



Quality Assurance

Staff Questionnaire

We aim to continually improve the quality of service we provide in Pride Community Care LTD. We welcome and value your comments as part of this process. Please take the time to complete this questionnaire as honestly as you can. You do not have to write your name on it but you are invited to do so if you wish.

1. How long have you been in your current post here at Pride Community Care LTD?

- ☐ Less than a year
- ☐ Between one and two years
- ☐ More than two years

2. In your opinion, over the last year, has the overall standard of care improved, gone down, or stayed about the same?

- ☐ Improved
- ☐ Stayed about the same
- ☐ Declined

3. Do you get job satisfaction from working for Pride Community Care LTD?

- ☐ Never
- ☐ Sometimes
- ☐ Most of the time
- ☐ Always

Please Comment:

4. Do you, as a worker, feel valued by the Management of Pride Community Care LTD?

- ☐ Never
- ☐ Sometimes
- ☐ Most of the time
- ☐ Always

5. Do you find management approachable?

- ☐ Never
- ☐ Sometimes
- ☐ Most of the time
- ☐ Always

6. Do you feel that management listen to your suggestions and act on them to improve quality?

- ☐ Never
- ☐ Sometimes
- ☐ Most of the time
- ☐ Always

7. Do you have any suggestions you wish to put forward?



8. Do you think you have received the right amount of training to do your job effectively?

- ☐ Not enough
- ☐ Too much
- ☐ About right
- ☐ Not received any training

8a. What other training do you think you need? What would you be interested in?

9. In your opinion, how satisfied are you with the way management communicate with staff here at Pride Community Care LTD?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Average
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

9a. Is there any way we could improve the communication between management and staff?

10. Do you know if Pride Community Care LTD has a Whistleblowing Policy?

☐ Yes

☐ Not sure

☐ No

11. If you saw a service user being abused by another member of staff and you reported it to management, how confident are you that something would be done to stop the abuse?

☐ Very confident

☐ Quite confident

☐ Not very confident

☐ Not confident at all



12. If you had concerns about quality of the care service users received here at Pride Community Care LTD, who would feel you most confident discussing your concerns with?

- ☐ Staff member
- ☐ Management
- ☐ Care quality Commission (CQC)
- ☐ Other (please specify)

13. If you had a relative/friend who required the care Pride Community Care LTD provide, how likely are you to recommend Pride to them?

- ☐ Very likely
- ☐ Likely
- ☐ Unlikely
- ☐ Very unlikely

If not please state why.

14. If you wanted to make a complaint about any aspect of Pride Community Care LTD as a business would you feel confident in knowing how to do this?

- ☐ Very confident
- ☐ Quite confident
- ☐ Not very confident
- ☐ Not confident at all

If not please state why.



15. You may remain anonymous if you wish. If you do want to leave your name and job title please do.

Name:

Job Title:

Date:

As we value your opinion, if you have any further comments or suggestions please write them below.