**Staff survey**



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**Overview of the service**

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|  | | | |  | **Yes** |  | **No** | |  | **Not fully** |
|  | | | |  |  |  |  | |  |  |
| Are you aware of the vision and values for the service? | | | |  |  |  |  | |  |  |
|  | | | |  |  |  |  | |  |  |
| Do you feel these are attainable, motivating and worth working towards? | | | |  |  |  |  | |  |  |
|  | | | |  |  |  |  | |  |  |
| Are you aware of the attitudes and behaviours expected of staff? | | | |  |  |  |  | |  |  |
|  | | | |  |  |  |  | |  |  |
| Do you feel these are reasonable? | | | |  |  |  |  | |  |  |
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| *Any comments or suggestions:* | | | |  |  |  |  | |  |  |
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|  | | | |  | **Yes** |  | **No** | |  | **Not fully** |
|  | | | |  |  |  |  | |  |  |
| Are you aware of the service’s strengths and the things it does well? | | | |  |  |  |  | |  |  |
|  | | | |  |  |  |  | |  |  |
| Do you understand the challenges facing our services and the work being done to overcome these? | | | |  |  |  |  | |  |  |
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| *Any comments or suggestions:* | | | |  |  |  |  | |  |  |
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**Training**

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|  | | |  | **Yes** |  | **No** |
|  | | |  |  |  |  |
| Did you receive a comprehensive induction when you joined Innovations? | | |  |  |  |  |
|  | | |  |  |  |  |
| *Any comments or suggestions:* | | |  |  |  |  |
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|  | | |  |  |  |  |
|  |  | **Yes** |  | **No** |  | **Not sure** |
|  |  |  |  |  |  |  |
| Have you read our service standards and had your competency assessed in relation to these? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Have you completed our series of induction workbooks? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| *Any comments or suggestions:* |  |  |  |  |  |  |
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*Training cont’d …*

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|  |  | **Yes** |  | **No** |  | **Not always** |
|  |  |  |  |  |  |  |
| Did you receive specific guidance or training in order to enable you to understand the needs of people with particular support needs such as dementia, autism, epilepsy or challenging behaviour? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  | **Yes** |  | **No** |  | **Not sure** |
|  |  |  |  |  |  |  |
| Were you provided with guidance / training in in relation to administering medication before being asked to do this? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Were you provided with guidance / training in relation to lone working before working on your own with clients? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Were you provided with guidance / training in how to complete a risk assessment before being asked to compete these? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  | **Yes** |  | **No** |  | **Not always** |
|  |  |  |  |  |  |  |
| Have you been able to feedback about training you have received, whether you thought this was effective and how it might be improved? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| *Any comments or suggestions:* |  |  |  |  |  |  |
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**Getting to know the people you support**

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|  |  | **Yes** |  | **No** |  | **Not always** |
|  |  |  |  |  |  |  |
| Were you given time to read people’s Care and Support plans and other key information about them before being asked to support them? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Did you have the opportunity to ask questions and discuss any concerns before being asked to support people? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Did you had a period of shadowing other staff when you joined the Company in order to help you get to know and understand the people you would be supporting? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Were you provided with information about the type of medication a person had been prescribed and what this is for before being asked to support them? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| *Any comments or suggestions:* |  |  |  |  |  |  |
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**Working patterns and workload**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  |  | **Yes** |  | **No** |  | **Not always** |
|  |  |  |  |  |  |  |
| Are you informed of you working patterns sufficiently in advance? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Do staffing levels and shift patterns enable you to provide care and support for people in a compassionate and person centred way? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Can you ensure that you do not work more additional hours than you want to? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| *Any comments or suggestions:* |  |  |  |  |  |  |
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**Accessing advice and support**

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|  |  | **Yes** |  | **No** |  | **Not always** |
|  |  |  |  |  |  |  |
| Do you have a nominated line manager who provides you with formal supervision and support? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Do you receive feedback from managers in a constructive and motivating way? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Are you able to access management advice and support whenever you need it whether this be during office hours or ‘out of hours’? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| *Any comments or suggestions:* |  |  |  |  |  |  |
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**Service leadership**

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|  |  | **Yes** |  | **No** |  | **Not always** |
|  |  |  |  |  |  |  |
| Do you feel that the managers have the skills, knowledge and experience needed to lead the service effectively? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Do managers lead by examples and serve as effective role models? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| When issues arise, are they resolved effectively? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| *Any comments or suggestions:* |  |  |  |  |  |  |
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**Feeling valued**

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| --- | --- | --- | --- | --- | --- | --- |
|  |  | **Yes** |  | **No** |  | **Not always** |
|  |  |  |  |  |  |  |
| Do you feel you are working as part of an effective team? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Is there a good atmosphere at work with staff members working together and supporting people effectively? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Do you feel appreciated by your manager and the company as a whole? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Do you receive regular feedback about your work performance and have your work formally appraised? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Do you feel supported in your work by managers and that they take an interest in your overall wellbeing? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Do you feel that managers value your views and ideas and will use these to improve the service where possible? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Do you feel there is an open and honest culture and that you are able to say what you think and air what you feel are any legitimate concerns at work? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| *Any comments or suggestions:* |  |  |  |  |  |  |
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**Whistleblowing and raising concerns**

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|  |  | **Yes** |  | **No** |  | **Not sure** |
|  |  |  |  |  |  |  |
| Do you know how to raise concerns if you needed to? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Would you feel comfortable raising concerns if you felt you had to? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Do you feel that if you did raise a concern that this would be dealt with fairly, properly and promptly? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| Are you aware of your right to protection under the service’s whistleblowing policy if you were to raise a significant concern? |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| *Any comments or suggestions:* |  |  |  |  |  |  |
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**Service improvement**

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| Do you have any further comments or suggestions about things that could be done to impove the service? | | |
|  |  |  |
|  | | |