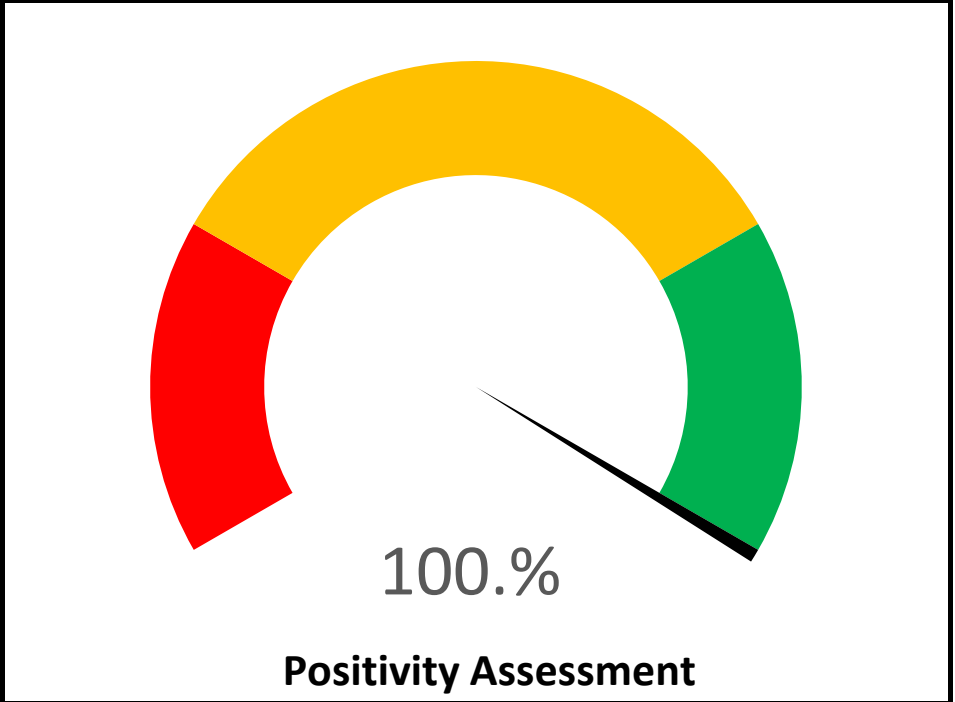
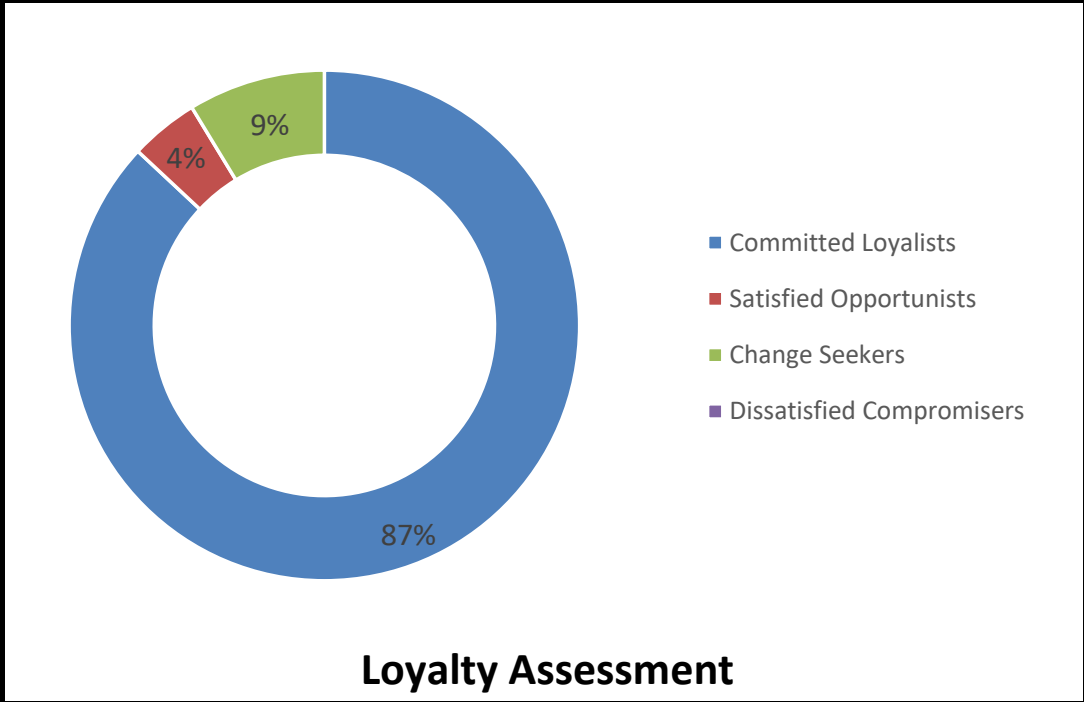
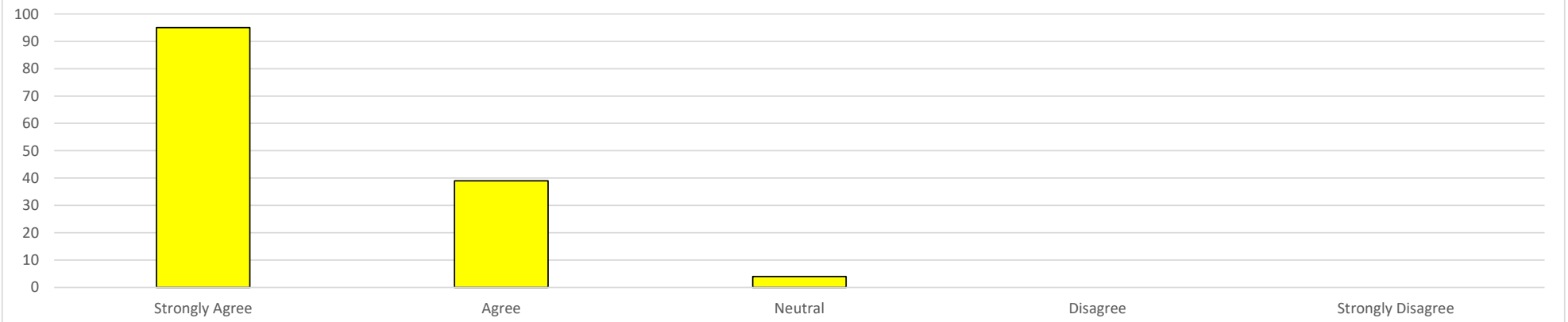


<div>Example</div> <div>June 2025</div>	Total Staff Employed	25
	Total Responses Received	23
	Care Staff Responses	19
	Manager Responses	3
	Non Care Staff Responses	1



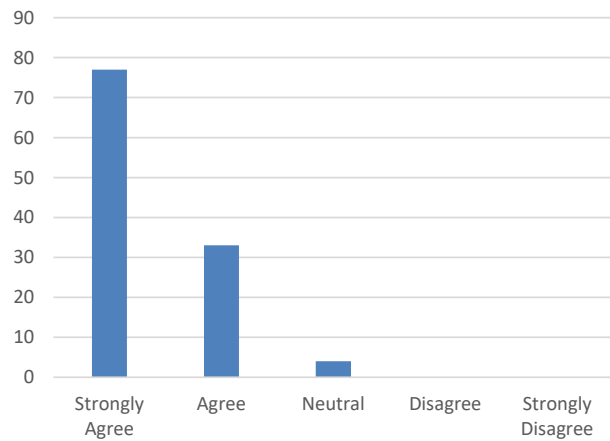
There are some very postive comments from your staff members and it is lovely to hear that successes are celebrated during Team meetings. To maintain positivity and inclusive team spirit, including all days, nights and part time staff it may be an idea to include a staff notice board in a prominent place. It is good to see that Mangement have identified issues with communication and are putting appropriate actions in place. Staff are clearly encouraged to report any safeguarding concerns, but may need a little more encouragement/support to report any health & safety concerns or complaints. The Management clearly encourages staff intergration and enable contact to support staff development and improvement, perhaps a suggestion box may also be useful. There is good use of initivate ideas and incentives to encourage all staff to attend team meetings and communicate through 'WhatsApp' group. It is clear and apparent that the majority of staff are committed to the company. Have you considered joining The Care Professional Standards Academy? This is a platform where Care Professionals can log training certificates and qualifications and gain access to exclusive rewards and discounts. Employers can also utilise the platform to track and monitor staff training and development, and incentivise their staff to engage with further training. We will ask a member of the team to make contact with you shortly to discuss this further.

Care

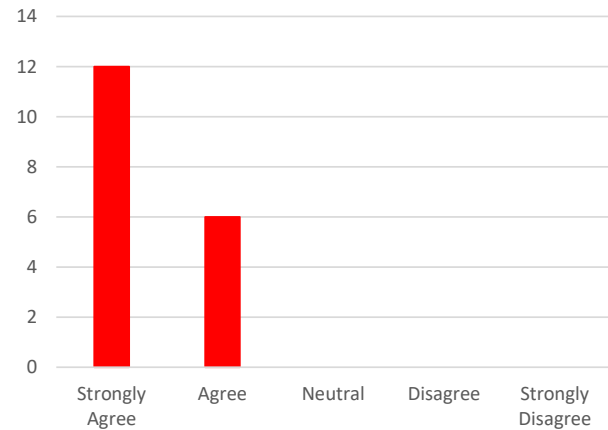


All Responses To All 'Care' Questions From All Staff

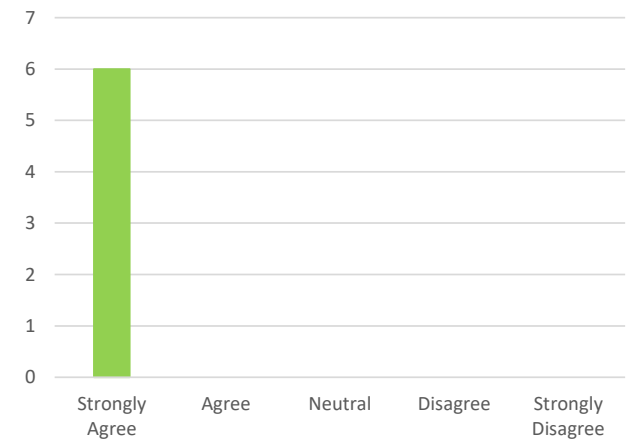
Care Staff 'Care' Responses



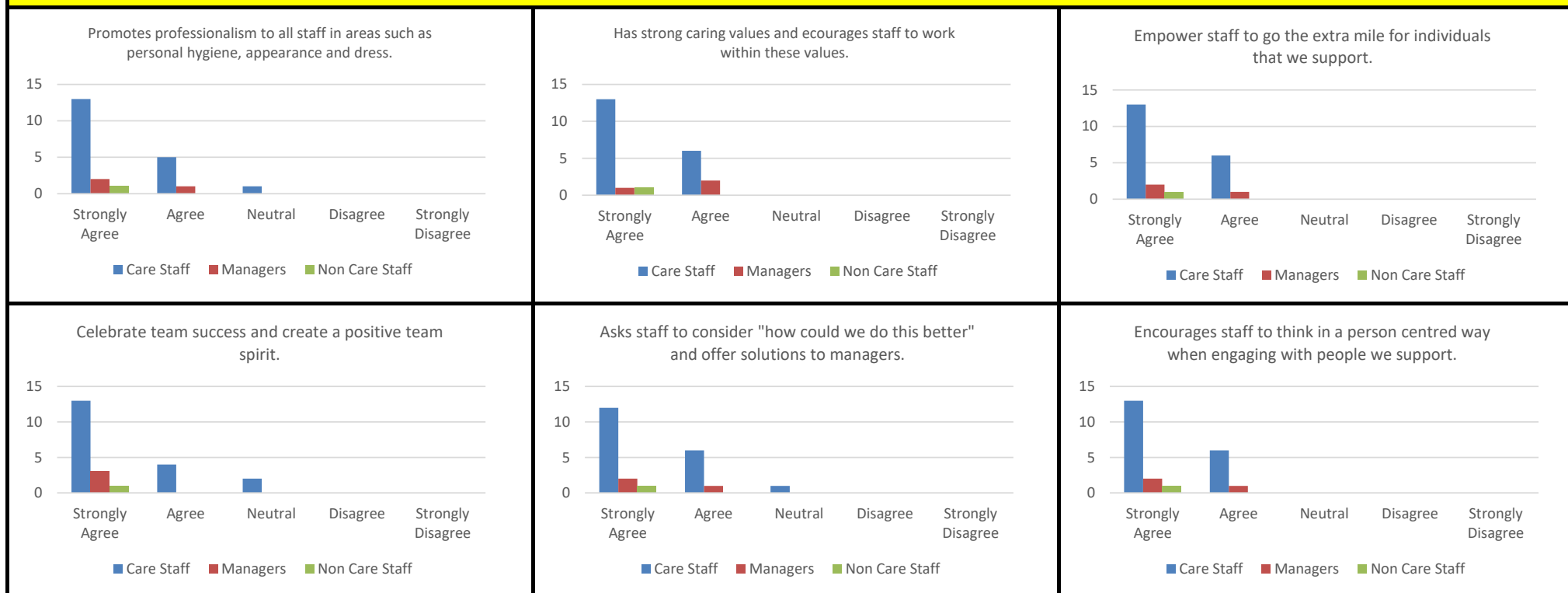
Managers 'Care' Responses



Non Care Staff 'Care' Responses



Care Continued



Comments Regarding Care

From Care Staff

- Care is important for mental and physical health of a person.
- The care we give, in my opinion, we go above and beyond our duties ie if it's a service users birthday we buy presents, flowers or favourite treat.
- Care is going the extra mile in ensuring vulnerable people receive the appropriate care they need.

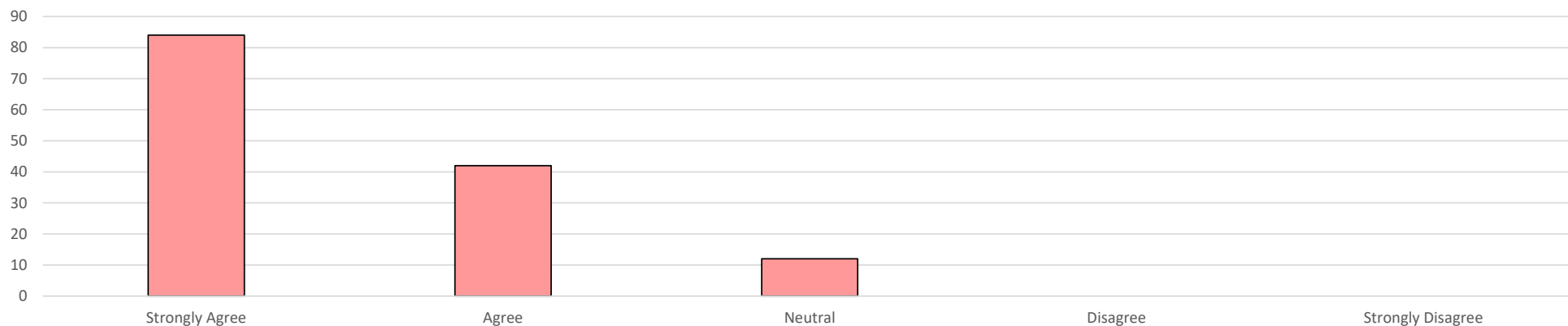
From Managers

- The organisation strongly promotes training, and this includes the values and standards that is expected when completing personal care for people. At induction we complete face to face training on the 6Cs of nursing, the importance of Health and Safety and keeping people safe from infection, we do practical sessions on donning and doffing PPE. In addition, senior staff regularly drop in on staff at calls to check PPE is being used. We celebrate success by sometimes giving certificates, we tell everyone at Team Meetings what someone has done when they have gone the extra mile for service users and their families.

From Non Care Staff

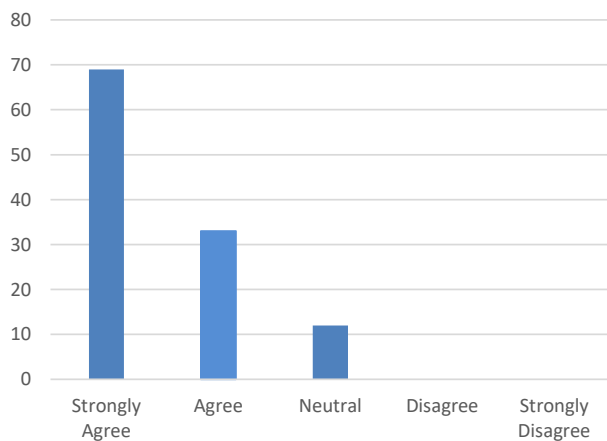
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Compassion

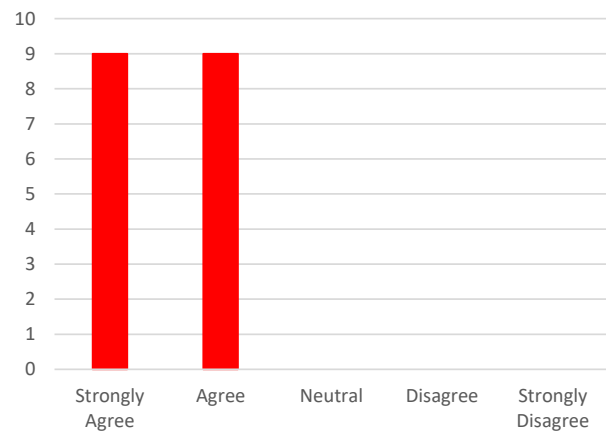


All Responses To All 'Care' Questions From All Staff

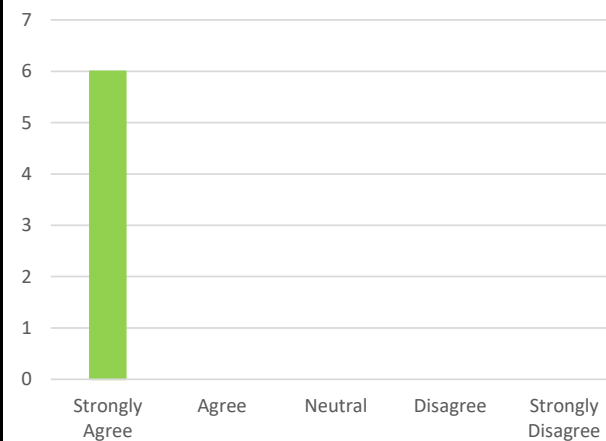
Care Staff 'Care' Responses



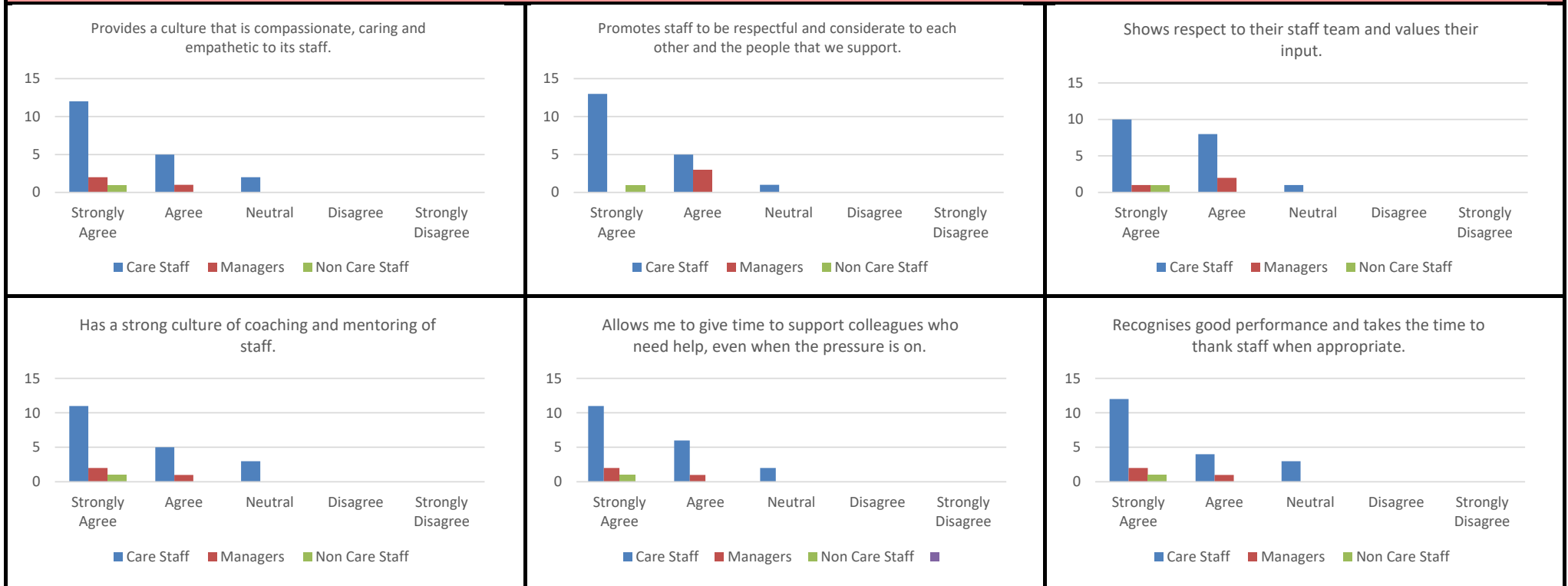
Managers 'Care' Responses



Non Care Staff 'Care' Responses



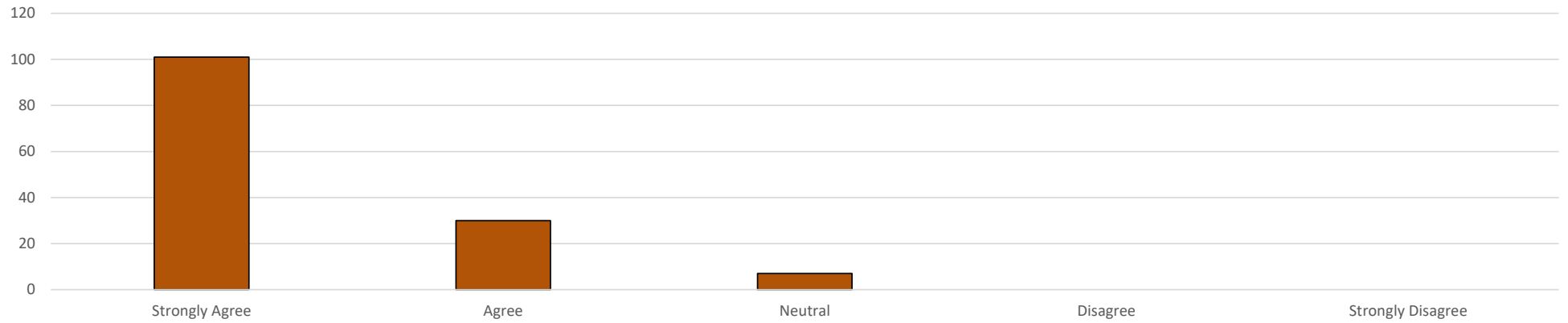
Compassion continued



Comments Regarding Compassion

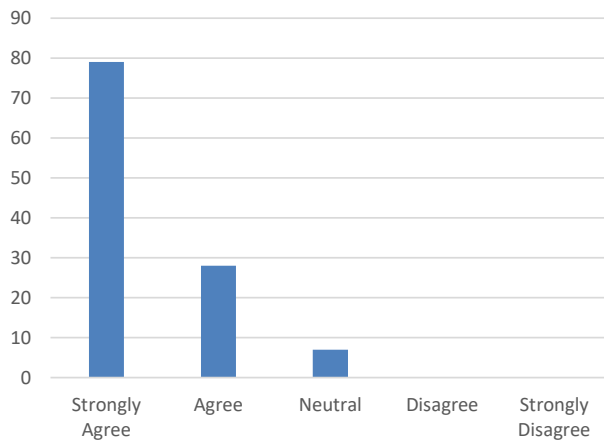
From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> We have great communication skills and we are encouraged as a team to speak up without discrimination. 	<ul style="list-style-type: none"> Good performance is recognised with a performance bonus scheme that is in place. This has criteria that all staff are aware of for being awarded it. I think people's communication with colleagues, management and service users when there are challenges could be improved and we plan to work on this over the next few months. Helping people to manage difficult situations or how to say no we are unable to cover this without feeling too stressed is a skill that we as managers need to help people to acquire. 	<ul style="list-style-type: none">

Courage

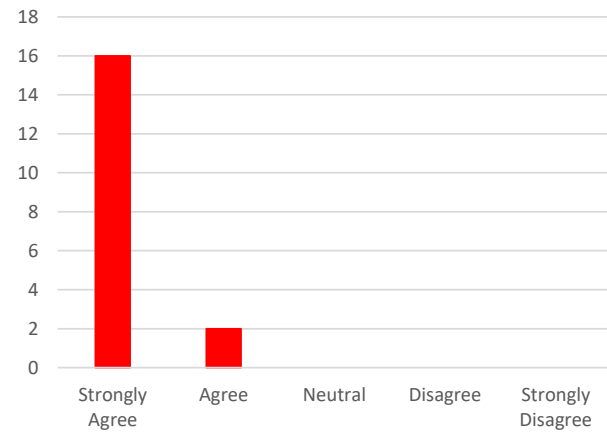


All Responses To All 'Care' Questions From All Staff

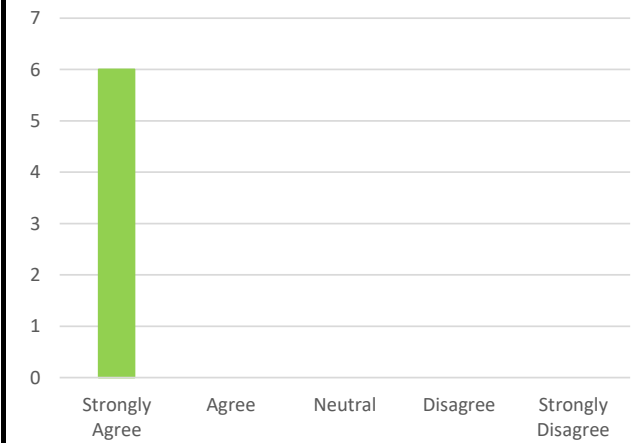
Care Staff 'Care' Responses



Managers 'Care' Responses



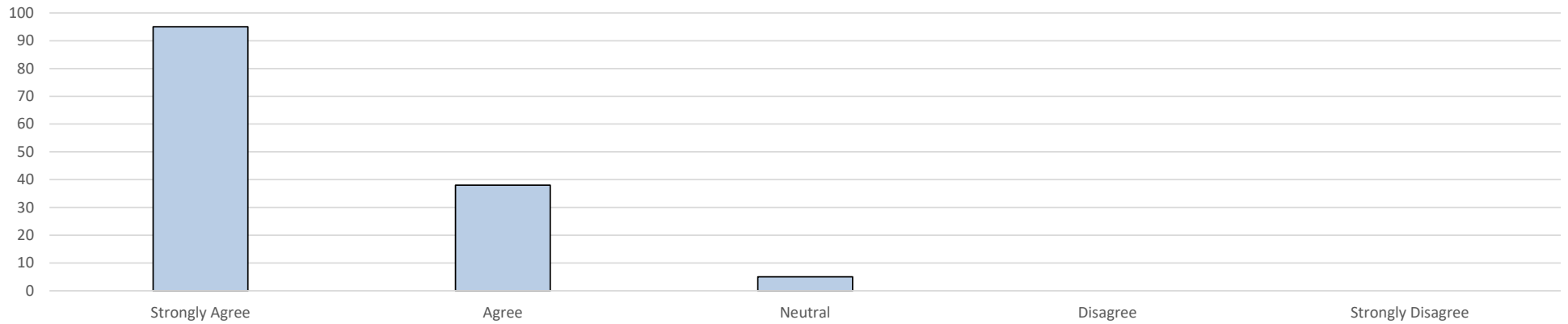
Non Care Staff 'Care' Responses



Courage continued

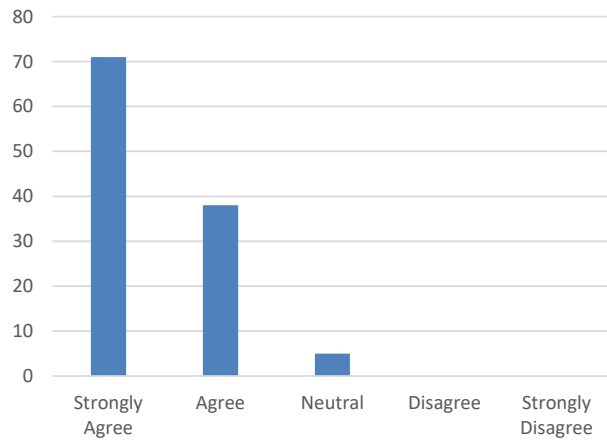
<p>Always encourages staff to raise safeguarding issues immediately.</p> <table><tr><th>Response</th><th>Care Staff</th><th>Managers</th><th>Non Care Staff</th></tr><tr><td>Strongly Agree</td><td>13</td><td>3</td><td>1</td></tr><tr><td>Agree</td><td>6</td><td>0</td><td>0</td></tr><tr><td>Neutral</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Disagree</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Strongly Disagree</td><td>0</td><td>0</td><td>0</td></tr></table>	Response	Care Staff	Managers	Non Care Staff	Strongly Agree	13	3	1	Agree	6	0	0	Neutral	0	0	0	Disagree	0	0	0	Strongly Disagree	0	0	0	<p>Asks staff to speak up if they see poor practice and or share best practice.</p> <table><tr><th>Response</th><th>Care Staff</th><th>Managers</th><th>Non Care Staff</th></tr><tr><td>Strongly Agree</td><td>13</td><td>3</td><td>1</td></tr><tr><td>Agree</td><td>3</td><td>0</td><td>0</td></tr><tr><td>Neutral</td><td>3</td><td>0</td><td>0</td></tr><tr><td>Disagree</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Strongly Disagree</td><td>0</td><td>0</td><td>0</td></tr></table>	Response	Care Staff	Managers	Non Care Staff	Strongly Agree	13	3	1	Agree	3	0	0	Neutral	3	0	0	Disagree	0	0	0	Strongly Disagree	0	0	0	<p>Always encourages staff to raise health and safety issues immediately.</p> <table><tr><th>Response</th><th>Care Staff</th><th>Managers</th><th>Non Care Staff</th></tr><tr><td>Strongly Agree</td><td>13</td><td>3</td><td>1</td></tr><tr><td>Agree</td><td>5</td><td>0</td><td>0</td></tr><tr><td>Neutral</td><td>1</td><td>0</td><td>0</td></tr><tr><td>Disagree</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Strongly Disagree</td><td>0</td><td>0</td><td>0</td></tr></table>	Response	Care Staff	Managers	Non Care Staff	Strongly Agree	13	3	1	Agree	5	0	0	Neutral	1	0	0	Disagree	0	0	0	Strongly Disagree	0	0	0
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From Care Staff	From Managers	From Non Care Staff																																																																								
<ul style="list-style-type: none">• We as a team are encouraged to raise any safeguarding issues.• Being able to air your views on issues without fear.	<ul style="list-style-type: none">• Staff have regular supervisions and appraisals. They are sent a questionnaire before their supervision which is linked to key lines of enquiry so they can consider how they keep people safe, how they respond to a request by a service user. Staff are really good at raising anything about safeguarding and recognising what could potentially be a safeguarding issue. Staff could be helped to become more confident so they can promote positive changes.	<ul style="list-style-type: none">•																																																																								

Committment

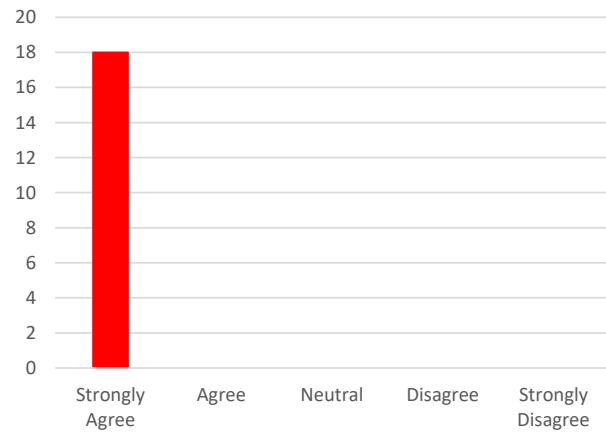


All Responses To All 'Care' Questions From All Staff

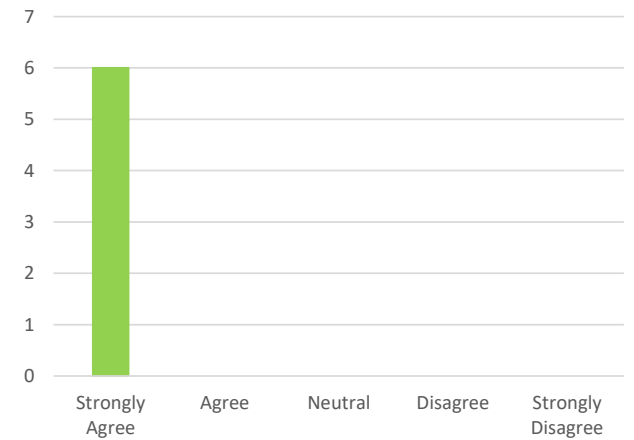
Care Staff 'Care' Responses



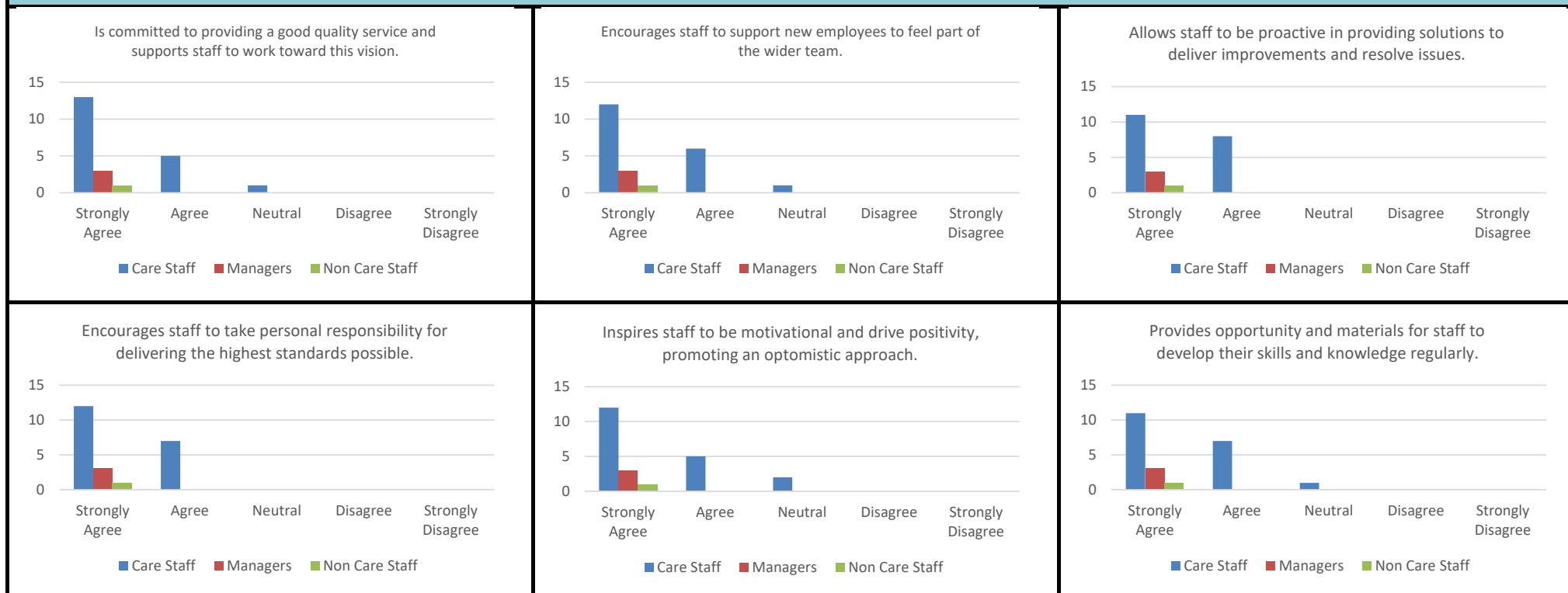
Managers 'Care' Responses



Non Care Staff 'Care' Responses



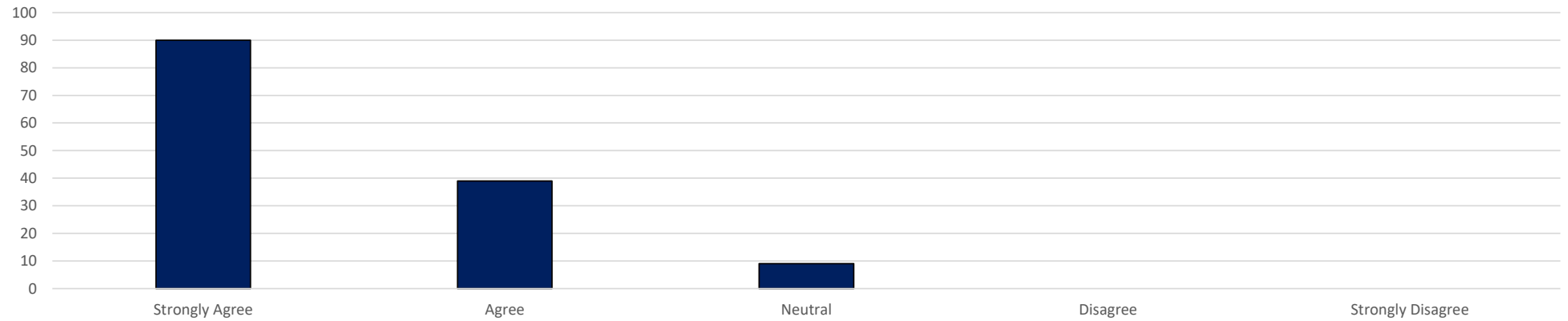
Committment continued



Comments Regarding Commitment

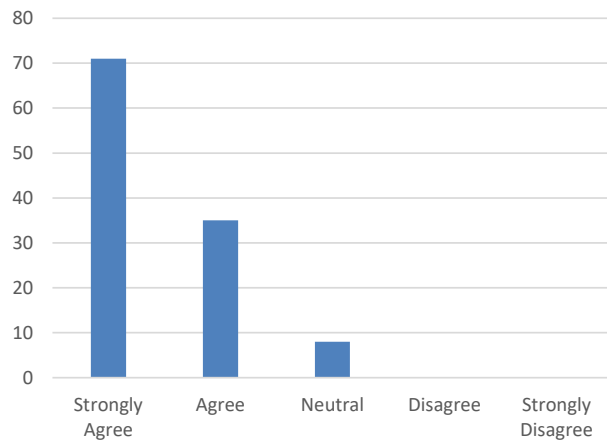
From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> • We as a team have a great commitment to our service users and staff. • Commitment is always ensuring that you give your best, at much as you can, to whatever you are asked to do. 	<ul style="list-style-type: none"> • We have a great welcoming system for anyone starting work at our organisation. We have a Care "Whatsapp" Group and new people are introduced on this and made to feel part of a team. Managers are on call all the time so if staff get into any difficulty or are unsure of something they can get advice to resolve issues. 	<ul style="list-style-type: none"> •

Competence

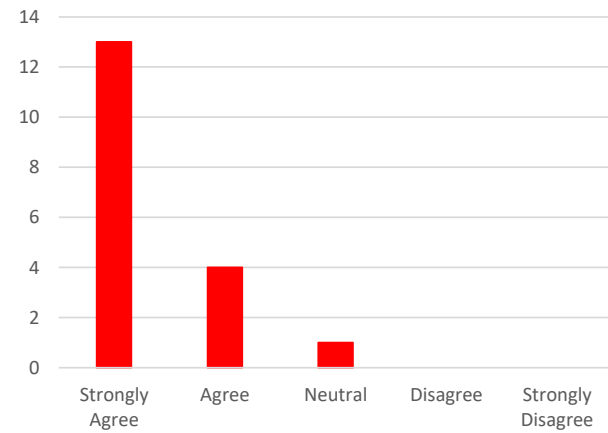


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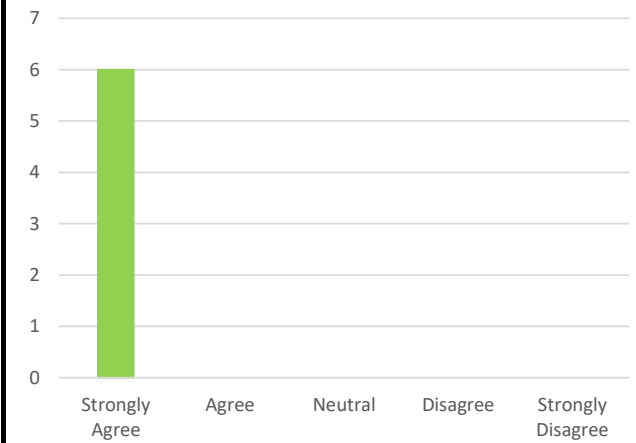
Care Staff 'Care' Responses



Managers 'Care' Responses



Non Care Staff 'Care' Responses



Competence continued

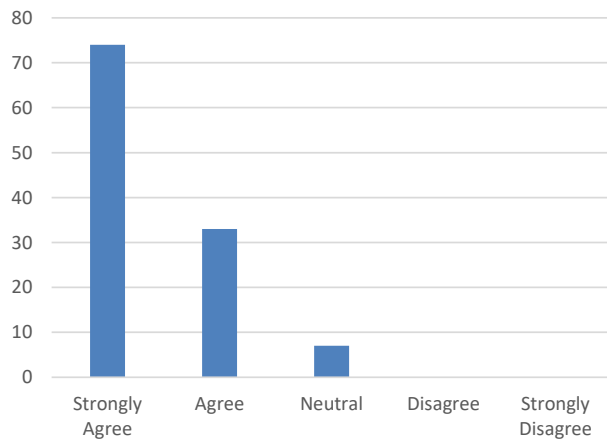
<p>Encourages staff to share skills and knowledge with colleagues.</p> <table><thead><tr><th>Response</th><th>Care Staff</th><th>Managers</th><th>Non Care Staff</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>11</td><td>3</td><td>1</td></tr><tr><td>Agree</td><td>6</td><td>0</td><td>0</td></tr><tr><td>Neutral</td><td>2</td><td>0</td><td>0</td></tr><tr><td>Disagree</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Strongly Disagree</td><td>0</td><td>0</td><td>0</td></tr></tbody></table>	Response	Care Staff	Managers	Non Care Staff	Strongly Agree	11	3	1	Agree	6	0	0	Neutral	2	0	0	Disagree	0	0	0	Strongly Disagree	0	0	0	<p>Allows time for staff to develop skills by attending appropriate training.</p> <table><thead><tr><th>Response</th><th>Care Staff</th><th>Managers</th><th>Non Care Staff</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>13</td><td>2</td><td>1</td></tr><tr><td>Agree</td><td>4</td><td>0</td><td>0</td></tr><tr><td>Neutral</td><td>2</td><td>1</td><td>0</td></tr><tr><td>Disagree</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Strongly Disagree</td><td>0</td><td>0</td><td>0</td></tr></tbody></table>	Response	Care Staff	Managers	Non Care Staff	Strongly Agree	13	2	1	Agree	4	0	0	Neutral	2	1	0	Disagree	0	0	0	Strongly Disagree	0	0	0	<p>Supports staff to prioritise tasks to benefit the people that we support.</p> <table><thead><tr><th>Response</th><th>Care Staff</th><th>Managers</th><th>Non Care Staff</th></tr></thead><tbody><tr><td>Strongly Agree</td><td>12</td><td>3</td><td>1</td></tr><tr><td>Agree</td><td>7</td><td>0</td><td>0</td></tr><tr><td>Neutral</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Disagree</td><td>0</td><td>0</td><td>0</td></tr><tr><td>Strongly Disagree</td><td>0</td><td>0</td><td>0</td></tr></tbody></table>	Response	Care Staff	Managers	Non Care Staff	Strongly Agree	12	3	1	Agree	7	0	0	Neutral	0	0	0	Disagree	0	0	0	Strongly Disagree	0	0	0
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Response	Care Staff	Managers	Non Care Staff																																																																							
Strongly Agree	12	2	1																																																																							
Agree	6	1	0																																																																							
Neutral	1	0	0																																																																							
Disagree	0	0	0																																																																							
Strongly Disagree	0	0	0																																																																							
Comments Regarding Competence																																																																										
From Care Staff	From Managers	From Non Care Staff																																																																								
<ul style="list-style-type: none">• We as a team are encouraged to give new ideas and lots of training.• Competence is being good at what you do.	<ul style="list-style-type: none">• Any issues are communicated on our Care "Whatsapp" Group. They use this if they cannot find something in a service users house, staff are encouraged to share skills with new staff by buddying them up on double up care calls to boost confidence after their induction with a senior.	<ul style="list-style-type: none">•																																																																								

Communication

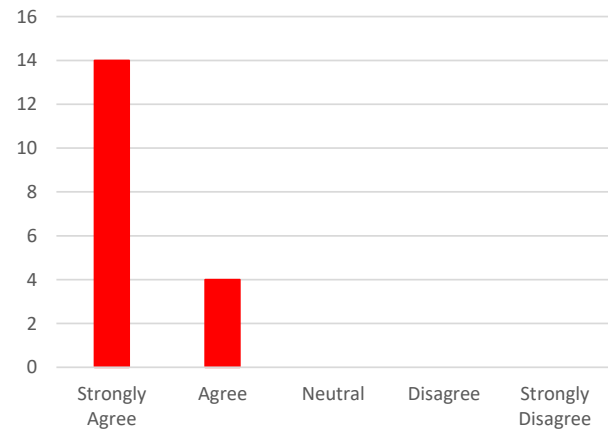


All Responses To All 'Care' Questions From All Staff

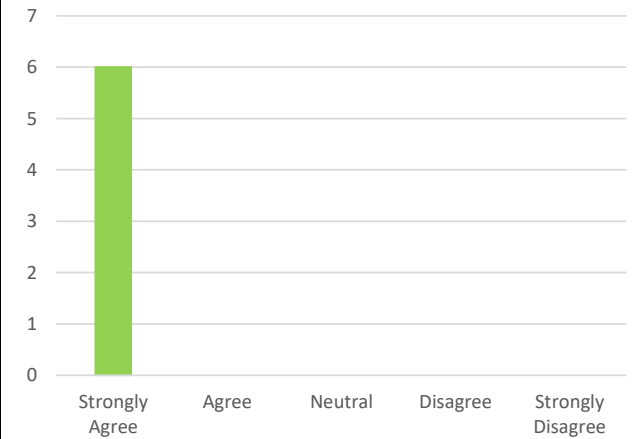
Care Staff 'Care' Responses



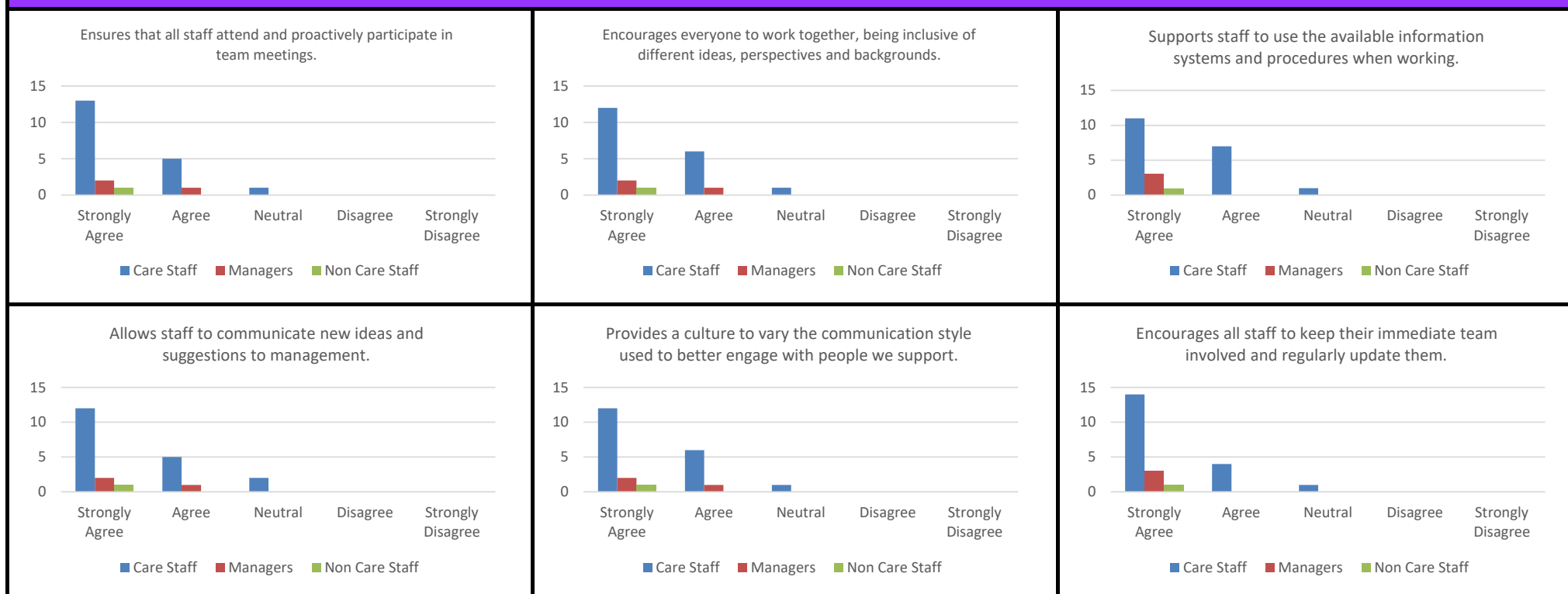
Managers 'Care' Responses



Non Care Staff 'Care' Responses



Communication continued



Comments Regarding Communication

From Care Staff	From Managers	From Non Care Staff
<ul style="list-style-type: none"> • We have a team meeting once a month. • Communication is passing information. 	<ul style="list-style-type: none"> • Staff are paid to attend Team Meetings, if it's their day off they can join by Zoom and still get paid, staff are allowed to get a free drink before the meetings from the local cafe. 	<ul style="list-style-type: none"> •

Loyalty Matrix

By combining overall job satisfaction and an employee's anticipated tenure (that is, how long they believe they will stay at that organisation) we can calculate a Loyalty Matrix which gives an even stronger sense of how employees feel about their jobs.

WHAT DO THE GROUPS IN THE LOYALTY MATRIX MEAN?

Committed Loyalists	These are the employees who are highly satisfied with their jobs and have a long-term intention to stay with their organisation. Through the positive contributions they make to productivity, customer satisfaction, the morale of their co-workers and ultimately, to their organisation's financial performance and overall success, they are the foundation of their organisation's human capital.		
Satisfied Opportunists	These employees are satisfied with their jobs but are not deeply committed to the organisation in the long-run. As a result, they are both an asset and a liability. They are happy and productive workers, but they represent a risk of employee turnover. Their lack of commitment to their organisations means that they can be lured away by other employers.		
Change Seekers	These employees are actively on their way out of their organisations, lacking both commitment and intention to stay. They are apt to be less productive than their more committed colleagues and may also be a drag on the morale of those around them.		
Dissatisfied Compromisers	These are the employees who are unhappy with their jobs, but have no intention to leave. While they don't directly contribute to turnover costs, they may still drag down their organisation's financial performance through lower productivity and, in many cases, by lowering the morale of others.		
	Care Staff	Managers	Non Care Staff
Committed Loyalists	16	3	1
Satisfied Opportunists	1		
Change Seekers	2		
Dissatisfied Compromisers			