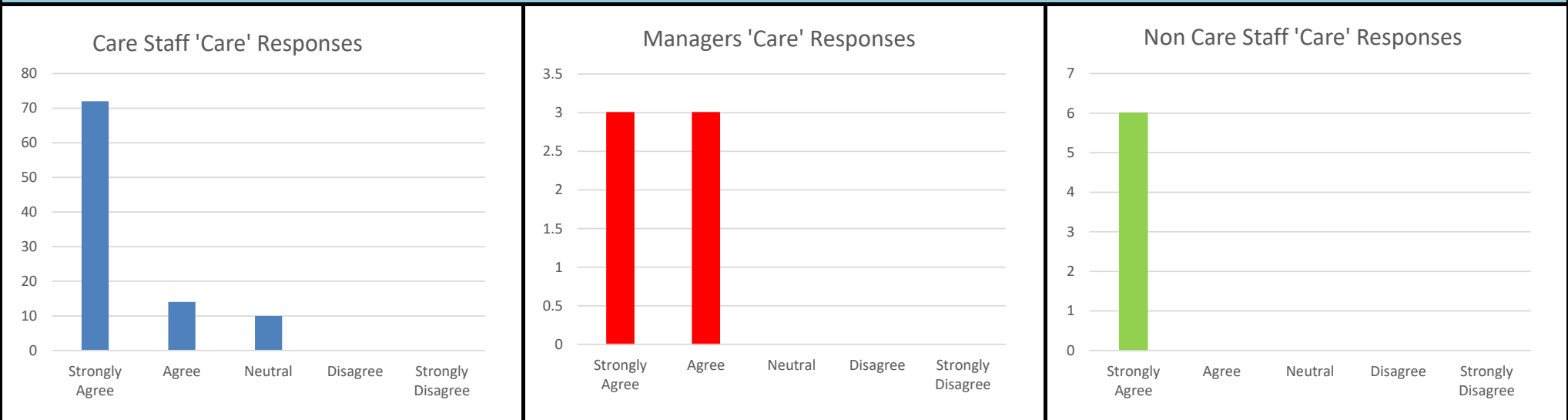


Comments Regarding Courage		
From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> • Our managers encourages us to stand by our policies and procedures and as well to work in line with the company's objectives and maintaining the core values of the company. Reporting and recording any incidents that can happen at work to the supervisors so that they can take action and make reviews. Our managers also encourages us make proactive decisions in emergencies. • This organisation has made us to be actively involved in this diverse culture and we are ready to implement what they taught us. • Supports staff in being open to changes and improvements when new innovations arise. Ensure staff do the right thing for the people we care for. • Promotes the idea that things are possible and doable. • To be bold in dire situations, the company works promptly that its staff is confident. • From the training we did, I have learnt that any action I take, I must be accountable for it, so I must do everything by the book and correctly. • They uphold safeguarding issues immediately. • In relevance to work and service we met other staff already in the field and they encouraged us more to be involved. • Neutral. • The Leadership is good at addressing any issues that arise. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

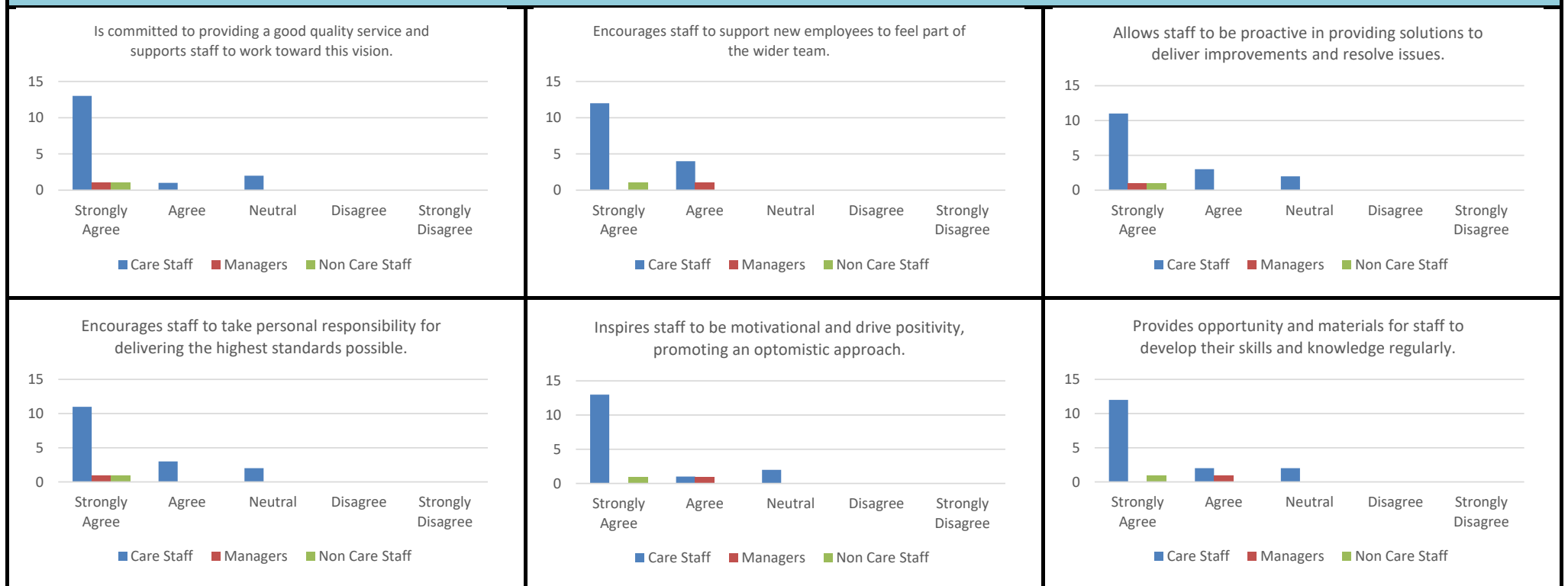
Committment



All Responses To All 'Care' Questions From All Staff

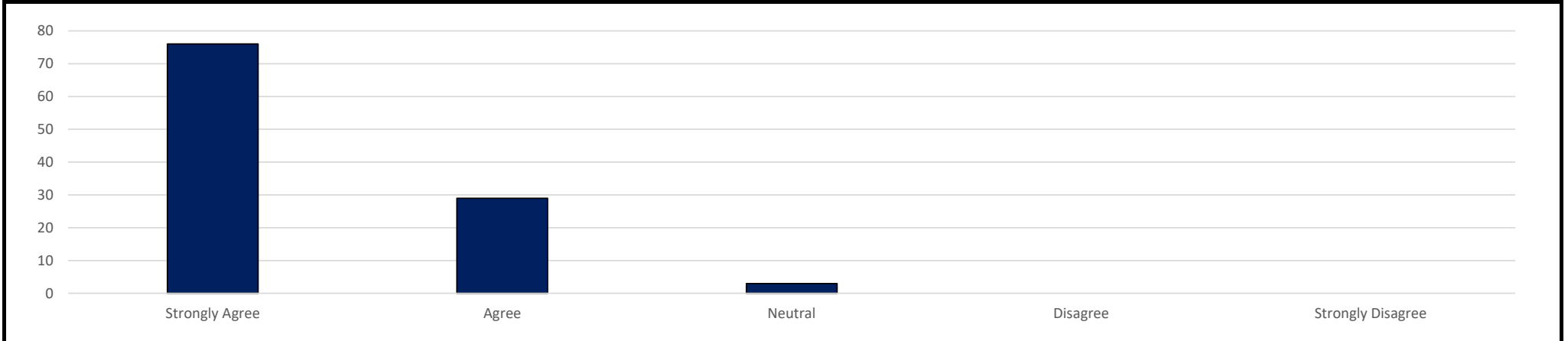


Committment continued



Comments Regarding Commitment		
From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> • Our managers encourages us to work as a team and to make sure that we do things together as a team. If you are not sure of what to do you can ask your supervisor and you will be guided accordingly. Thereby creating good relationship between the manager and other employees. • It is committed to make everyone happy and satisfied. • Promotes staff to further their education in the fields of health. • Supports staff in continuous learning and adapting new skills. • Very considerate. • Staff in the field of caring for patience took time to meet new staff and gave their own views and also gave encouragement to the new staff. • Every staff is committed to make the organisation a success. • Fully committed to educate us and familiarise on how things work and protocols of the company. • Dedication I would say was quite illustrated by the management at large by so doing it's understandable the level of commitment they have. • Neutral. • Management act swiftly and are very responsive. Assessments always done before carers coming in. Systems in place are ok for supporting quality - we have a 24 hour on-call system. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

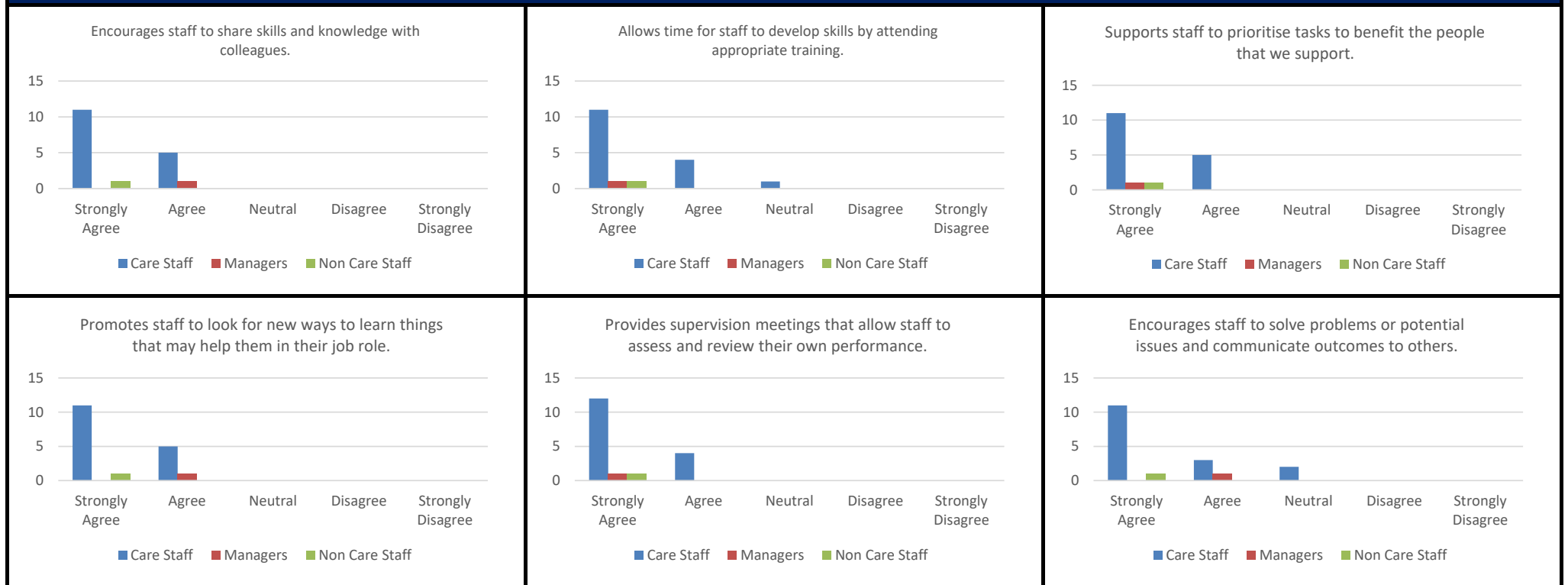
Competence



All Responses To All 'Care' Questions From All Staff

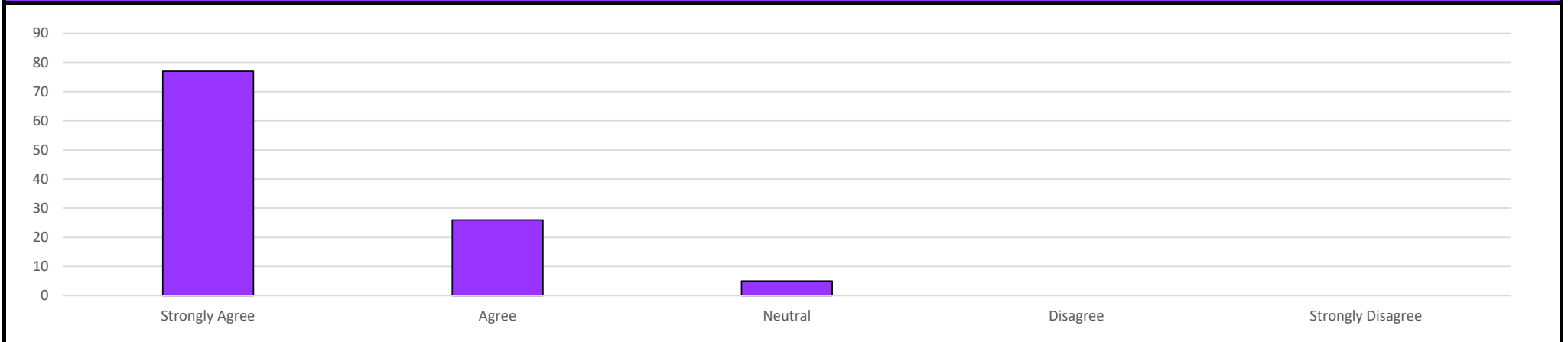


Competence continued

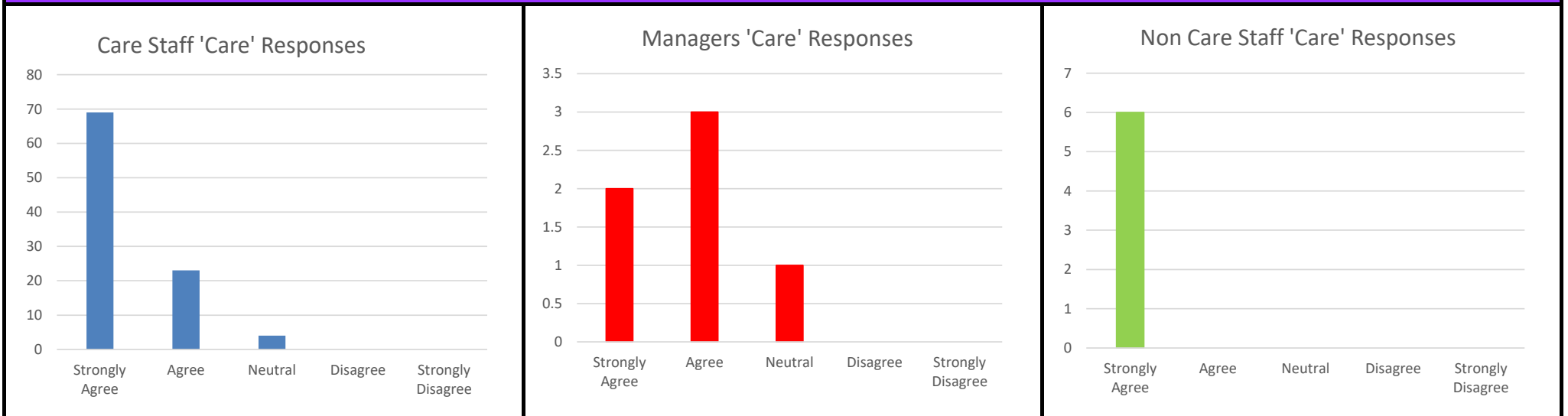


Comments Regarding Competence		
From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> • Our organisation provides the employees with the necessary trainings. The managers encourages us to assist our colleagues if they are having difficulties with a certain procedures and as well to speak up so that they can have extra training if need be. Our organisation encourages us to communicate any challenges that we face and they will take action to provide solution. Encourages us to make effective decisions that do not harm the service users. • Everyone is involved, no mishaps, everyone has the opportunity to express themselves and they work hand in hand to ensure goals are reached. • Provides all staff with latest methods, research and approaches to social care that will make a positive impact on people we care for. • The organisation is knowledgeable and have the skills that makes it able to do tasks. • The company took us through an induction and also we went for training to have knowledge about the essential skills to have while we are taking care of our service users. This was very educative. • I see 100% competence. • Very educative due to proper training and supervision. • Was encouraged to be part of a family in the form of a team thereby making considerations that also have to be up to standard to give equivalent service. • Neutral. • There is room for improvement in staff motivation, staff not supported enough, sometimes the rota is not available on time and travel time is not enough and affects the staff's ability to get to SU's on time.. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

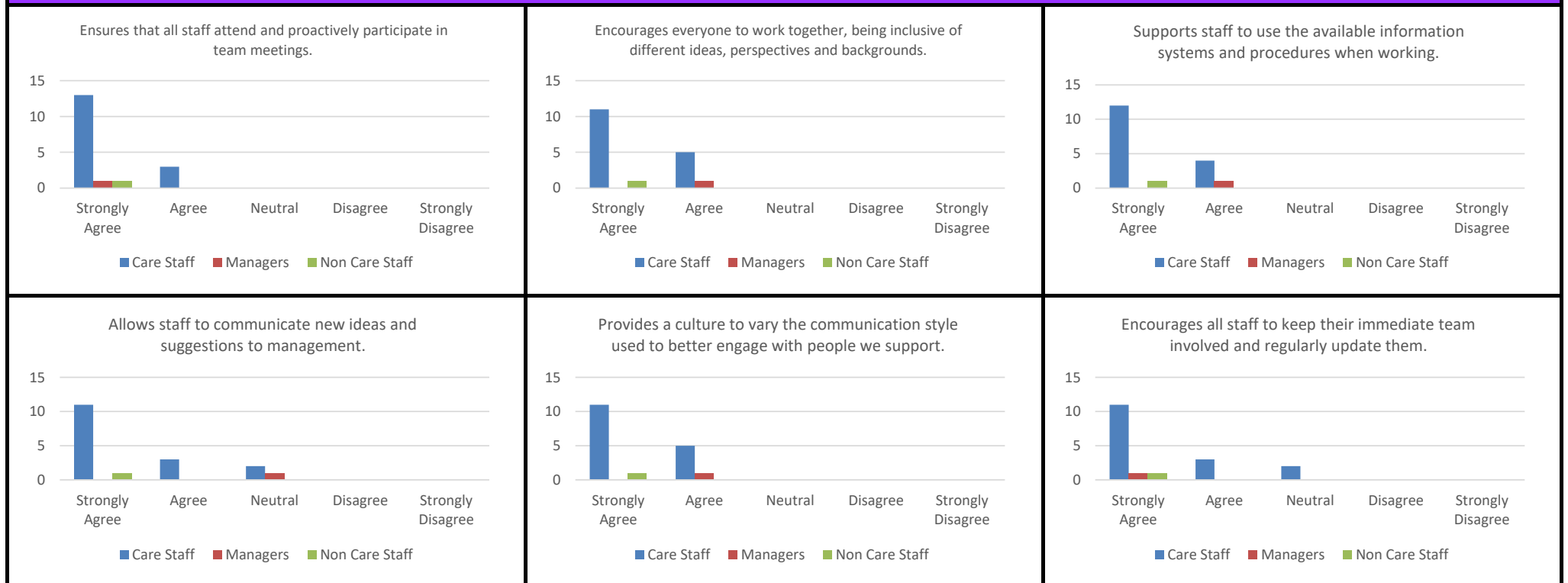
Communication



All Responses To All 'Care' Questions From All Staff



Communication continued



Comments Regarding Competence		
From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> • Our organisation encourages us to follow the proper communication channel when reporting issues and also to record any action that we have taken so as to have smooth communication with other colleagues Our managers encourages us to use appropriate language when communicating with service users. To be polite when communicating with the service users and with our colleagues as well. • Everyone is allowed to voice their issues and concerns. • Encourages teamwork and good communication skills among its staff, for better services to the clients. • Encourages team work, active listening, confidentiality and detailed record-keeping. • Because it is being done properly, the group has remained a unity and on the same under of things. • Communication being a key factor for anything to occur, the company was very informative about the way of its operations and this made us part of a smooth running train wagon in transit. • Everything is easily accessible and they are no glitches, communication wise the organisation is excellent. • It was quite informative. • The means of communication used by the company is transparent and informative also with a platform to be assisted incase of queries and emergency. • Nice. • Trainings help a lot for communication. • Communication could be a little better, sometimes there are different management in the office at different times, don't always know who to call and they need to be communication better between themselves to ensure everyone is on the same page. Sometimes communication comes through to the carers a bit late. • Communication with management is clear, though there are challenges i.e. Rota, according to contract rota should be done on a 2 weeks system but at times its given just for the next day, this isn't fair on the carers as we have other plans to accommodate. We barely get a rota covering 2 weeks. 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> •

Loyalty Matrix

By combining overall job satisfaction and an employee's anticipated tenure (that is, how long they believe they will stay at that organisation) we can calculate a Loyalty Matrix which gives an even stronger sense of how employees feel about their jobs.

WHAT DO THE GROUPS IN THE LOYALTY MATRIX MEAN?

Committed Loyalists	These are the employees who are highly satisfied with their jobs and have a long-term intention to stay with their organisation. Through the positive contributions they make to productivity, customer satisfaction, the morale of their co-workers and ultimately, to their organisation's financial performance and overall success, they are the foundation of their organisation's human capital.		
Satisfied Opportunists	These employees are satisfied with their jobs but are not deeply committed to the organisation in the long-run. As a result, they are both an asset and a liability. They are happy and productive workers, but they represent a risk of employee turnover. Their lack of commitment to their organisations means that they can be lured away by other employers.		
Change Seekers	These employees are actively on their way out of their organisations, lacking both commitment and intention to stay. They are apt to be less productive than their more committed colleagues and may also be a drag on the morale of those around them.		
Dissatisfied Compromisers	These are the employees who are unhappy with their jobs, but have no intention to leave. While they don't directly contribute to turnover costs, they may still drag down their organisation's financial performance through lower productivity and, in many cases, by lowering the morale of others.		
	Care Staff	Managers	Non Care Staff
Committed Loyalists	15	1	1
Satisfied Opportunists			
Change Seekers			
Dissatisfied Compromisers	1		