



Review Sheet



Last
Reviewed
12 Dec 2024



Last
Amended
12 Dec 2024



This policy will be reviewed as needs require or at the following interval:
Annual

Business Impact:

Reason for this Review:

Changes Made:

Summary:

Relevant Legislation:

Underpinning Knowledge:

Suggested Action:

Equality Impact Assessment:

QCS have undertaken an equality analysis during the review of this policy. This statement is a written record that demonstrates that we have shown due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations with respect to the characteristics protected by equality law.



Further Reading

There is no further reading for this policy, but we recommend the 'Underpinning Knowledge' section of the review sheet to increase your knowledge and understanding.



Forms

The following forms are included as part of this policy:

Title of form	When would the form be used?	Created by
FSP13 - Staff Survey		QCS



FSP13 - Staff Survey

Date:	Requested due date:		
Name:	Position:		
You are not required to complete the above information. You may complete either name or position, or neither if you wish to remain anonymous.			
Please read the questions below and place a tick or cross at the grade you feel we perform. This will help us improve and raise the standards.			
	Inadequate 1 Score		Requires Improvement 2 Score
			Good 3 Score
			Outstanding 4 Score

1. Is the service Safe?

I understand my responsibility to protect and safeguard Service Users from bullying, harassment, avoidable harm, neglect, abuse and discrimination				
Staff who administer medication have competency assessments completed regularly				
I give Service Users their medicine according to the Care Plan and store it correctly and safely. I have been given the training required to administer/prompt medication				
The Service User is involved in reviewing their medicines and supported to be as independent as possible				
I understand who is responsible for maintaining the Service User's equipment and quickly report any maintenance issues to the correct agency				
There are enough staff to make sure that Service Users receives a reliable service that is not rushed. Staff have the right mix of skills to make sure the Service Users are kept safe				
I am encouraged to seek help when I feel I am being asked to do something that I am not prepared or trained for. I am positively supported to challenge and report any poor practice and I am confident this would be acted upon				

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I know how to support Service Users to stay safe but also have as much freedom as possible to do the things they want to do				
Staff protect the dignity and human rights of the Service Users and respect them as individuals				
The Service User is kept up to date when staff need to change at short notice, so they know who to expect				
When I cover for staff, I am fully briefed so I can seamlessly support the Service User according to their Care Plan				
Total	1	2	3	4
	Score (for office use only)			

2. Is the service Effective?

The Service User is always introduced to any staff who are going to provide their care				
I have the right knowledge, qualifications and skills to carry out my role				
I received a comprehensive induction, including shadowing more experienced staff				
I receive training in a method that suits me and develops my skills, and Because We Care Northampton supports my continuous professional development				
I receive supervision and appraisal which help me develop skills				
I have an employment contract and understand the terms and conditions				
If required, I am registered with the necessary professional body and understand and work within the code of practice				
When needed, the Service User's family and friends are also involved in decisions about their care				
I know about the health needs and personal wishes of the Service Users I support and they are given as much choice and control as possible				



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If applicable to the Care Plan, I make sure the Service User gets the right food and drink they need and that they have enough of it				
I understand the laws around consent and always seek informed consent to care or treatment				
Total	1	2	3	4
Score (for office use only)				

3. Is the service Caring?

I feel staff treat Service Users and their loved ones with dignity, respect, kindness and compassion				
There are warm positive relationships between Service Users and staff				
The staff team is caring and staff work well together				
I understand how to request independent support and advocacy if Service Users need this service				
Service Users' privacy is always respected by staff and this includes their personal information				
I have the time to care for and treat people in a person-centred way				
Staff communicate with Service Users and their loved ones about their needs. Staff understand the importance of not discriminating because of someone's protected characteristic				
Total	1	2	3	4
Score (for office use only)				

4. Is the service Responsive?

Staff understand the service is for Service Users. They listen to their personal stories, needs, preferences and ideas and act on them				

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The Service User's Care Plan is changed as their needs change and all those who need to know, like other services, are kept up to date				
Any concerns and complaints I am made aware of, I take seriously, and follow procedure so they are dealt with properly				
Total	1	2	3	4
Score (for office use only)				

5. Is the service Well-led?

Staff are involved in the quality assurance process within Because We Care Northampton and understand the importance of monitoring and measuring service performance				
Staff are involved in the development of the aims and objectives of Because We Care Northampton				
There is good communication between management and staff and teams work collaboratively				
The manager models a team approach with a 'safe to challenge' culture and respects differing views				
The management communicates clearly to everyone, thinking about the way we will understand the message best and adhering to the Accessible Information Standard				
I am asked for my views on the wider service and I feel included in how things will be different				
I know what is expected of me and staff are happy in their work				
The managers know what they need to do and are always honest, including when things go wrong				
I know the roles and responsibilities of management across Because We Care Northampton				
I am positively supported to challenge and report any poor practice and I am confident this would be acted upon				



Total	1	2	3	4
	Score (for office use only)			

Respecting My Privacy

If you wish, you do not have to declare your identity on this survey and you may return it anonymously

	Yes	No
I have been told that I can return this survey anonymously		
I have been shown how to return this survey anonymously		
I am satisfied that I can return this survey anonymously if I want to		

Comments**FOR OFFICE USE ONLY**

Date returned:

Total Score:

Tallied By:
(initials)**Notes**