



Grange Lea Care Home

Staff Quality Assurance Report - January 2023

Methodology



- An electronic quality assurance questionnaire (QAQ) was emailed to all Grange Lea staff. Staff were given one month to respond to the survey and reminders were issued. In total, 10 responses (42% of all staff) were received.
- The purpose of the staff QAQ is to gain an overall understanding of how the home is performing from a staff perspective, what they believe is good and which areas can be improved to enhance their experience of working in Grange Lea. It is also vital in identifying areas which could be enhanced to improve our residents' experience of living in Grange Lea.
- The QAQ was designed to cover a broad spectrum of areas. The questions were organised thematically in line with our values: **caring and kindness**, **individualised person-centred care**, **support**, **integrity** and **teamwork**. This thematic organisation will allow us to assess how successfully our values are embedded in the Grange Lea day and how successfully we are achieving our vision of providing **outstanding, personalised care in a loving environment which truly feels like home, for all our residents**.
- A detailed breakdown of the questionnaire and feedback received is provided in the main body of this report.
- Overall, the QAQs indicated that all staff are very satisfied with the working environment and their experience of working at Grange Lea.

Executive Summary



- Overall, we found that 100% of respondents agreed that they enjoy working at Grange Lea. Also, 100% agree that they would recommend working at Grange Lea and would recommend the home to a relative or a friend.
- At least 80% of respondents strongly agreed (100% agreed) that they have a good relationship with the residents. Also, that they have a good relationship with and feel supported by management.
- Furthermore, all of the respondents agreed that the residents are happy to be at Grange Lea and that they believe the standard of care is of a very high standard.
- Comments from staff included; 'I believe the rest of the staff really care about what they are doing', 'management listen well to both the staff and the residents' and 'I get a lot of job satisfaction from working at Grange Lea.'
- Detailed findings, including responses to all questions asked are included in the main body of this report.

Staff comments



'A caring and loving environment'

'It's a home that put residents first'

'The food is of a high quality'

'It's a pleasure to work at Grange Lea'

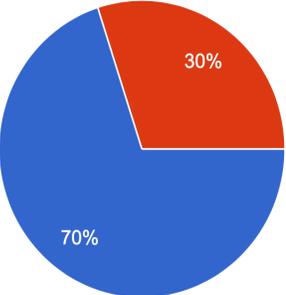
'The staff are very friendly'

Detailed Findings



I enjoy working at Grange Lea

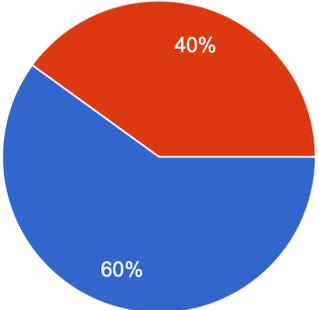
10 responses



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I feel supported by colleagues at Grange Lea

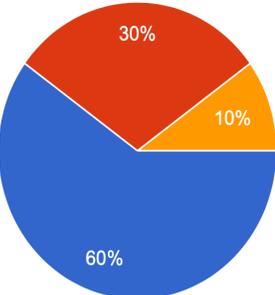
10 responses



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I feel valued as a team member at Grange Lea

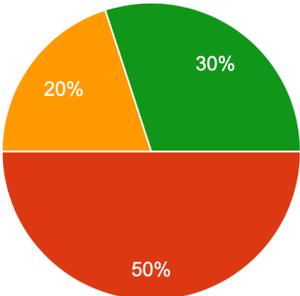
10 responses



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I believe that staff communicate well with each other and across shifts.

10 responses



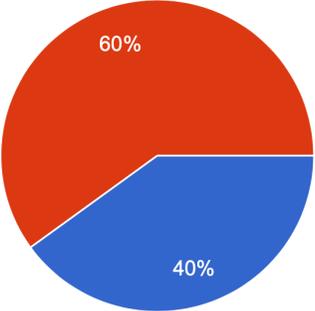
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Detailed Findings



I have good relationships with other staff members

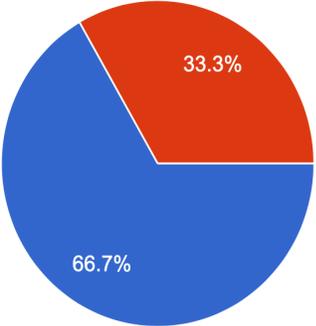
10 responses



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I would recommend working at Grange Lea

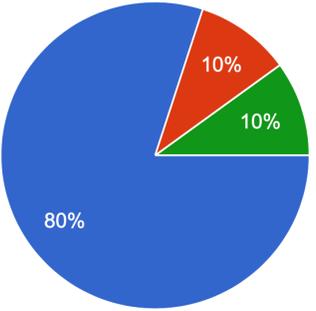
9 responses



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I feel supported by management at Grange Lea

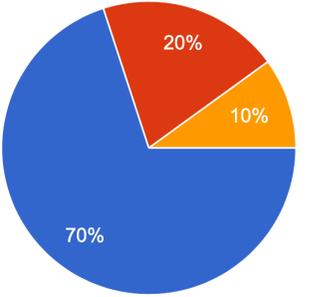
10 responses



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree

I have a good relationship with management

10 responses



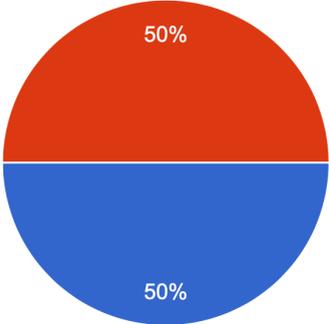
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Detailed Findings



There are opportunities for me to learn and develop at Grange Lea

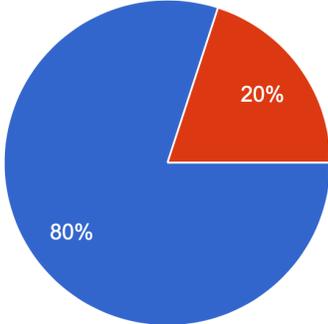
10 responses



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I have good relationships with the residents

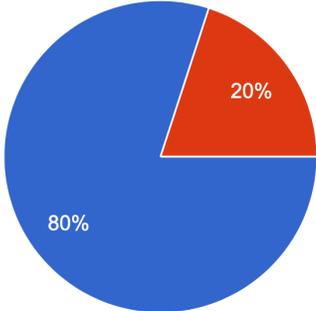
10 responses



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I believe the standard of care at Grange Lea is of a high standard

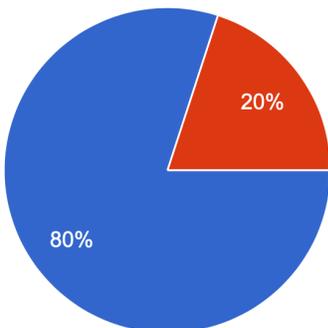
10 responses



- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I would recommend this care home to a friend or relative who needed care

10 responses



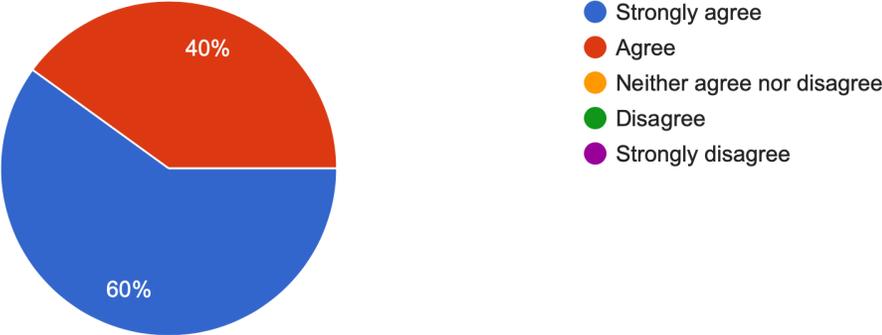
- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Detailed Findings



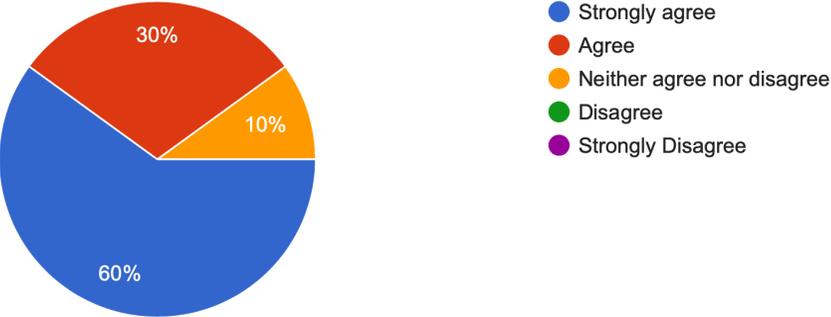
I believe the residents are happy at Grange Lea

10 responses



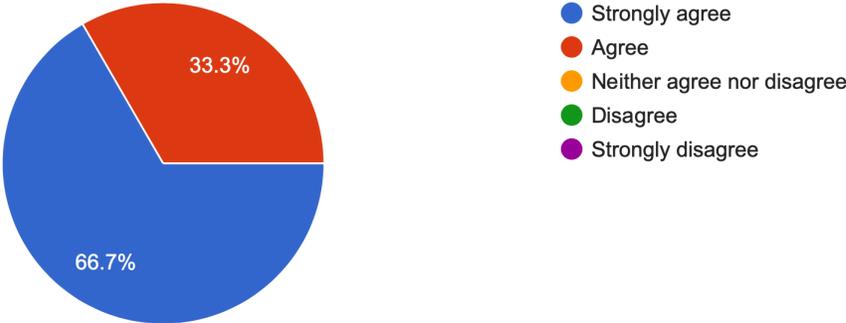
The Grange Lea Vision and Values give me a sense of purpose in my work

10 responses



I believe the home would deal with a complaint properly and in a confidential manner

9 responses

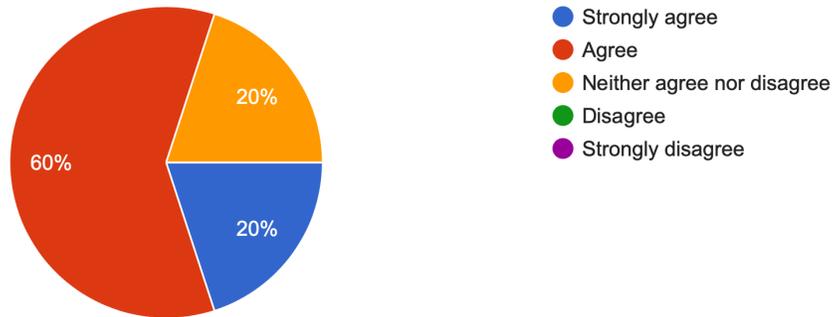


Detailed Findings



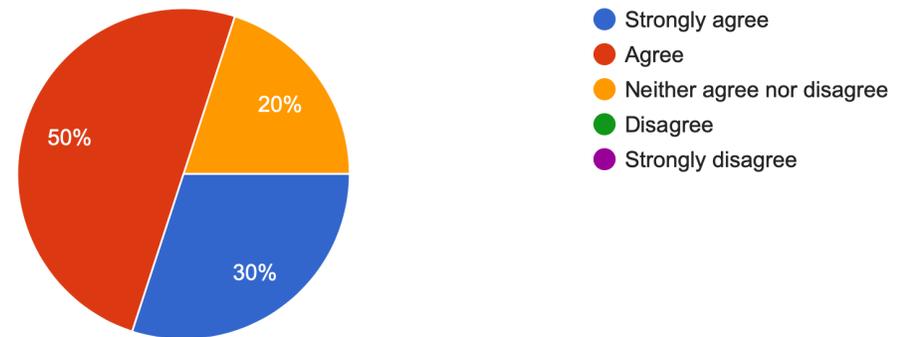
I believe the quality of the food at Grange Lea is of a high standard

10 responses



I believe the home is appropriately furnished

10 responses





Action Plan and Improvements

Area of improvement identified	Action	Comments	Complete
1. To improve communication between all staff - particularly between shifts.	Management will review the efficacy of the 'Daily Tasks' book with staff at the next Staff Meeting to ensure handovers are functioning and all relevant information is being passed between shifts.		
2. To improve the selection of food on the afternoon tea trolley.	Management will organise a meeting with the Chef's to discuss increasing the variety of options on the afternoon tea trolley.		
3. To improve ethical performance in the workplace.	Management will continue to promote our values to ensure that all staff work with these values at the heart of what they do.		
4. To improve the quality of lounge and Sun Lounge furnishings – the carpets.	Currently on the list of actions to be completed as part of refurbishments in 2023.		
5. To improve communication between management and staff.	Please refer to action 1 above		
6. To have a more detailed profile of residents available to all staff.	Management and senior staff are currently in the process of completing 'About Me' profiles on Log My Care which detail the personal interests and care needs of individual residents. This is a concise alternative to life history care plans – which was our previous means of obtaining a detailed profile of residents.		

Thanks



We would like to thank all of the staff for taking the time to complete the questionnaire and hope that the actions raised in this report will contribute to further enhancing your experience of working at Grange Lea.

We strive for a culture of continuous improvement so if anyone has any further suggestions on how any aspect of Grange Lea can be improved please do not hesitate to get in touch.