

STAFF SURVEY - COMPARISONS WITH NATIONAL AVERAGE

	CLIENT	AVERAGE ALL
Recommendation		
How likely are you to recommend us to friends and family if they needed care or treatment	89	87
How likely are you to recommend us to friends and family as a place to work?	86	82
How are you treated?		
The people I work with treat me with kindness and respect	91	87
I know where to go for advice and support when I need it	90	90
Concern is shown by colleagues, for my health and personal safety at work	86	84
My manager helps me find a good work life balance	81	78
I have adequate materials, supplies and equipment to do my work	87	82
I try to be positive in my work (New question)	98	98
How are you kept informed?		
I know what my work responsibilities are and am held accountable to deliver them	97	96
Communication is effective within my immediate team	83	84
My manager gives me clear feedback on my work	80	78
I have clear planned goals and objectives for my job	88	86
I have enough information on the company's objectives	84	83
How are you valued?		
I am able to contribute to the success of my team	95	94
I am given praise for work well done	75	73
My ideas and suggestions are listened to	76	73
I feel a valued member of my department	80	79
The mission of the organisation makes me feel my job is important	63	76
I believe I am making a difference (New question)	94	92
How residents are cared for		
I am clear that I fully understand the needs of my residents	99	98
There are enough staff in my department to do my job properly	64	58
I am satisfied with the quality of care I give to residents	95	90
I have been provided with the support I need to meet resident expectations	85	80
Your training and career development		
My training/ learning/ development has helped me to do my job better	87	87
I am able to do my job to a standard I am personally pleased with	92	90
My training and development needs are regularly reviewed	81	81
I am encouraged to strive for excellence in my job (New question)	84	80
General Questions		
I have had an appraisal in the last 12 months (Yes)	69	71
I have supervision/ one to one on a regular basis (Yes)	87	78
I would recommend the company as a good place to work (Yes)		84
My opinion about my job compared to 12 months ago is..(Better)	91	86
I think I will still be working <here> in 12 months (Yes)	70	70
Overall opinions		
The way I am treated by <the Company>	87	81
The amount of responsibility I am given	86	82
The recognition I get for good work	75	71
The support I get from my immediate manager	82	79
The support I get from my work colleagues	89	89
The way the company values my work	73	69
The opportunities I have to use my skills	85	81
My overall level of job satisfaction	83	83
AVERAGE ALL QUESTIONS	84	82