



# Grange Lea Care Home

*Staff Quality Assurance Report – February 2022*

# Executive Summary



- A electronic quality assurance questionnaire (QAQ) was emailed out to all staff whom work at Grange Lea. In total, 14 (63% of employees) responses 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 as employees believe is good and what needs to be improved. It is also vital in identifying areas which could be enhanced in order to improve our residents' experience and quality of life. To achieve this, the QAQ was designed to include a broad spectrum of questions with the aim of focusing on the vision and values at Grange Lea; Caring and Kindness, Individualised Person-Centred Care, Support, Integrity and Teamwork. This will enable us in achieving our vision, which is 'to provide 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 at Grange Lea.

# Executive Summary



- Overall, we found that 100% of respondents agreed that they enjoy working at Grange Lea and also 100% agree that they would recommend Grange Lea as a care home to a relative or friend.
- All of the respondents agreed that they have a good relationship with the residents and also the management at Grange Lea.
- Furthermore, the majority of respondents agreed that they feel valued here at Grange Lea, and that the standard of care is of a very high standard at the home.
- Comments from staff included; 'It's a home from home for residents' and 'it's a lovely home with an extremely caring environment.'

# Detailed Findings



'Grange Lea  
is a lovely  
home'

'The  
residents are  
very very well  
looked after'

'It's a home  
from home'

'Genuinely  
caring staff'

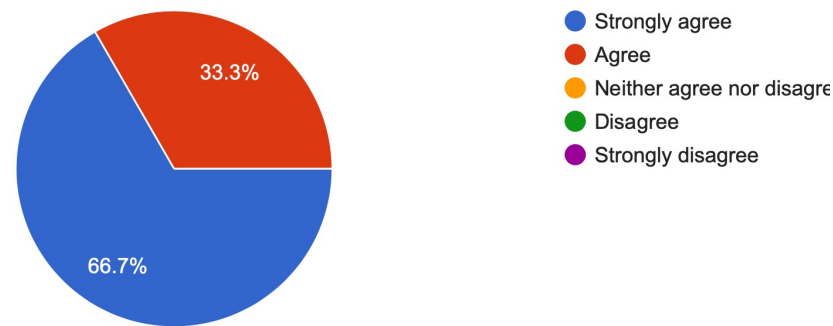
'Residents'  
needs are  
always met'

# Detailed Findings



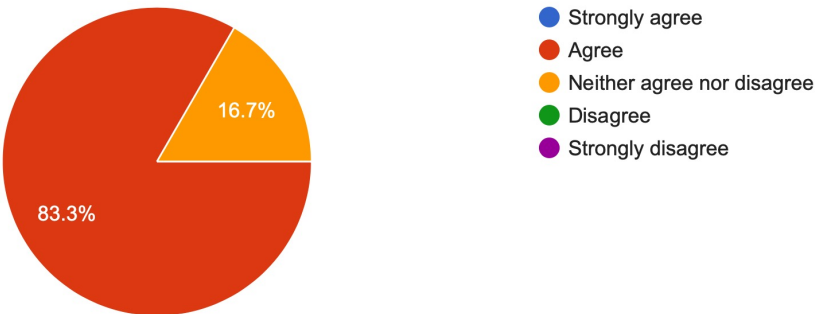
I enjoy working at Grange Lea

6 responses



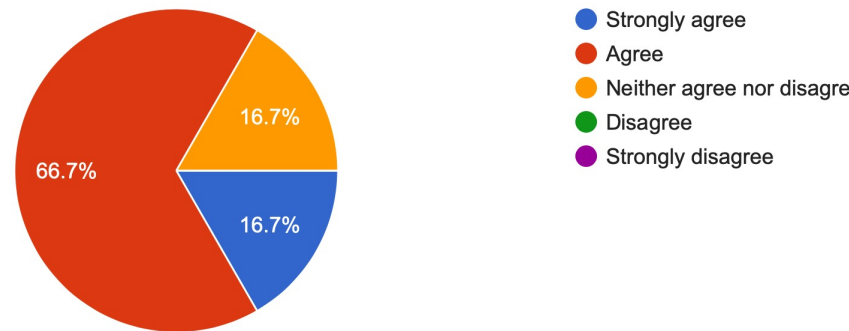
I feel supported by colleagues and management at Grange Lea

6 responses



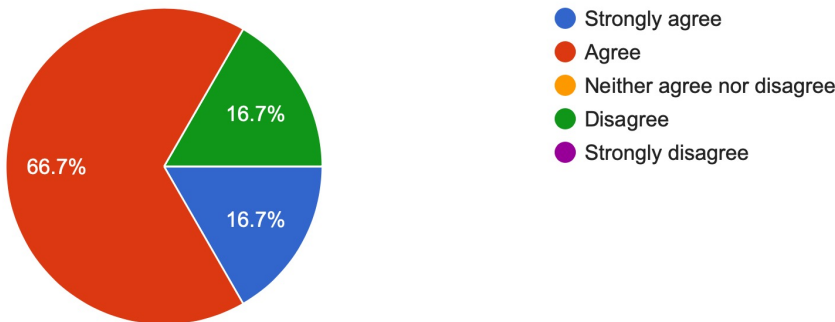
I feel valued as a team member at Grange Lea

6 responses



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

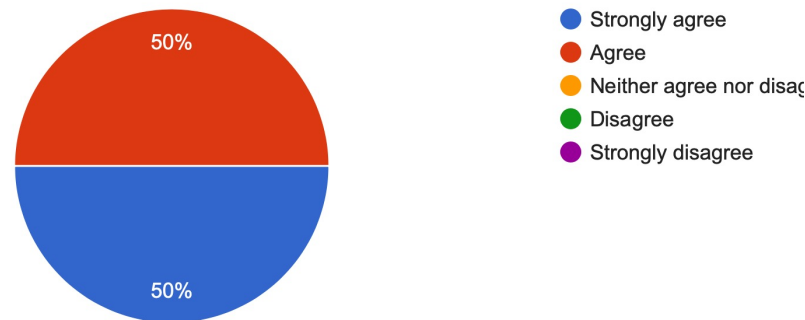
6 responses



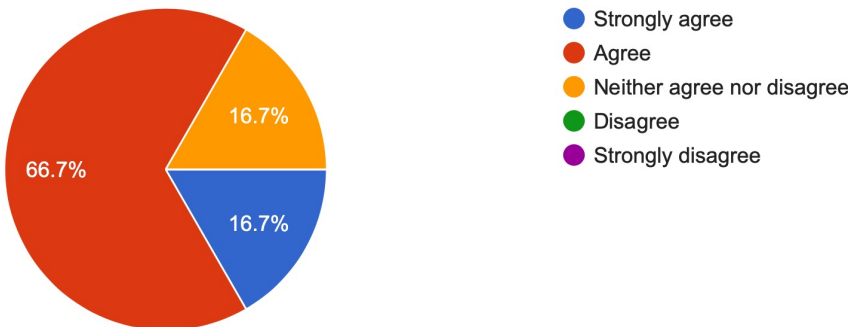
# Detailed Findings



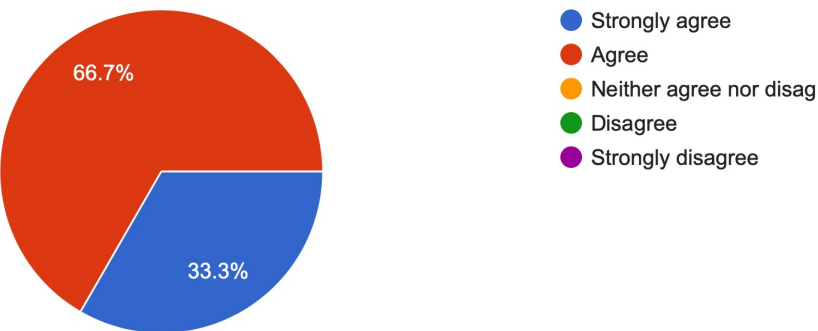
I would recommend this care home to a friend or relative  
6 responses



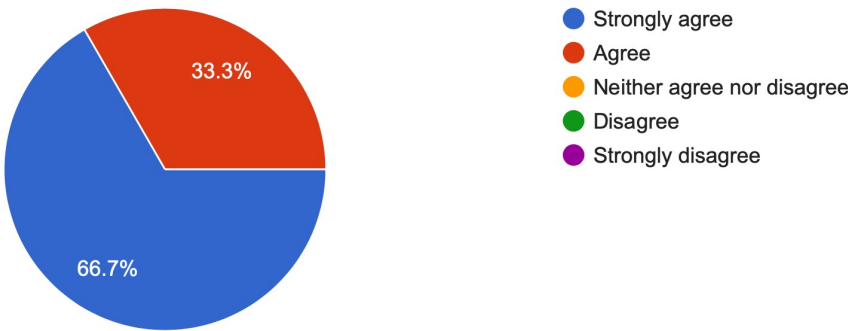
I have good relationships with other staff members  
6 responses



I would recommend working at Grange Lea  
6 responses



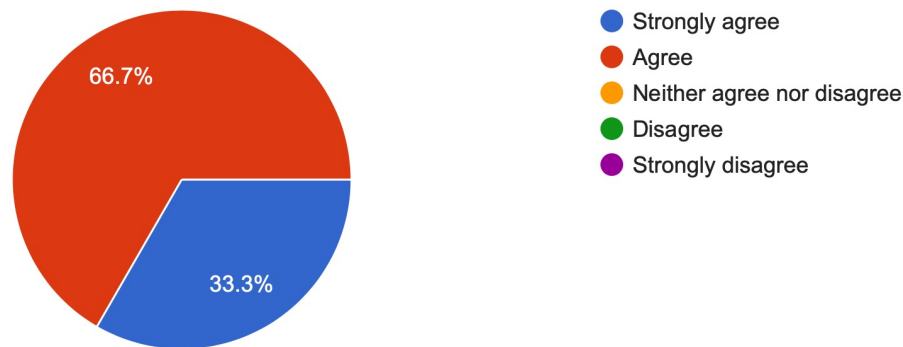
I have good relationships with the residents  
6 responses



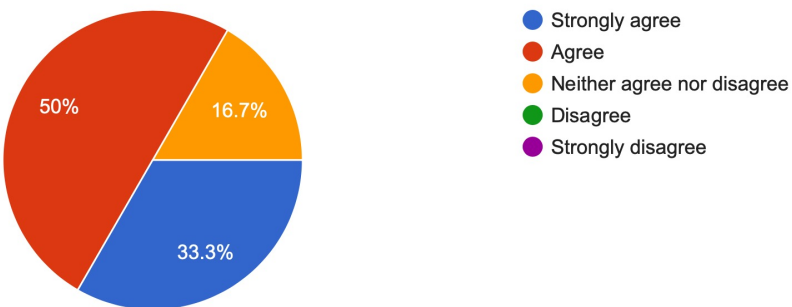
# Detailed Findings



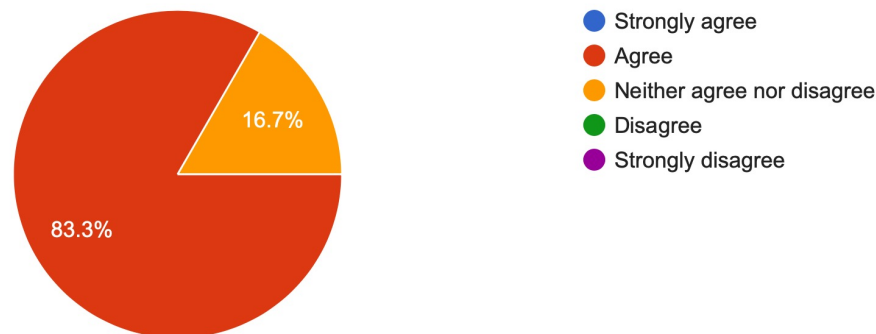
I have a good relationship with management  
6 responses



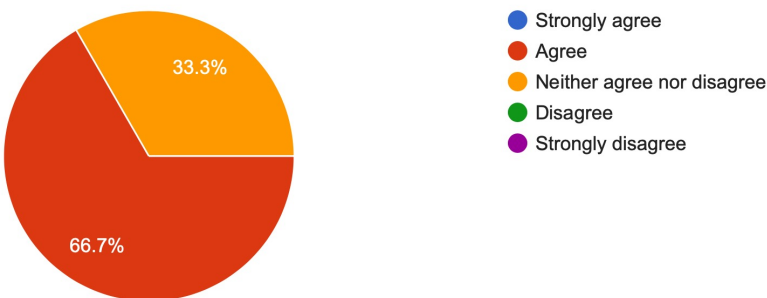
I believe the standard of care at Grange Lea is of a very high standard  
6 responses



I believe the residents are happy here at Grange Lea  
6 responses



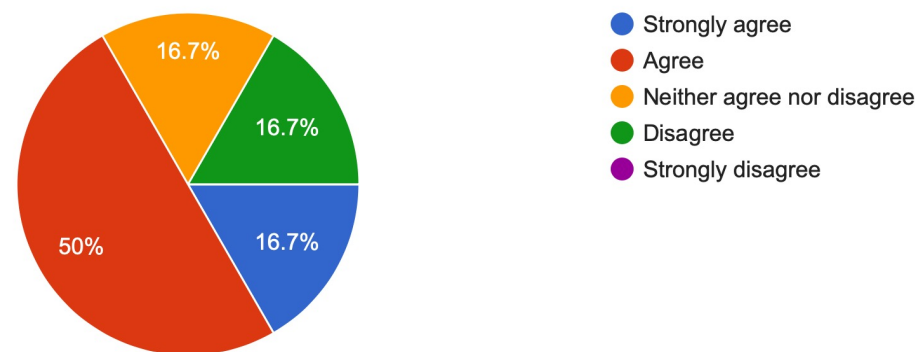
I believe the quality of the food at Grange Lea is of a high standard  
6 responses





# Detailed Findings

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



# Further Feedback

At Grange Lea we are committed to making our staff feel like they are part of a family. We want staff to feel happy, positive and have ample opportunities to learn, develop and grow whilst working at Grange Lea. We welcome all forms of feedback from staff in order to make Grange Lea a better place to work for everyone. We therefore promise that all comments are taken on board, discussed thoroughly and a clear action plan put in place in order to deliver on creating an ever-improving work-place.





# Action Plan and Improvements

Area of improvement identified	Action	Comments	Complete
Improve Communication between staff members (e.g. staff meetings, developments as a result of meetings and between management and employees)	Consider options for the introduction of a digital employee handbook application in order to assist with management-staff and staff-staff communication.		
Identify a staff room area	Consider options for the creation of a standalone staff room, furnished to a good standard providing space for staff to take their breaks		
Enforce better time-management to ensure Residents' basic needs are always met (i.e. toilet rolls, clearing of cups etc.)	Ensure staff conform to the staggered break structure for each shift: AB and D shift: 2x 15 and 1x 30 minute staggered break A and C shift: 1x 15 minute staggered break.		
Moving and handling ability of staff.	Ensuring all staff members have completed up to date Moving and Handling Training and also include as many staff onto physical training course.		
Improve staff relations and working relationships (i.e. teamworking skills.)	Ensure staff have completed Equality and Diversity training, and any other relevant training related to team-working and communication skills.		

# Thanks



- We would like to thank all of the staff for taking the time to complete the questionnaire.