

Staff Questionnaire

QUESTIONNAIRE NO: _____

In order to ensure that we are continuing to provide a good quality of care to meet our service users' needs we would value your input by completing the following questionnaire. It is you, our staff, that provide the care that the service users receive and from your daily contact with them, their family members or relatives, and other staff members, and by putting our Policies into practice, you are ideally placed to let us know how you feel we are performing, and what suggestions you may have for improving the overall quality of life for our service users. Please be frank, and when completed please pass the questionnaire to your Supervisor or Manager. Thank you for your help.

ELEMENT	SCORE					COMMENTS
	1	2	3	4	5	
SCORE RATING: 1 = Very Poor 2 = Poor 3 = Satisfactory 4 = Good 5 = Very Good						
A: PERSONAL QUALITIES						
The administrative back-up you receive from us?						
The Staff Rota system?						
The hours of work, and shift patterns?						
Our ability to match a Care Worker with a service user?						
The distances that you are required to travel?						
The perceived friendliness of other staff?						
What do you like most about your job, and why?						
What do you like least about your job, and why?						
Your opinion on the Induction Training that you received?						
What is your overall impression about the way the Organisation is being run?						
The vulnerability felt when working late or alone with a service user?						
The ability to communicate with us outside "normal" office hours?						

OBSERVATION	SCORE					COMMENTS
	1	2	3	4	5	
SCORE RATING: 1 = Very Poor 2 = Poor 3 = Satisfactory 4 = Good 5 = Very Good						
A: PERSONAL QUALITIES						
Your impression of the overall care services delivered to service users?						
Your impression of the personal care services delivered to service users?						
Your opinion on our policies for safeguarding service users' personal property and valuables?						
Your opinion on our Smoking Policies?						
Your opinion on our ability to cater for the disabled or impaired service user?						
Your opinion on our ability to cater for the special needs of service users from other ethnic origins?						
Your opinion on our procedures for the safe keeping of keys to service users' homes?						
Your opinion on our procedures for entering and leaving a service users's home?						
Your satisfaction with the procedure to be followed when you can't gain admittance to a service user's home?						
Your opinion on the level of safety precautions we provide for you when you are working late or alone?						
Your opinion on Infection Control procedures to be followed at a service users's home?						
Your opinion on the way Fire Risk Assessments and Fire Drills are conducted at our administrative offices?						
Your opinion on the Fire Safety Precautions at our administrative offices?						
Your opinion of the Policies and Procedures. Are they adequate for their purpose?						
Are our Policies and Procedures easy to understand?						