

Appendix 1
Staff Questionnaire Results: Islecare

1. Results based on only 4 responses:

A) 100% of staff stated they have had CRB checks carried out on them although updates were required.

B) 100% of staff stated they supplied at least 2 references, but evidence was not provided to the Review Officers

C) 100% of staff stated they had received an Induction, but evidence was not provided in all cases.

D) Overall 61% of staff stated that they have received training (either internal or external) in the following;

- Health and Safety and Lone Working – **100%** asked had received this
- Adult Abuse – **100%** asked had received this.
- Complaints Procedure –**100%** asked had received this.
- Diversity – **100%** asked had received this

E) 75% of staff were aware of the purpose of a support plan

F) 100% of staff knew the different kinds of abuse that can occur.

G) 100% of staff knew who to report any allegations of abuse to.

H) 75% of staff knew the complaints procedure.

I) 100% of staff informed that they have signed a Confidentiality Statement, although evidence of this was not provided.

J) What tasks do you carry out with the Clients?

Support with cooking and Shopping
Menu planning, outings, evening activities
All activities concerned with day to day living
We undertake any activities with he clients that will help them to be as independent as possible in their everyday lives and support any other activities that are needed.

K) What tasks can you NOT do as part of Supporting People?

Any task that must be dealt with by an advocate i.e making a will

Making a Will – as this must be done by an advocate.

Personal care

Can't do anything dangerous

L) Further Comments

One member of staff stated that they did not know as much as they should about Supporting People and would like to receive a copy of the Supporting People Newsletter.

2 Actions, included in main report

Ensure that all staff have up to date CRB checks carried out.

The Review Officers were told two references were sort for staff prior to employment, but evidence is still required.

Ensure that staff read the Supporting People Eligibility Criteria which guides staff on what can and can't be carried out within the Supporting People remit, and that copies of SPIN are made available to staff.

Staff need to be re-inducted when they move from a Care Home to supported lodgings to emphasise the difference between care and support, provide adequate handover and ensure that all training is up to date. Evidence of this will be required to be recorded on staff files.

Ensure that all training records are kept up to date.