

MONITORING STAFF FEEDBACK REGARDING THE CARE SERVICE

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This Policy summarises the arrangements within the Home for assessing staff views and opinions regarding their perception of the Care Services provided and the way the Home is managed. This will provide an essential indicator regarding the Home's achievement of its Quality objectives:

1. A questionnaire for completion by staff members will be designed to obtain the opinions of staff regarding the following aspects of the management of the Home:
 - 1.1 Their perception of the level of involvement in service user care that they feel they have.
 - 1.2 To what degree they feel that their job and input is sufficiently valued by the Home.
 - 1.3 The degree of respect that they feel they receive from both service users and their advocates, and other staff members.
 - 1.4 Ways in which the Care Service could be improved, and how these improvements could be realistically measured.
 - 1.5 The level, type and amount of training they receive, and opportunities for training and re-training, as appropriate to the Home's objectives.
 - 1.6 The level of communication within the Home in respect of new policies, working practices, service user feedback, and external verification and inspection reports from the C.S.C.I., Environmental Health and other statutory bodies.
2. A blank questionnaire is allocated to each staff member. Where a staff member declines to participate this will be noted on the blank questionnaire and retained for statistical purposes only.
3. As far as work-load permits it is the Home's objective to obtain feedback from at least one staff member per quarter. This will be done on a rotating basis to ensure that ultimately the views of all staff members wishing to participate are obtained.
4. Completed questionnaires are forwarded to the Home Manager for assessment and are reviewed at Staff Meetings.
5. Summaries of the questionnaire will be reviewed at the 6-monthly Quality System Management Review Meetings in respect of any action that may be required and in assigning responsibilities and target dates, ref. Policy No 209.

FORMS REFERENCES:

Form No: 2-09 Staff Questionnaire