

Appendix 1
Staff Questionnaire Results: Westhill IOW Ltd

1. Results based on 7 responses:

A) 100% of staff have had CRB checks carried out on them

B) 100% of staff supplied at least 2 references.

C) 100% of staff received an Induction.

D) 71% of staff have received training (either internal or external) in the following; (14% have not received this due to being employed recently)

- Health and Safety and Lone Working – **86%** asked had received this
- Adult Abuse – **71%** asked had received this
- Assessment and Support Planning – **71%** asked had received this
- Complaints Procedure – **86%** asked had received this
- Confidentiality & Service User Rights – **71%** asked had received this
- Service User Benefits/finances - **57%** asked had received this
- The Application Process & Prioritisation - **57%** asked had received this
- Eligibility Criteria – **71%** asked had received this

E) 86% of the staff thought the training was useful (**14%** have not been an employee long enough to comment)

F) 86% of staff felt that information wasn't always passed on from referrers/Care Manager to the team.

G) 71% of staff were aware of the purpose of a support plan (**14%** were not asked/did not answer this question)

H) 57% of staff felt involved in developing the support plan. (**14%** have not been an employee long enough to comment)

I) 43% of staff said that they did not handle cash for Service users.

J) 71% of staff knew the different kinds of abuse that can occur. (29% were not asked/did not answer the Question)

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

L) 71% of staff knew the complaints procedure (although there is not a satisfactory Policy in Place)

M) 57% of staff have signed a Confidentiality Statement. (**28%** were not asked/did not answer the question)

N) 28% of staff expressed an interest in the opportunity for some external training.

O) What is it like working for Westhill?

I feel the service is the best for the tenants. The tenants have the their say on what does on . Staff are open and everyone gets on well which makes a good atmosphere
enjoy my job and it is rewarding,
Loves the job

P) What tasks do you carry out with the Tenants?

Shopping list, taking to PO, supports with money, writes letters, appointments, support with shopping
This is a mixture of Care and Support
Building up confidence, budgeting assists with preparing food
assist with cooking, sorting out finances, assisting client out into the community
healthy eating planning, carry out shopping list with the client, assisting with cooking, weekend tend to be assisting with cleaning and laundry
Cooking, cleaning, budget, shopping, support with appointments
This varies, if a tenant for example needed hospital treatment and was afraid they would be supported to visit hospital café and have regular visits to the hospital before treatment

2 Actions, have also been added into main report

Re-enforce the above policies and procedures with Staff. (See item D)

Ensure that Staff read the Supporting People Eligibility Criteria.