



# Staff Survey 2015

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## *Melbury House Residential Care Home*

The survey was sent out to all 36 staff and 22 were returned, this was disappointing as the survey gave staff a voice to allow improvements and to promote good working practices

The survey showed that staff felt Melbury House was a caring, loving and homely care home and the residents were happy

There were serious problems identified

There were no safeguarding concerns

Staff interacted well with and felt supported by their manager and the care home owners

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1	Please give your overall feelings on Melbury House as a residential care home
<p>Feedback from staff was very positive and there were no negative comments. Comments included –</p> <p>“Lovely home with caring staff “ , “Melbury House is a happy home” ,  “ Good home where residents are well looked after with no problems”  “Melbury House is a welcoming care home”  “warm and friendly”  “friendly, homely and well maintained care home”  “An exceptional home”  “Melbury House is a nice care home if any of my family were to be ill I would recommend this care home”  “Safe friendly and supportive environment with a person centred approach”  “ It is a good home, the residents are well looked after, no problems”  “Very Friendly and clean”  “ A very well organised home, very friendly”</p> <p><b><i>Response – It is clear from the positive feedback that Melbury House is well respected by staff who enjoy working at the home</i></b></p>	

2	Describe what you consider to be your job role
<p>All staff outlined their roles and responsibilities in a manner which showed they had a good grasp on their role and responsibilities describing how their roles were help residents and to make the residents feel “happy”</p>	

3	What aspects of your job do you find rewarding
<p>It was clear that staff found the with job rewarding and enjoyed working with residents  Staff enjoyed interaction with residents which showed how happy the residents were  One commented “Seeing the residents smiling and happy”  The cook commented “Seeing the residents eat well and enjoy their meals”</p> <p><b><i>Response – The management team note that the most rewarding aspect of staff employment was seeing residents happy, this is testament to the care, compassion and professionalism of all staff employed at the home</i></b></p>	

4	What difficulties do you experience other than could be reasonably expected as you go about your duties
No problems were reported by staff	

5	Staff interaction with residents is an important part of life in the home. Do you feel you interact well, if not what more could be done to help?
All staff felt they interacted well with residents and stated they enjoyed “chatting” and learning about the residents past lives and experiences which stimulated conversation and interest to both parties Comments included “I think the residents I work with are kept well and are happy”	

6	Do you feel you interact well with your work colleagues, what pressures or problems are present within Melbury House that could affect your relationship with others in the workplace?
All staff felt they worked well with work colleagues and no problems were reported	

7	Do you interact well with the management team? How could we improve the interaction between you – the staff, and management team members
Staff felt they interacted well with their management team and no problems in communication were made, there was a positive feel about problem solving and that the management team were approachable and staff were confident the team would deal with any problems promptly	

8	Are you informed of changes taking place that could affect working practices with Melbury House, please indicate how you are informed and give an example
Staff stated they were kept well informed of changes via staff meetings, notice boards, messages books One staff member commented “Our owners always keep staff alert and informed of any changes to any issues in Melbury House”	

9	Do feel you are given adequate training to allow you to perform your duties, if not, what additional training would be beneficial
<p>Staff were pleased with the level of training provided with no shortfalls identified,  Training is second to none  One commented “ My training has been great at Melbury House learnt loads”</p>	

10	Considering Melbury House, as a whole how would you describe the atmosphere in the home
<p>No moral at all  <b>Response – Manager to explore the issue of moral however of the 22 returns there were only 2 staff members who commented on low moral this appears to be a nightshift issue</b></p> <p>Melbury House has a happy, comfortable and content feeling and staff get on well with each other other residents and the management  It is a happy home sometimes moral drops but that is down to pressure of that day  A loving atmosphere  Happy and homely  Calm and homely(mostly)  Bit tense at times but overall very welcoming  <b>Response – Overall staff appear happy with the care home, it is clear that the demands of the home can put pressure on staff at busy times but staff appreciate thjis is the exception to the rule</b></p>	

11	<p>a -What do you think we do well</p> <p>b -What do you feel we could improve on within Melbury House</p>
a	<p>Staff were consistent in their belief that residents were safe and well cared for  The home was decorated so that it felt “lovely”, the recently finished gardens were a joy and pleasing to the eye  Day time activities were seen as doing well with residents enjoying them selves  Value people  Residents are treated with the utmost respect it is warm and friendly  Staff training</p>
b	



	<p>A light in bedroom 30 was identified as not being particularly bright  <b>Actioned and lighting has been improved</b></p> <p>Two nightshift carers commented on the newly adopted policy of residents being taken to the dining room on mornings and left in the care of the staff as they sometimes then had to help them to lounges soon afterwards  <b>Response - The new procedures were put in place following the management team looking at failures identified at a car home in Shipley and which was subject of negative inspection feedback by CQC. The management team note the comments of the two staff members and have decided that the policy is necessary to protect residents and to give them the best possible care. The policy will be monitored but at this time will remain in place</b></p>
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12	Do you have any concerns whatsoever about how we treat our residents – consider what you learned in your safeguarding training
No concerns were raised	

13	Do you feel families are involved in the care of our residents, how could we improve our interaction
Staff all felt they interacted well and there were no suggestions on ways to improve	

14	What would you like to see at Melbury House in 2015 / 2016
<p>The high level of care in the home continues  Staff continue to enjoy a good relationship with the residents and management team  Garden fete, Christmas party with raffle and bingo  No changes it is very well run and has a great atmosphere  Mini bus for trips out  More use of the lovely gardens</p> <p><b>Response – A working group including the activities co-ordinator will be convened to discuss the suggestions as above</b></p> <p><b>In respect of a dedicated mini bus, the directors have explored the purchase of a mini bus and have identified a number of problems which make this suggestion impractical including</b></p> <ul style="list-style-type: none"> <li>➤ <b>Purchase price, maintenance and insurance costs</b></li> </ul>	

- *Staff training to ensure staff and residents were safe*
- *Suitably trained and authorised driver*
- *Staff to resident ratios*
- *Availability of staff for outings*

15 | Do you have any other comments, remarks or suggestions

It was suggested all staff be required to report for work 10-15 minutes before start time to allow for handover

***Response – Manager to explore this suggestion***

One staff member commented “Melbury House is a workplace where I feel happy to work at and enjoy my job and I’m happy with the the people I work for and with”