

Appendix 2
Staff Questionnaire Results: HDA

1. Results based on 3 staff members being interviewed

- A) All of the staff feel respected and listened to by their employer
- B) All of the staff have had CRB checks carried out on them
- C) 1 member of staff supplied at least 2 references.
- D) All members of staff received an Induction but this could not be evidenced.
- E) All staff were aware of the purpose of a support plan but not all staff members had been trained on how the service conducts a support plan.
- F) Not all staff stated that they had received training on Health & Safety issues and they could not all outline the main features of the Health and Safety Policy.
- G) All staff had close links with other agencies.
- H) All of the staff knew about and used the Lone Working Policy on a regular basis.
- I) 2 members of staff had received information regarding the boundaries policy the other was not aware of what the policy stated.
- J) All of the staff knew the different kinds of abuse that can occur.
- K) All staff knew who to report any allegations of abuse to.
- L) Not all staff members stated that they had had training on Diversity Issues
- M) Not all staff members stated that that they had received training on how clients access the service
- N) All staff were aware of the complaints procedure.
- O) What is it like working for Hampshire Deaf Association?**

H.D.A is a great employer, well supported. Supporting People is essential

Fully supported as a deaf person throughout hearing loss.

P) What tasks do you carry out with the Service Users?

Housing related, letters with HA, understand forms and help with communication, maintenance issues.

Sign-posting, budgeting, phone call, explaining letter, clients rights, access to services & social networks, re-housing.

Housing exchange, liaising with other agencies, benefits, utilities, back account.
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2 Actions

- 2.1) To provide evidence of a induction checklist to be kept on staff files.
- 2.2) Two members of staff need to obtain character references and ensure any new members of staff commence have two references.
- 2.3) To ensure that **all** staff are aware of the boundaries policy.
- 2.4) To ensure that all staff members had been trained on how the service conducts a support plan
- 2.5) To ensure that all staff stated have received training on Health & Safety issues and that they are aware of the main features of the Health and Safety Policy.
- 2.6) To ensure that all staff members receive training on Diversity Issues.
- 2.7) To ensure that all staff members have received training on how clients access the service.