

Virtual Engagement- Staff Questionnaire

Name of care home:

Name & contact details: (optional)

Date completed:

It would be extremely helpful if you would answer the questions below and return the completed questionnaire to the freepost address. This will assist our volunteers greatly in having an understanding of your setting.

**Introductory questions**

How long have you worked at the home?

What is your role?

**Safety**

Do you feel there are enough members of staff on duty at your workplace (day and night)?

Are staff absences well managed?

Do you feel confident to raise concerns?

Are your concerns acted upon?

Do you feel adequately trained?

Is there any additional training you would like? (please state)

Are there adequate fall prevention measures in place?

Have you been offered the Covid Vaccine?

Do you feel up to date with current visiting advice? Do you feel you have enough information about this?

How has it been implementing visiting?

Do you feel the home has enough PPE, Sanitiser etc?

**Effectiveness**

Do you feel you had an adequate induction when you first started?

Are your training needs regularly reviewed and updated?

Do you feel you have enough time to support residents effectively?

Are you able to provide enough support for residents at meal times?

**Caring**

Do you feel that you know the personal preferences of the residents that you care for including their personal histories, likes and dislikes etc?

Do you feel that people are treated with kindness and compassion?

Do you feel that you get to spend enough time with residents?

What is the most enjoyable part of your job?

Who arranges appointments for GPs, Opticians, foot care etc?

**Responsive**

Do you feel that your setting provides person centred care?

Do you feel able to respond effectively to the needs of residents?

Do you understand resident’s preferences and choices for end of life care?

Do you feel confident in the use of technology to help support residents e.g. IT equipment, hearing aids, Zoom Calls/facetime etc?

Is there an Activities Coordinator in post?

Who decides what activities are provided?

Are resident’s opinions/preferences catered for and put in their care plans?

Do residents get outside in the garden much?

Do you offer outside activities such as walks, shopping trips, sea-side visits etc?

Do residents receive a varied diet/ menu choice?

Are individual tastes/preferences offered?

**Staff opinion/Well Led?**

Do you feel supported in your role?

Are the management team approachable and helpful?

Do you feel the home is well managed and run?

Do you feel you get all the guidance necessary in order to do your role?

If there was one thing you could change about your current setting what would it be?

Is there anything else that you would like to tell Healthwatch or that we can assist with?

For more detailed information about the work of Healthwatch, please take a look at our website: [**www.healthwatcheastridingofyorkshire.co.uk**](http://www.healthwatcheastridingofyorkshire.co.uk)

Alternatively you can contact us by any of the following means:

Telephone: 01482 665 684

Email: [enquiries@healthwatcheastridingofyorkshire.co.uk](mailto:enquiries@healthwatcheastridingofyorkshire.co.uk)

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