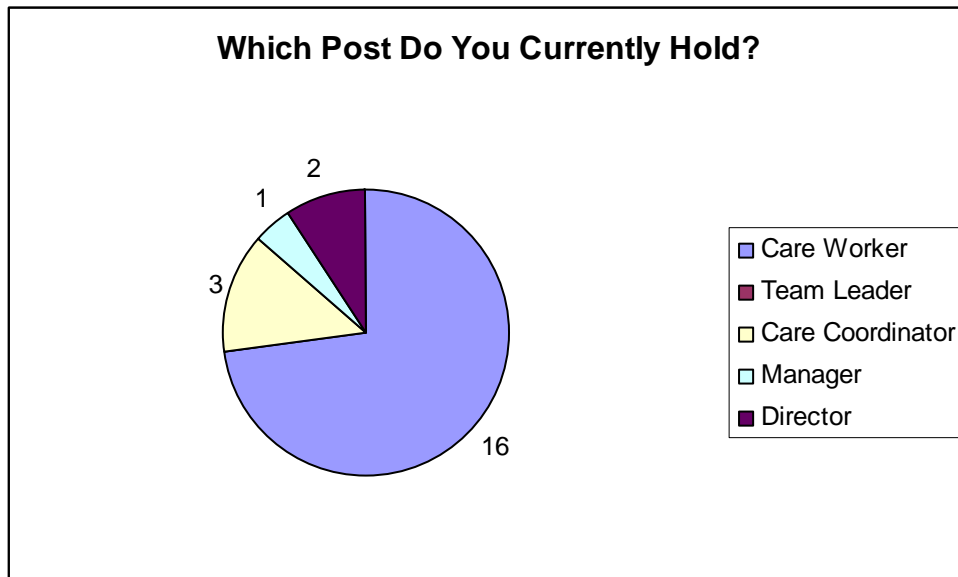


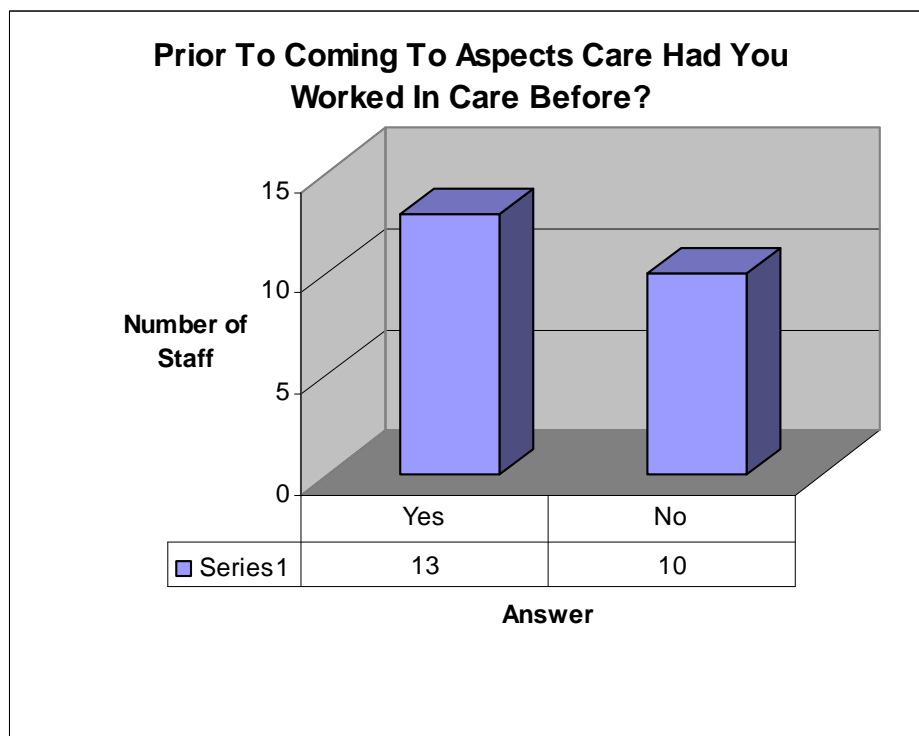


**QUALITY ASSURANCE
STAFF REPORT
2009**

Quality Assurance Report

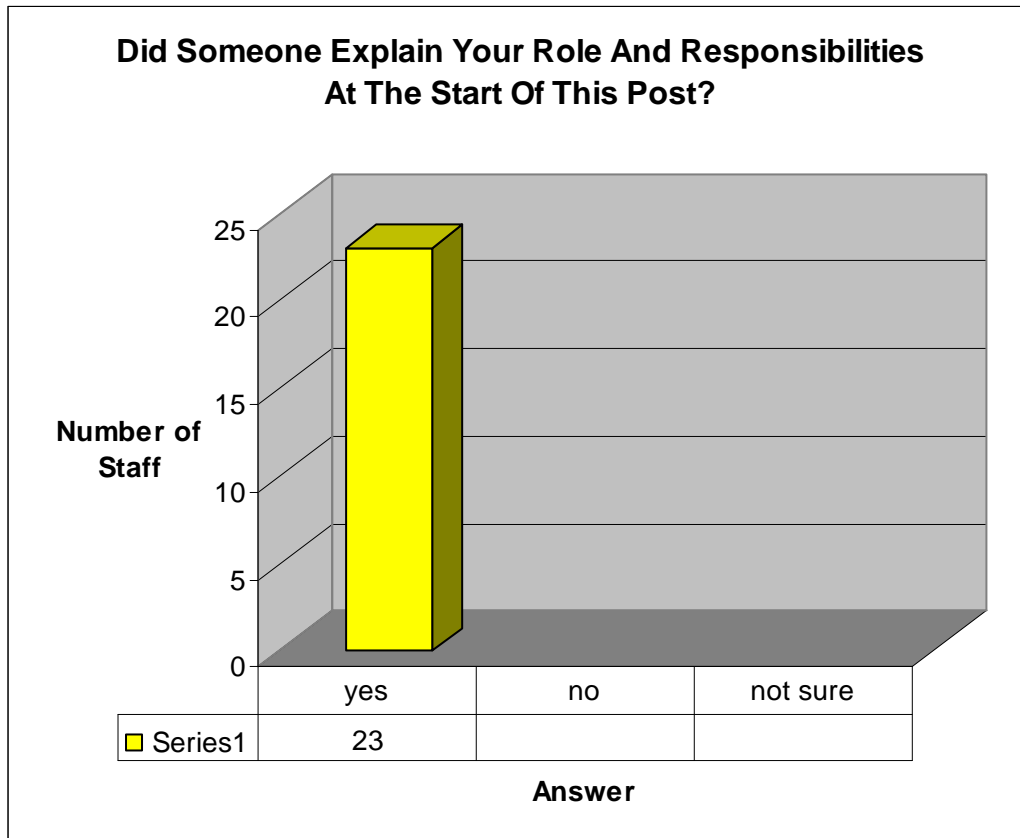


1a: The chart above illustrates that the majority of staff are care workers.

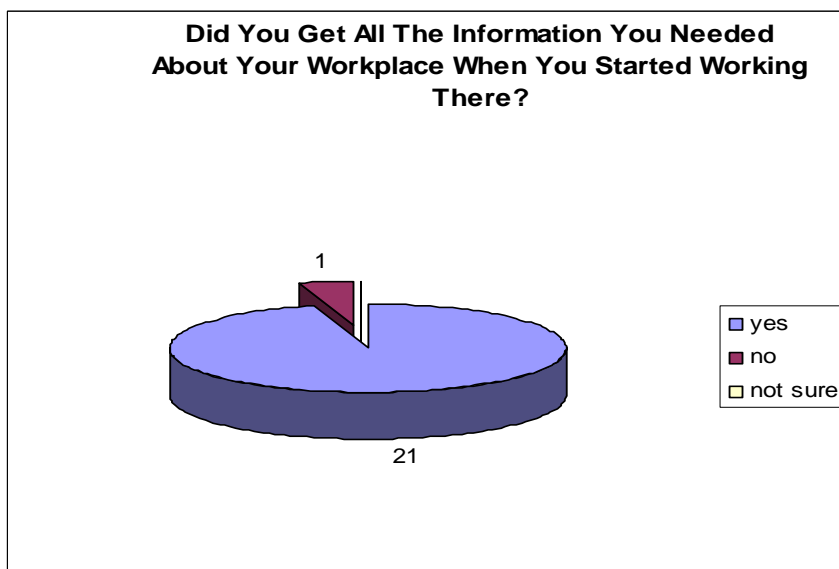


1b: This chart shows that most employees do have a care background.

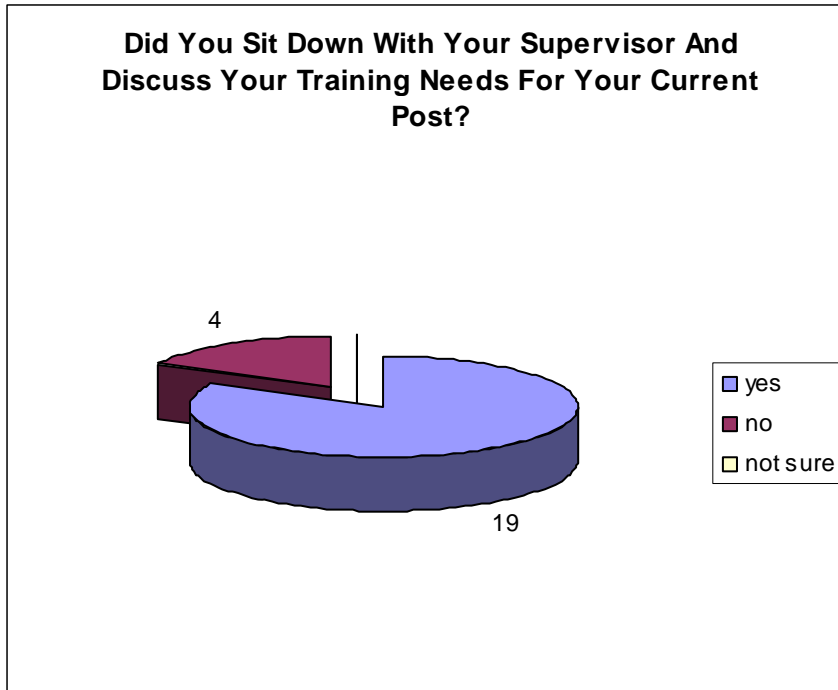
2) Induction



2a: This chart illustrates that all staff questioned were told their role and responsibilities at the start of the post.

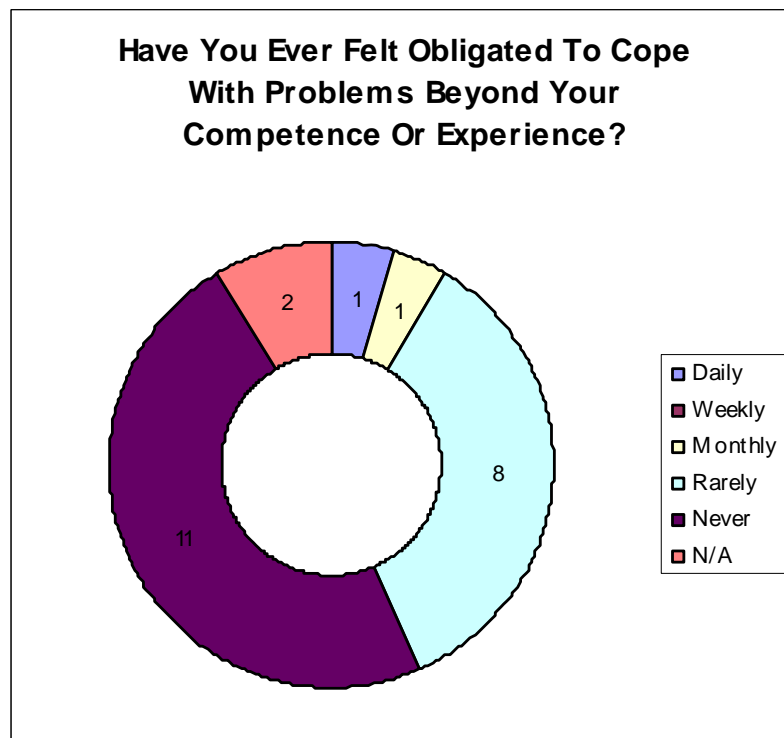


2b: This chart shows that the majority of staff questioned received all the information they needed about their workplace when they commenced work there.

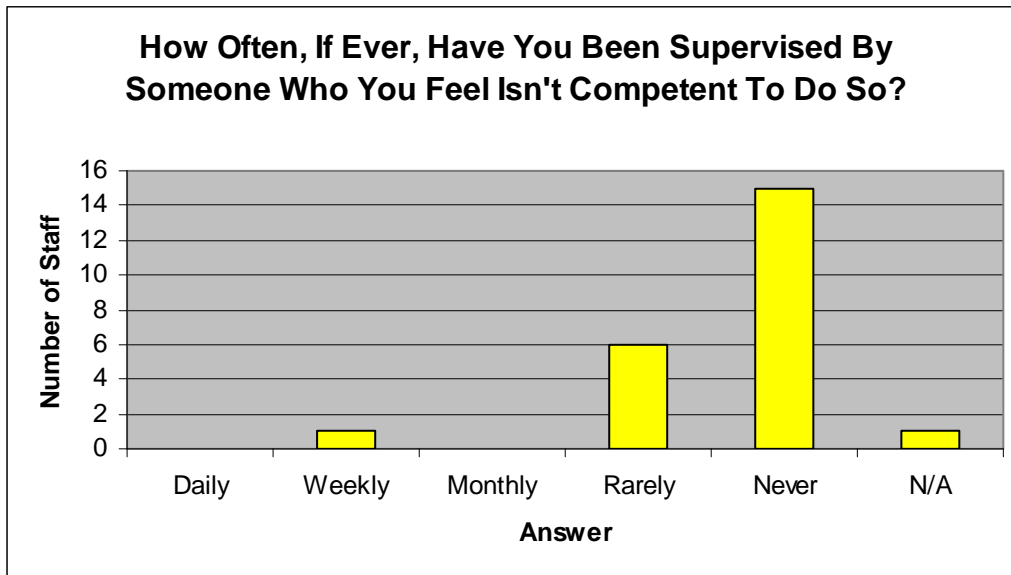


2c: This chart confirms that the majority of staff sat down with their supervisor to discuss their training needs for the post they held.

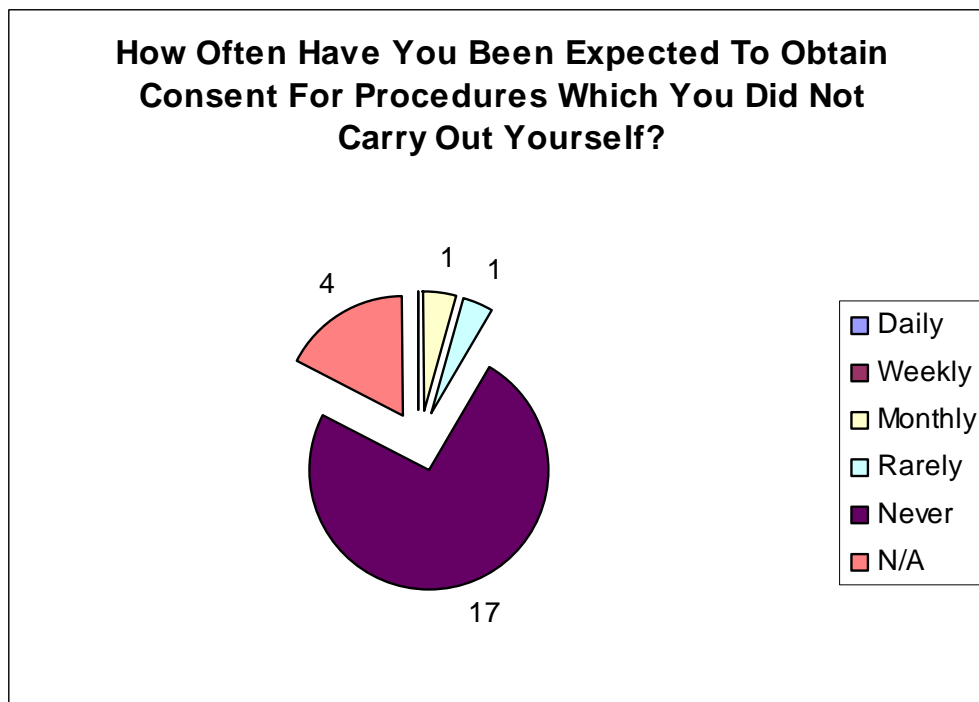
3) Supervision



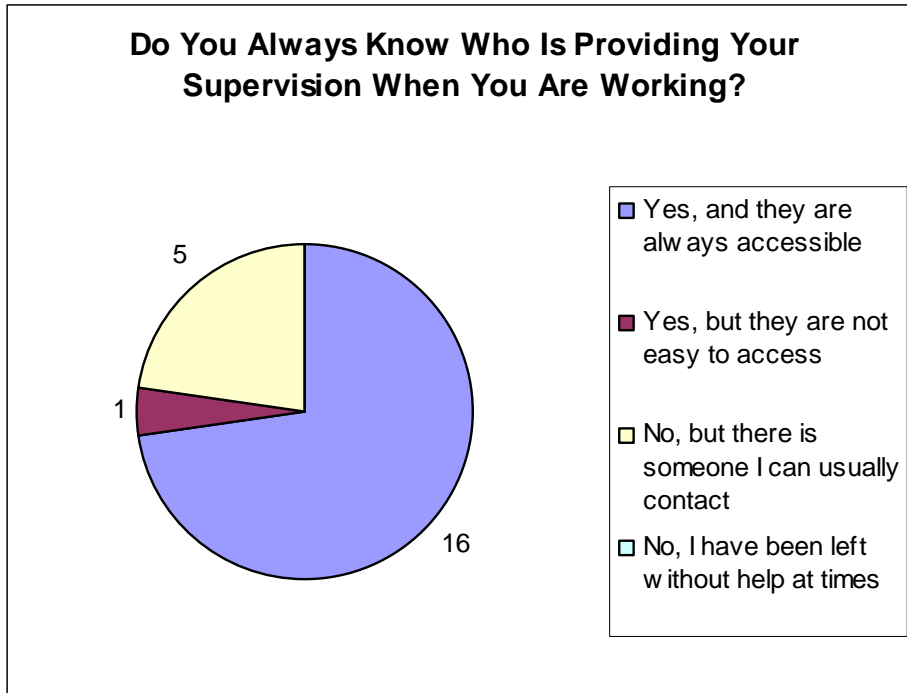
3a: The chart above enables us to see that 11 of the staff questioned feel that they have never felt obligated to cope with any problems that they have felt have been beyond their competence or experience. A further 8 of the members of staff questioned felt that the obligation to cope with problems beyond their competence or experience was rare.



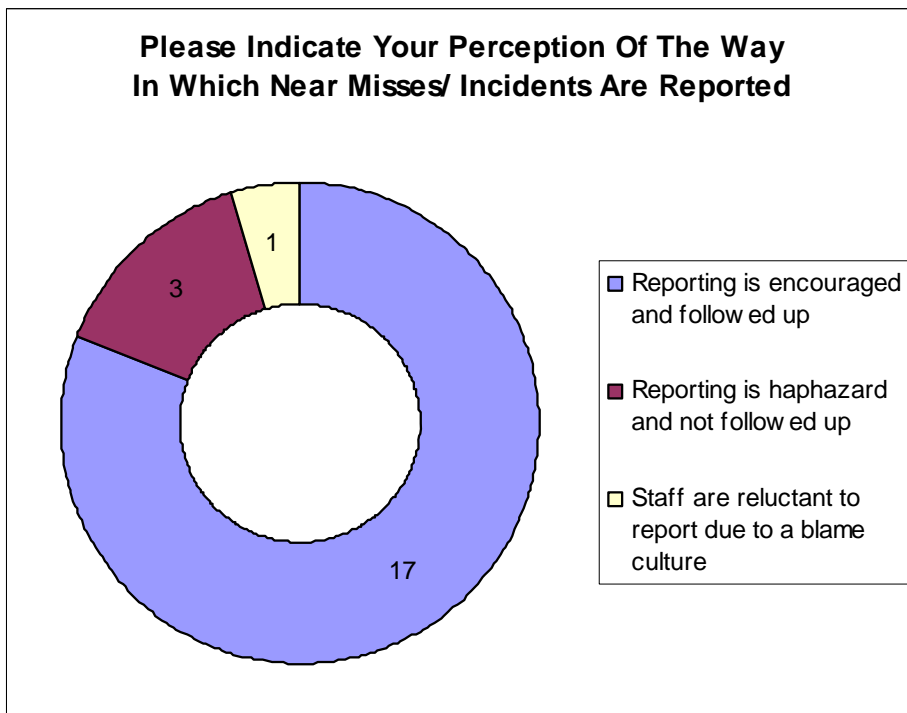
3b: The above chart shows us that the majority of employees feel that they have never been supervised by someone who they deemed incompetent to do so. A further 6 employees have felt that on the rare occasion they have been supervised by someone they feel is incompetent.



3c: This pie chart illustrates that the majority of staff have never been expected to obtain consent for procedures which they did not carry out themselves.

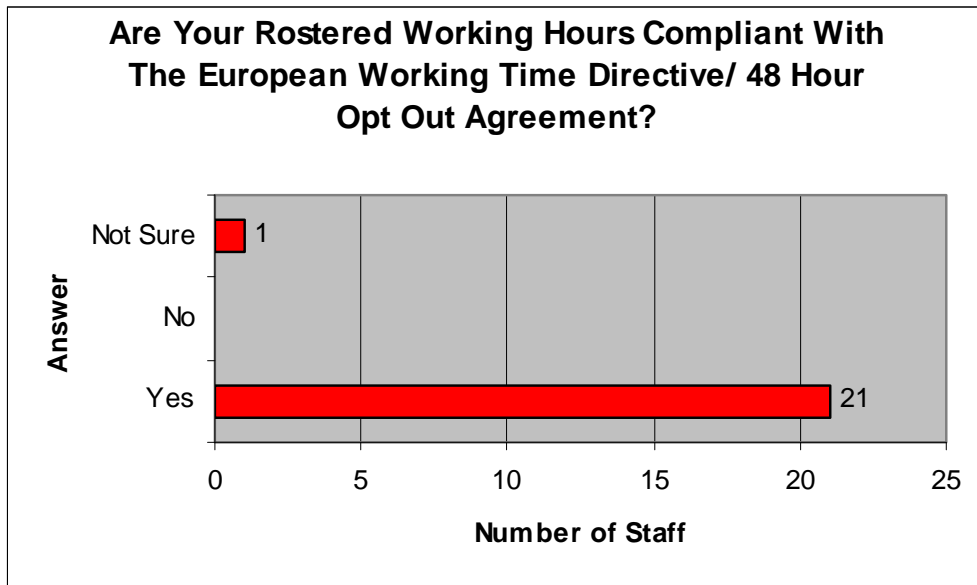


3d: This chart tells us that none of the employees questioned have been left without help during supervision, the majority of employees were aware of their supervisor and had a supervisor that was always accessible. 22.7% of employees felt that they did not know who their supervisor was but there was someone that they could contact.

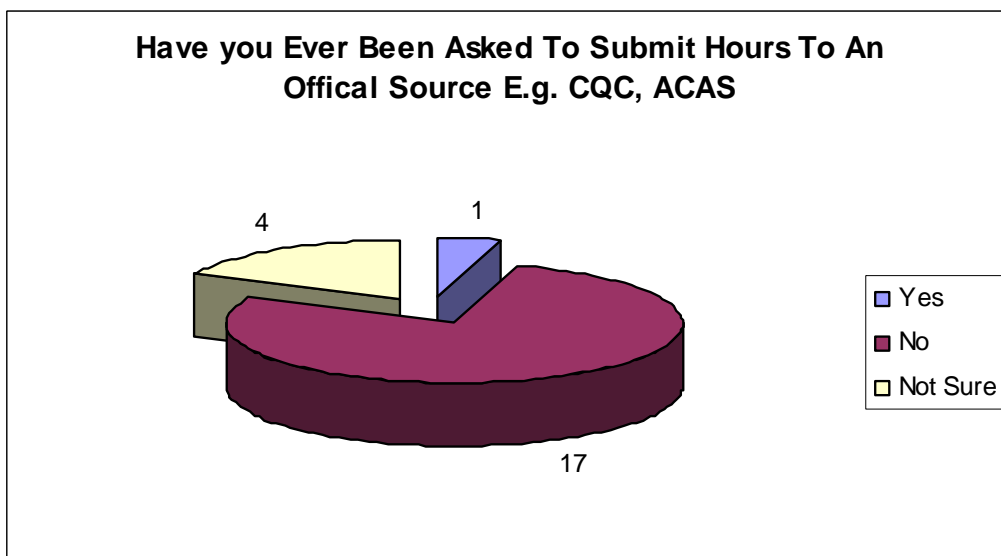


3e: The above chart helps us see that the majority of staff see that they are encouraged to report incidents and near misses and they are followed up on this. 3/21 staff are under the impression that reporting is haphazard and is not followed up, 1/21 staff feel that employees are reluctant to report due to a blame culture.

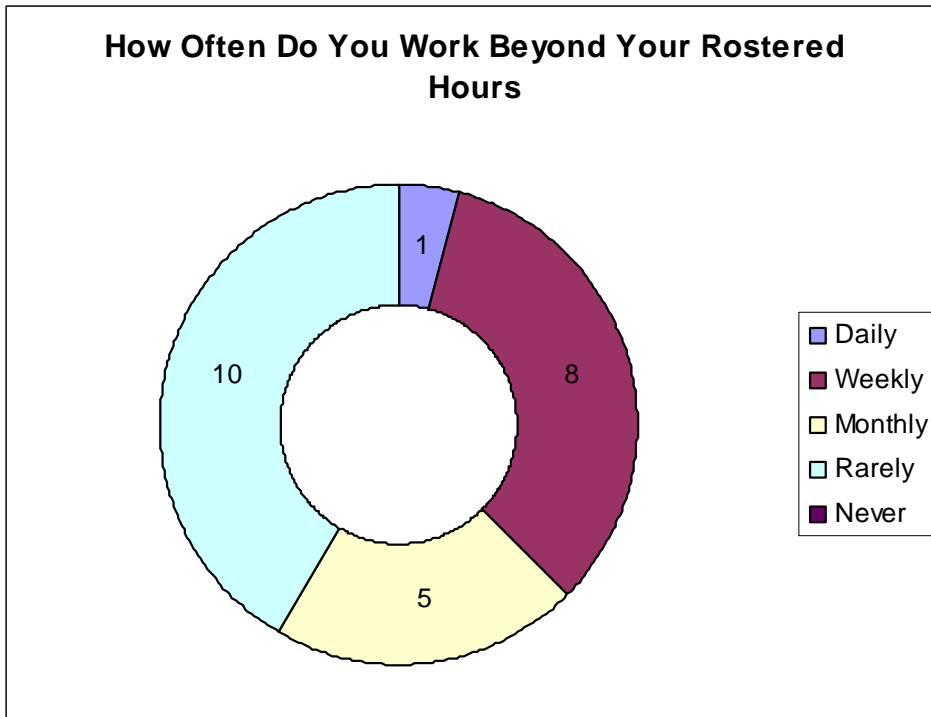
4) About you Working Pattern and On-the-Job Experience



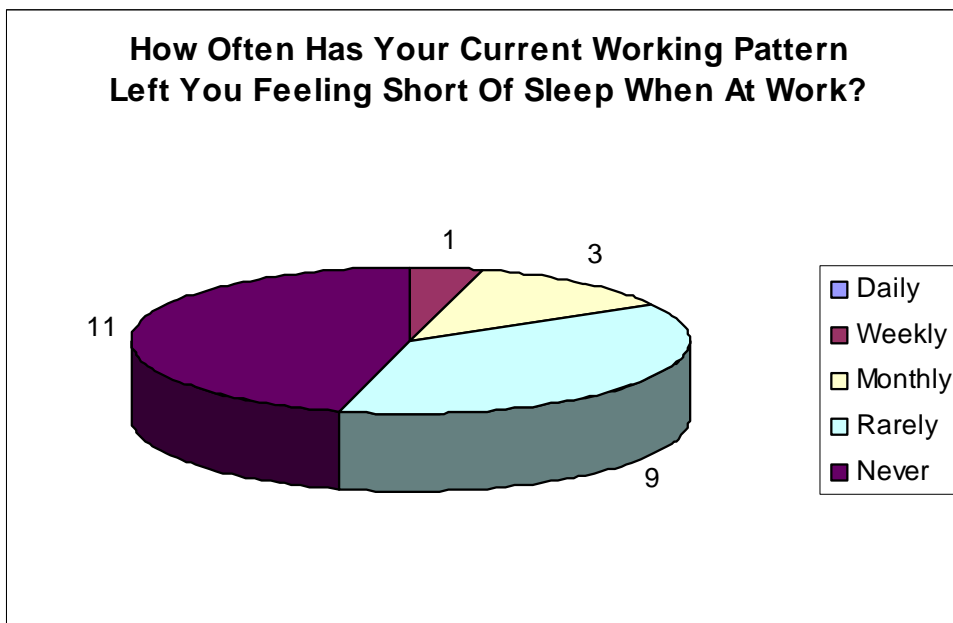
4a: This chart tells us that the vast majority of our employees working hours are within the working time directive.



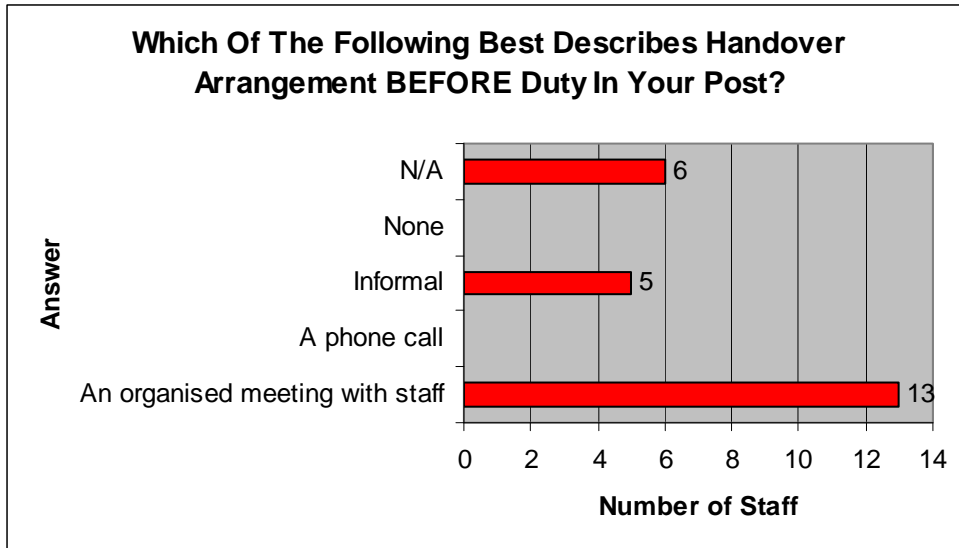
4b: The Pie chart above shows us that the majority of staff has not been asked to submit their hours to an official source. 4/22 are not sure whether they have or not and just 1/22 employees have been asked to submit their hours to an official source.



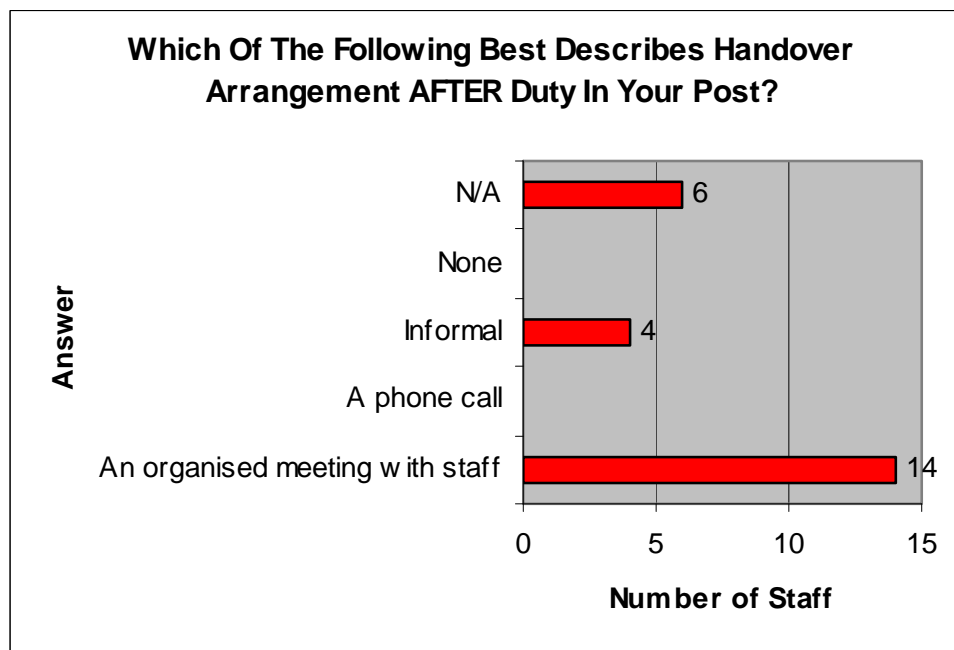
4c: This chart clarifies that 33% of employees work beyond their rostered hours on a weekly basis but the slight majority of 42% of employees rarely work over their rostered hours. There is not one member of staff that has never worked over their rostered hours.



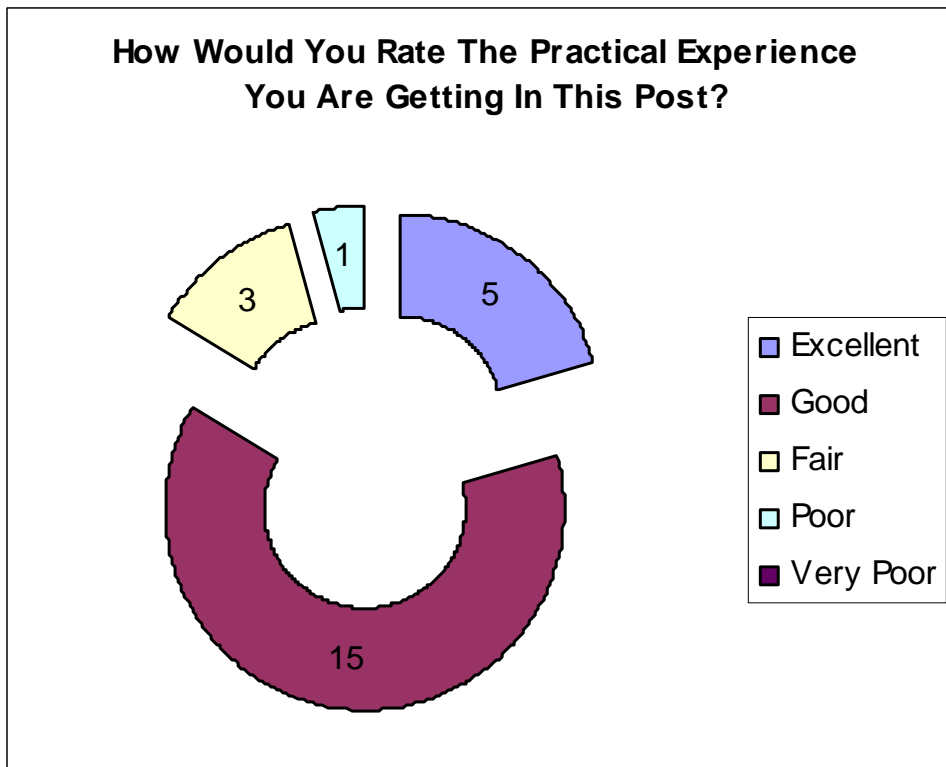
4d: This chart shows that 11/24 employees have never been short of sleep at work due to their current working pattern, a further 9/24 say that their working pattern rarely leaves them feeling short of sleep at work.



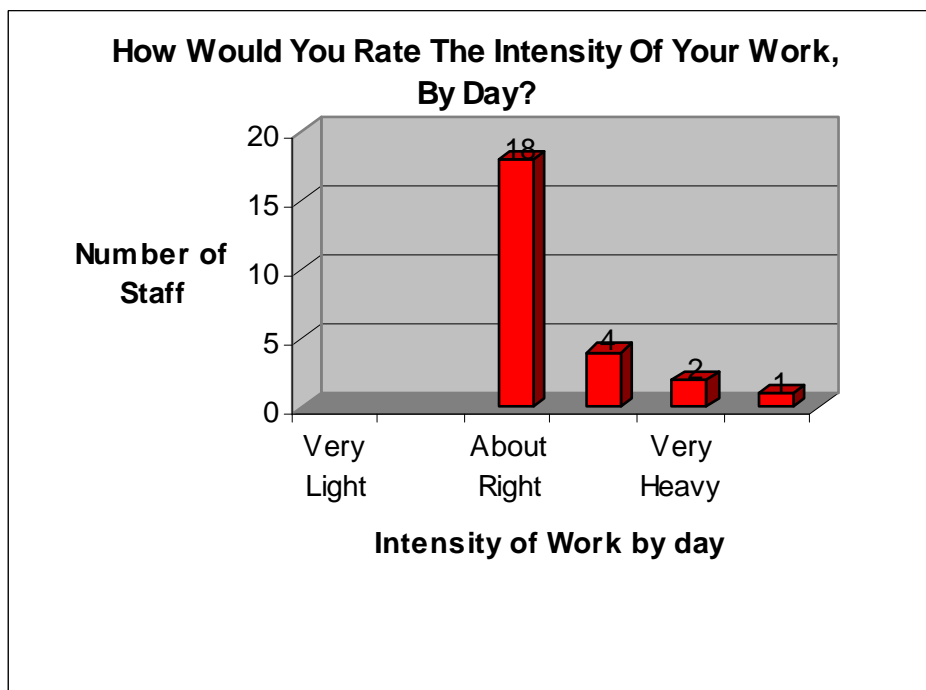
4e: The graph above illustrates that 13/24 employees say that a handover on their projects are an organised meeting between staff. 5/24 state that the handover is an informal procedure and 6/24 states that handovers do not apply to the projects that they work on.



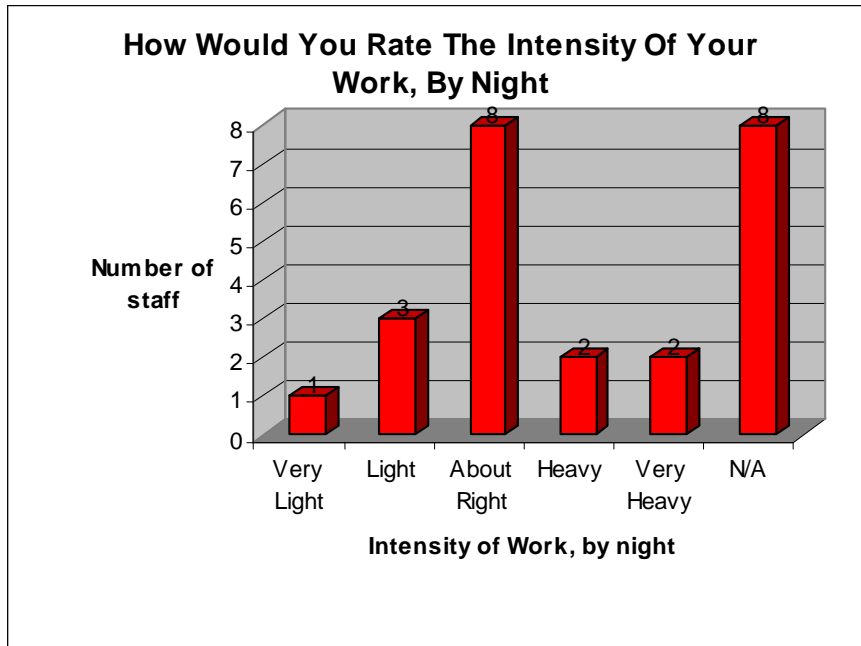
4f: The graph above shows us that 14/24 employees say that the handover done at the end of their shift is an organised meeting with staff, 4/24 state that the handover is an informal procedure and 6/24 employees state that handovers do not apply to the projects that they work on. As above there are no members of staff that describe a handover of a phone call or non existent.



4g: This chart helps us see that the majority of staff rates the practical experience of their post as good, no members of staff rate the practical experience as very poor.

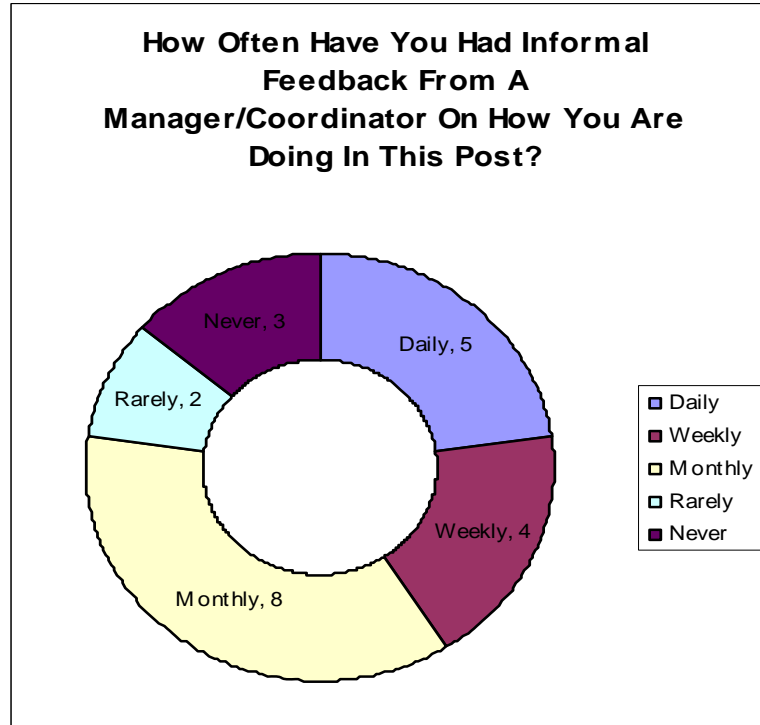


4h: The above chart shows that 18/ 25 employees rate the intensity of their workload as 'About Right' by day. Only 8% of employees questioned perceive their workload as very heavy.

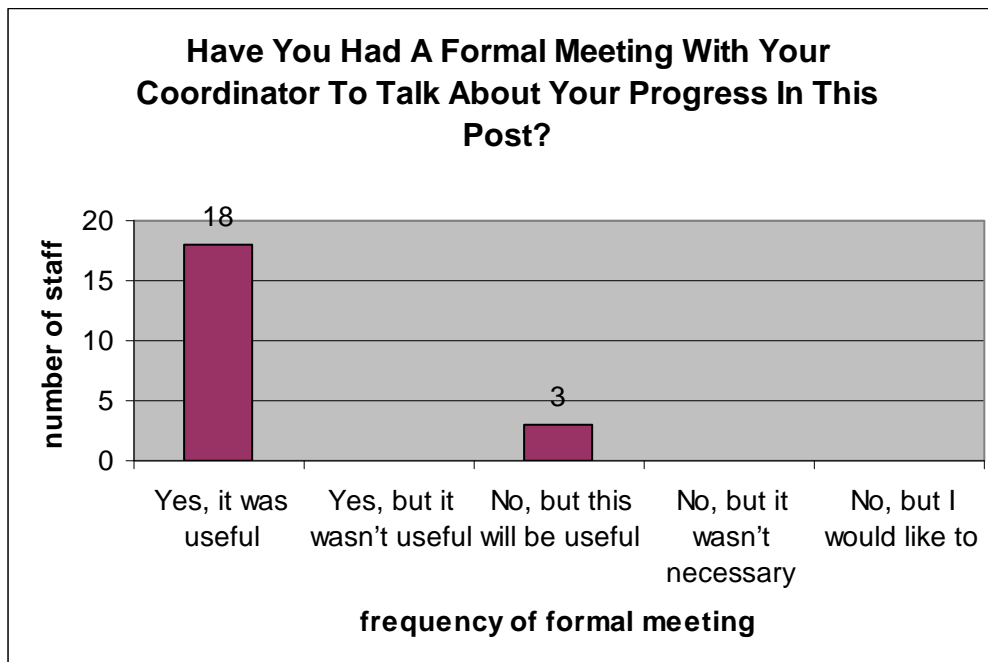


4i: This graph tells us that the by night the majority of staff think that their workload is about right, the other majority that the graph depicts is the members of staff where night work is not applicable to them. 4/24 members of staff state that at night their work intensity is either heavy or very heavy.

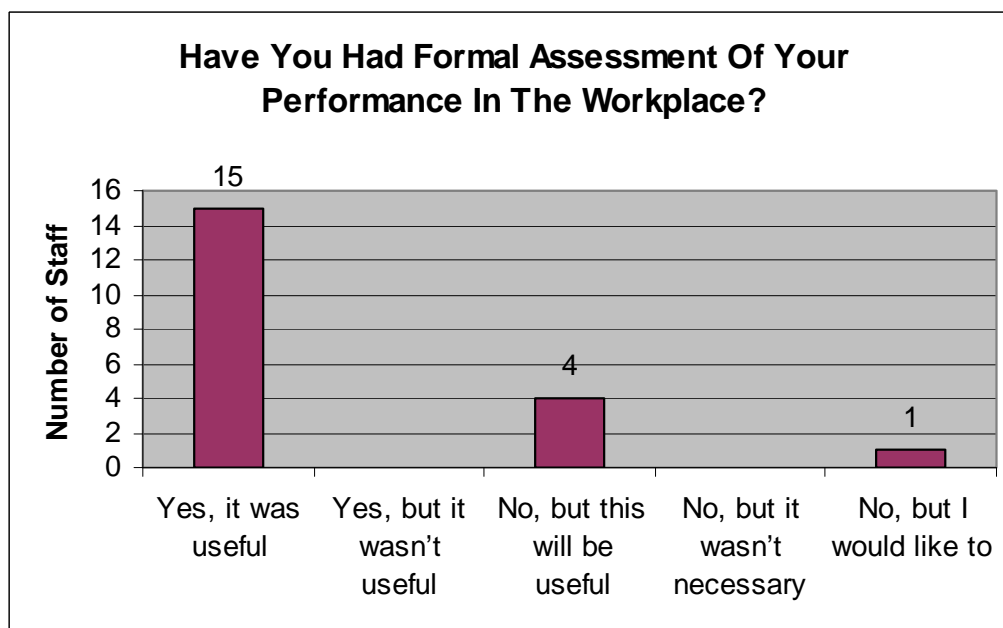
5) Feedback, Appraisal and Assessment



5a: The chart above informs us that the majority of employees receive monthly informal feedback from their manager/coordinator on how they are doing in this post. 3/22 members of staff state that they never receive informal feedback from their manager/coordinator.

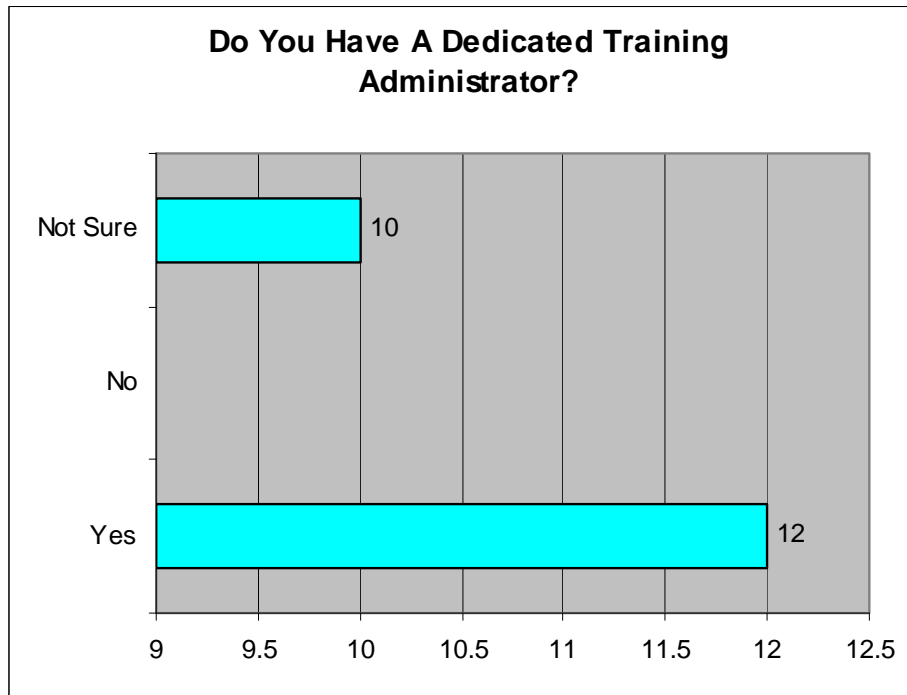


5b: This chart enables us to see that 18/21 employees have had a formal meeting with their coordinator and that found it useful. The remaining employees state that they have not had a formal progress meeting with their coordinator, but they would find it useful to have one.

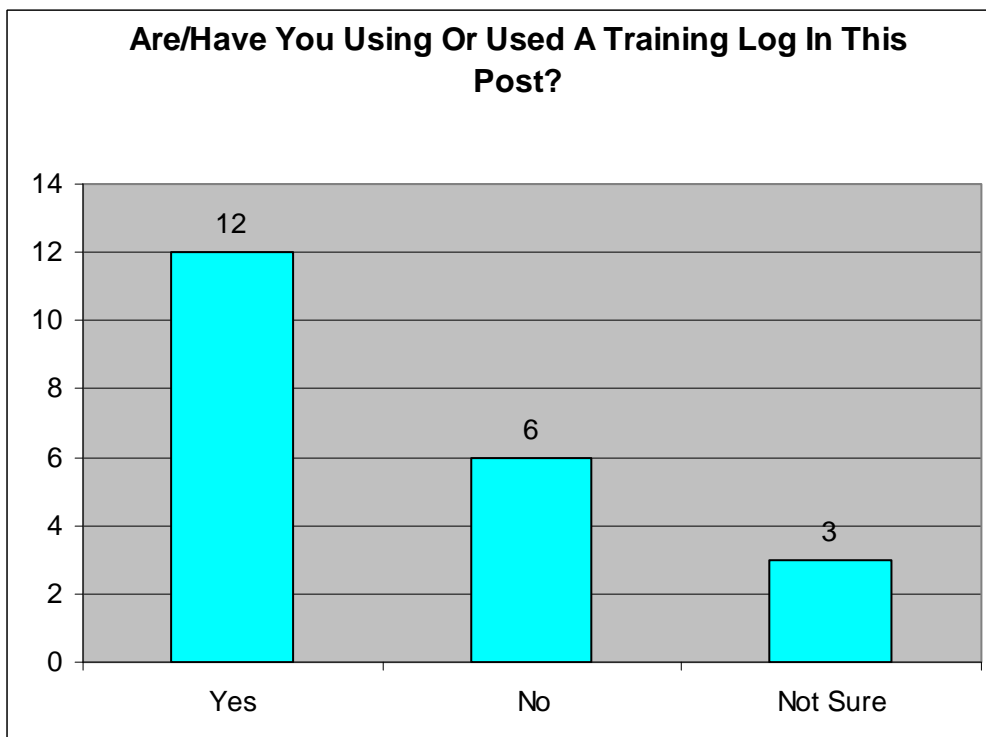


5c: This chart illustrates to us that 75% of employees have had a formal assessment on their performance and they found it useful. 20% of the employees have not had formal assessment and would find it useful. 5% of staff asked had not had any formal assessment but would like to receive a formal assessment.

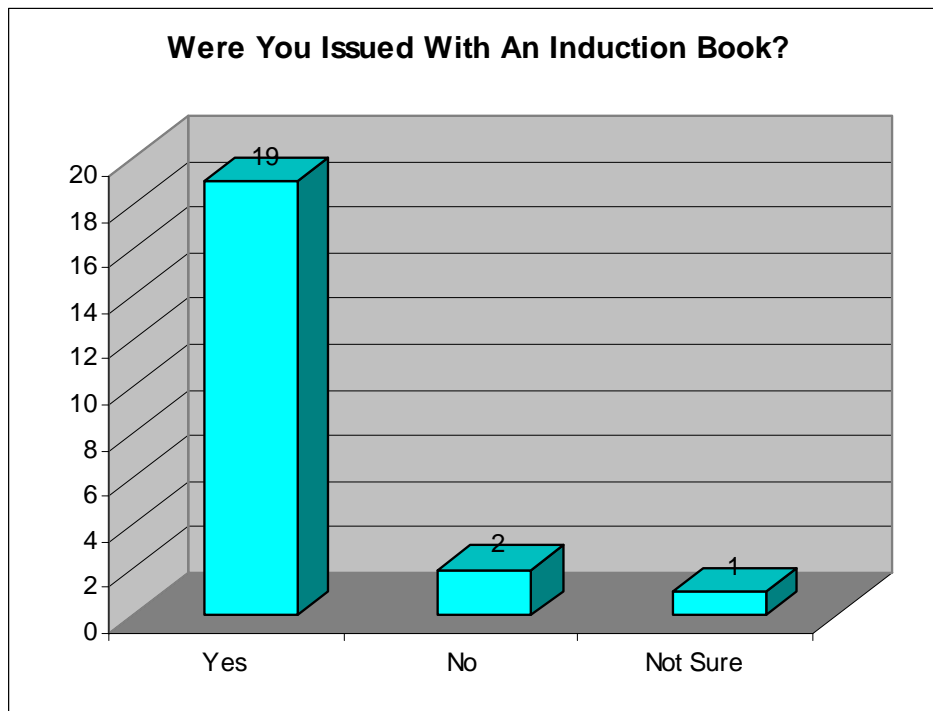
6) About your Training Supervision



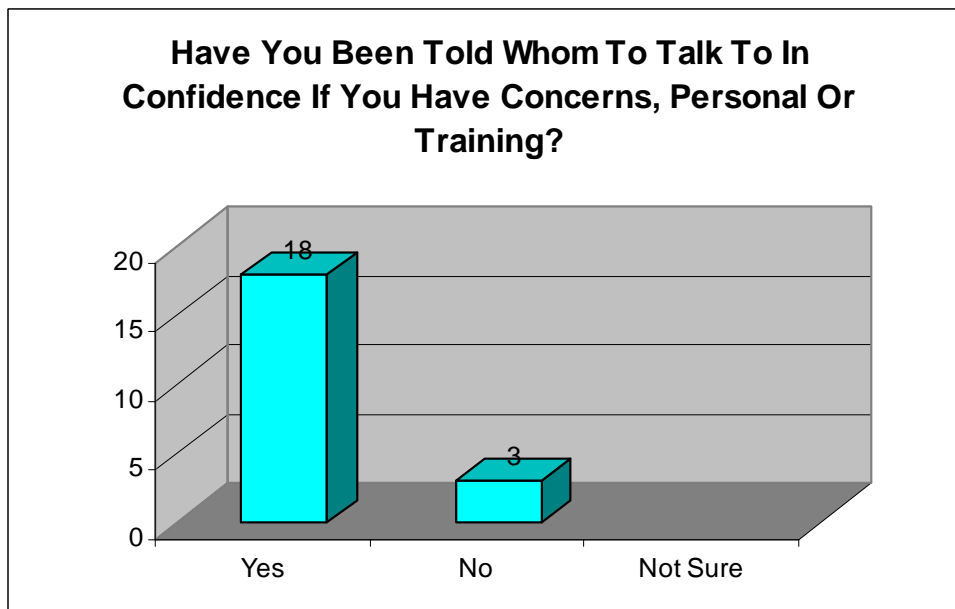
6a: This chart shows that 55% of staff knows that the company does have a training administrator. The remaining 45% of staff are unsure as to whether or not the company has a training administrator.



6b: This chart shows that 57% of staff have utilised their training logs in their current post. 28% of staff have not utilised the training log and 15% of staff were unsure as to whether or not they had used the training log.

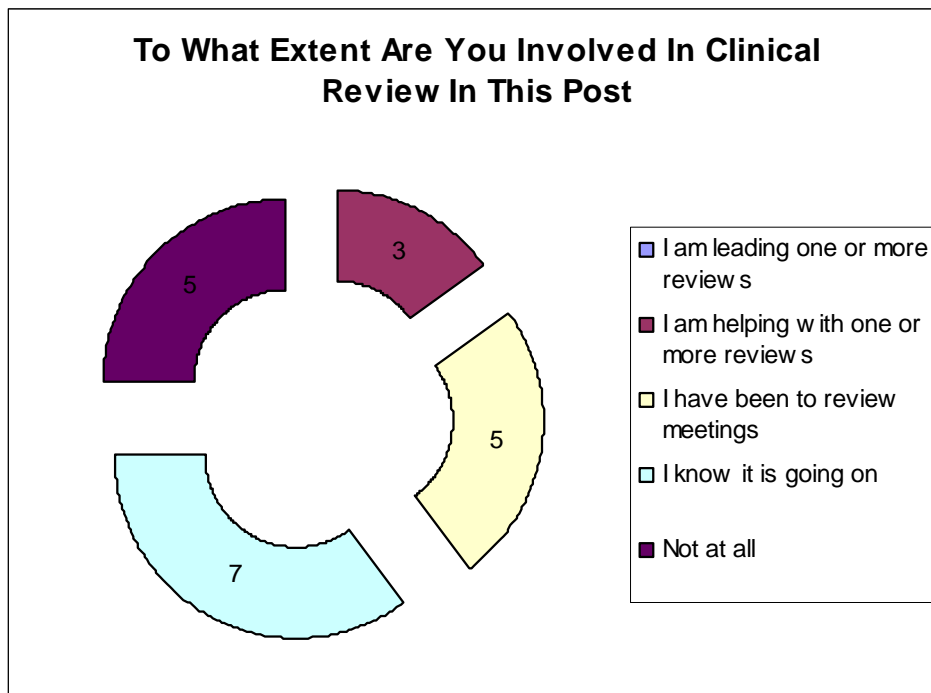


6c: This chart enables us to see that the 19/22 employees were issued an induction booklet. 2/22 employees state that they were not issued with an induction booklet and 1/22 staff members were not sure whether or not they had an induction book issued.



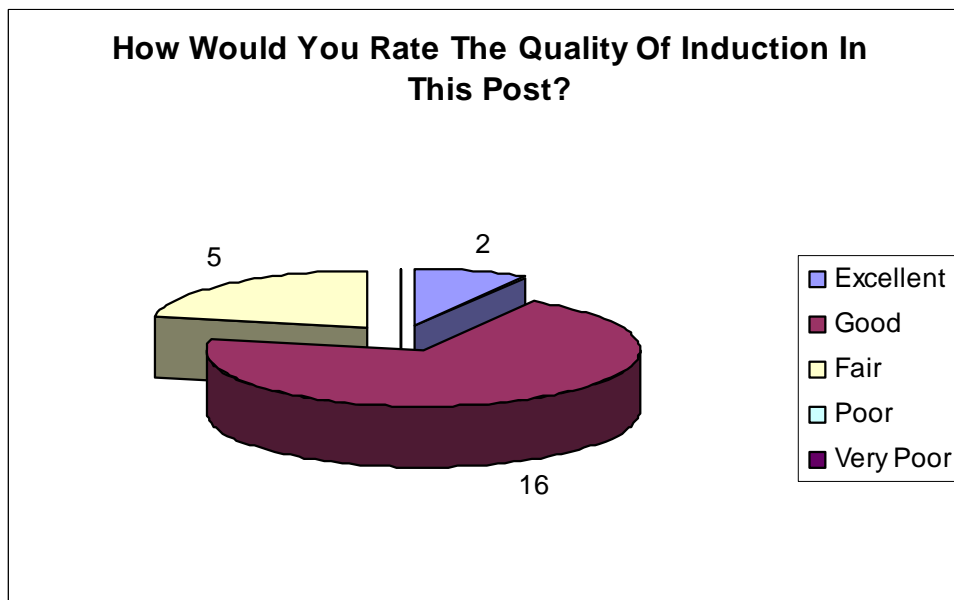
6d: This graph shows us that 18 employees have been told who they need to contact regarding any concerns that they have. 3 members of staff state that they have not been told who to contact to talk in confidence regarding any concerns.

7) Other Learning Opportunities

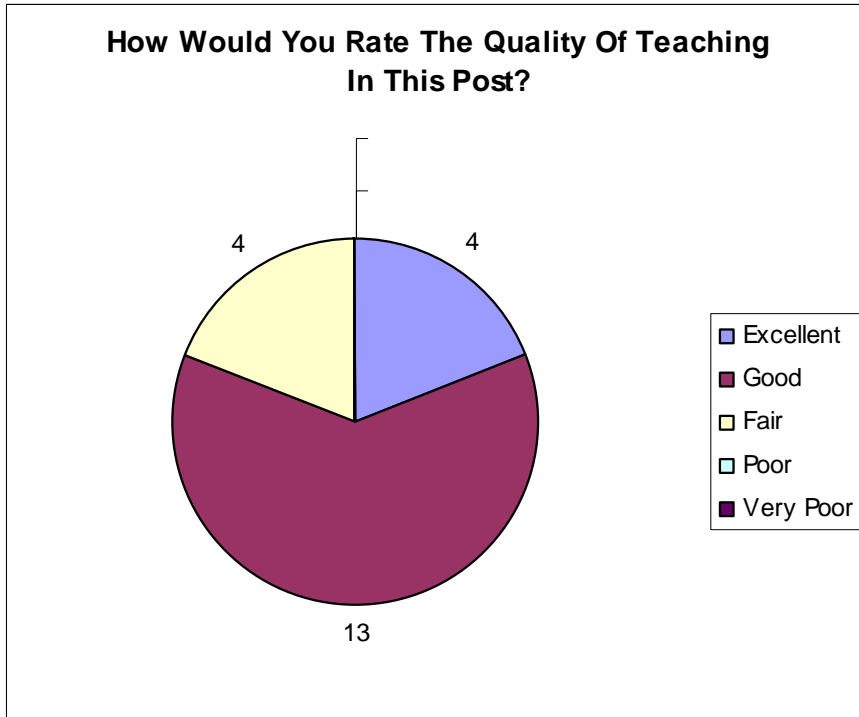


7a: This chart enables us to distinguish that 35% of employees feel that they know what is going on. However 15% state that they are helping with one or more reviews, whereas 25% of staff state that they have attended review meetings and 25% state that they aren't involved in clinical review.

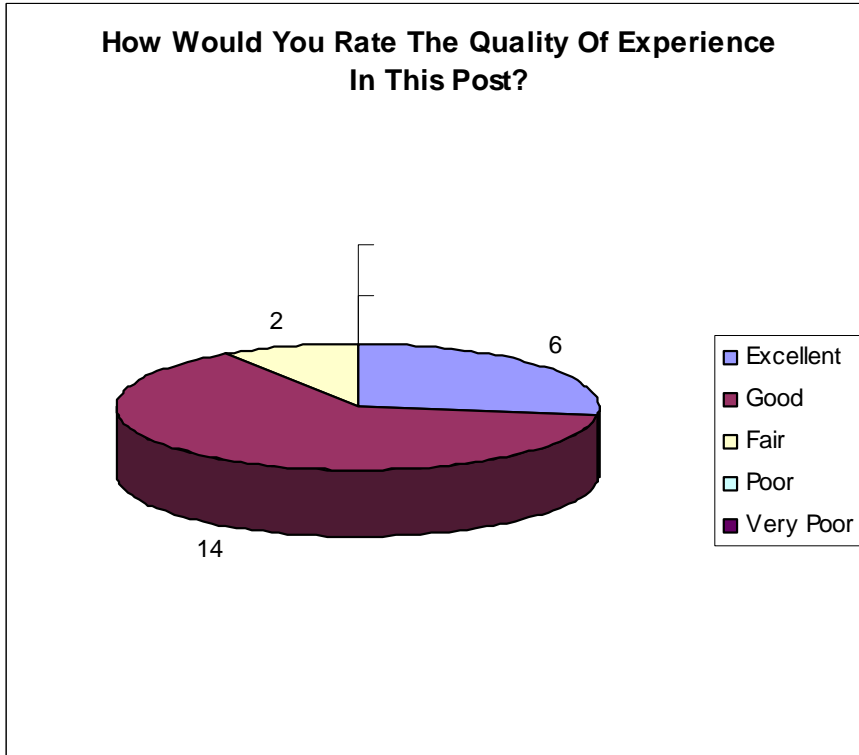
8) In Summary



8a: This chart helps us to observe the fact that 70% of employees feel that the company has a good quality induction, 9% state that the induction is excellent. 21% of staff thinks the induction is fair. No staff members rated the induction as poor or below.

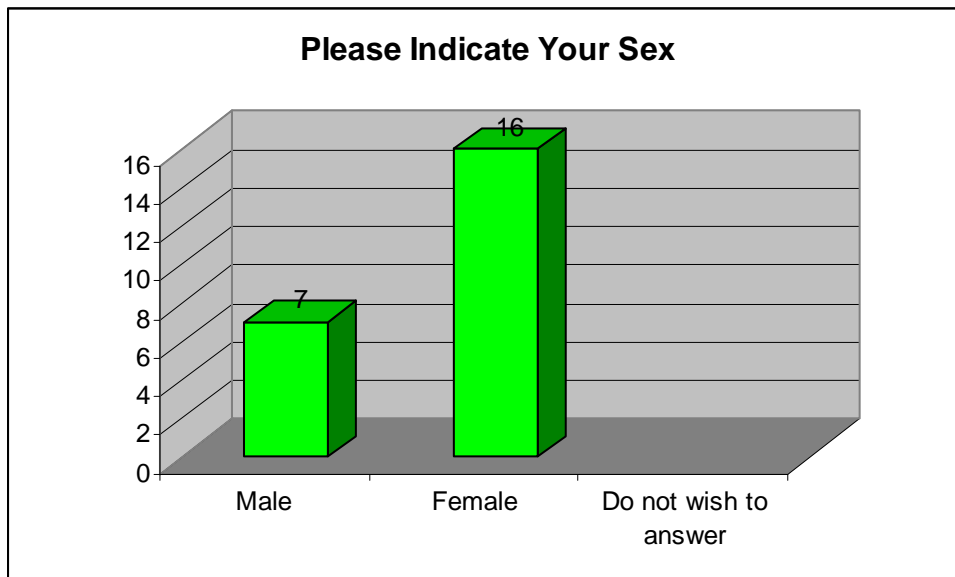


8b: This chart enables us to see that the majority of staff feels that the teaching at Aspects Care Ltd is of good quality. 19% of staff rate the quality of teaching as excellent, and 19% rate the quality of teaching as fair. No members of staff rated the quality of teaching as poor or below.

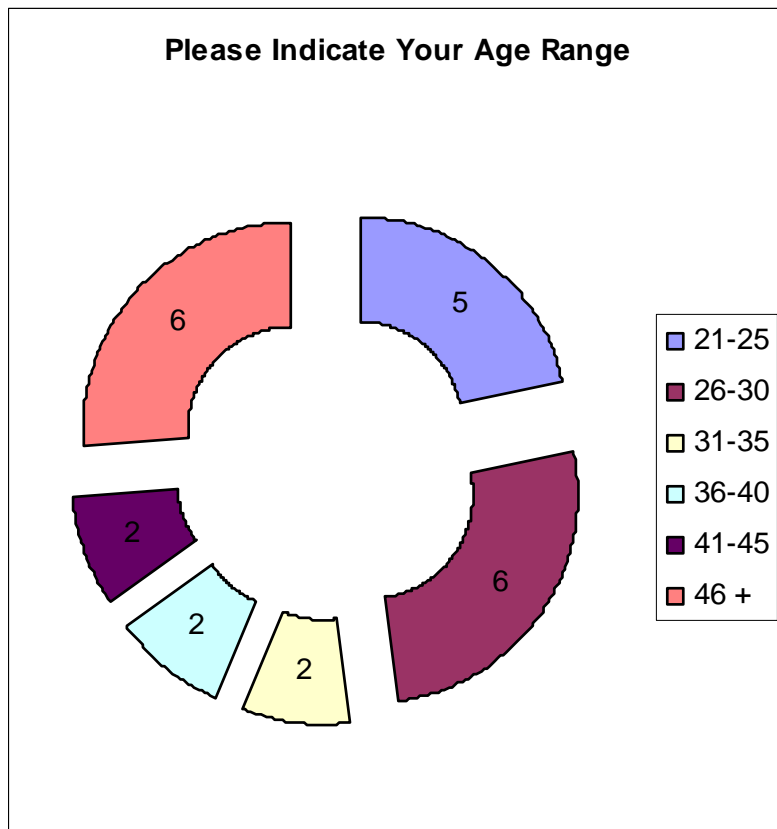


8c: This diagram shows us that 64% of staff rates the quality of experience as good in their post. 27% of staff rates the quality of experience as excellent. 9% of staff rates the quality of experience as fair. No members of staff rate the quality of experience as poor or below.

9) Personal Questions

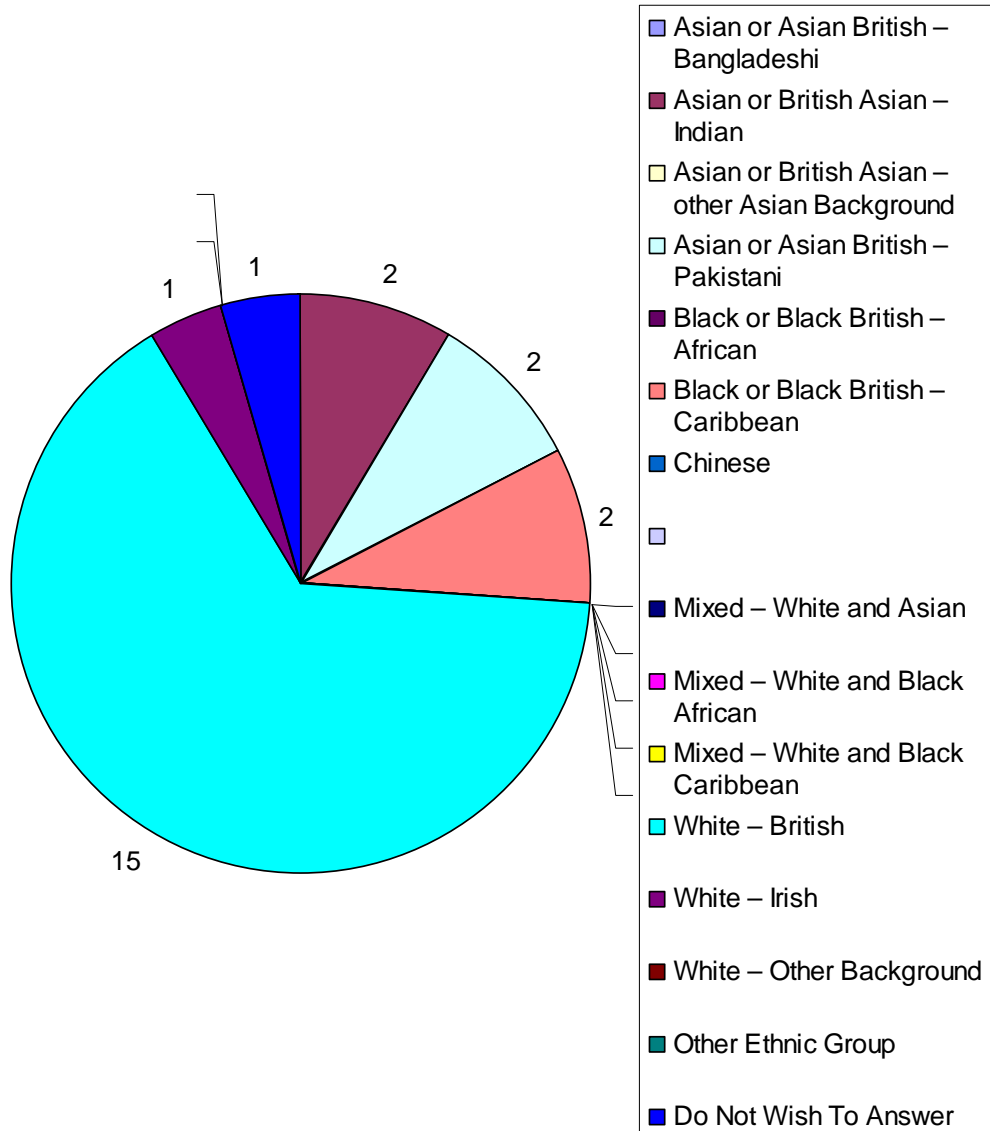


9a: This chart shows that 70% of staff are female leaving 30% of staff male.

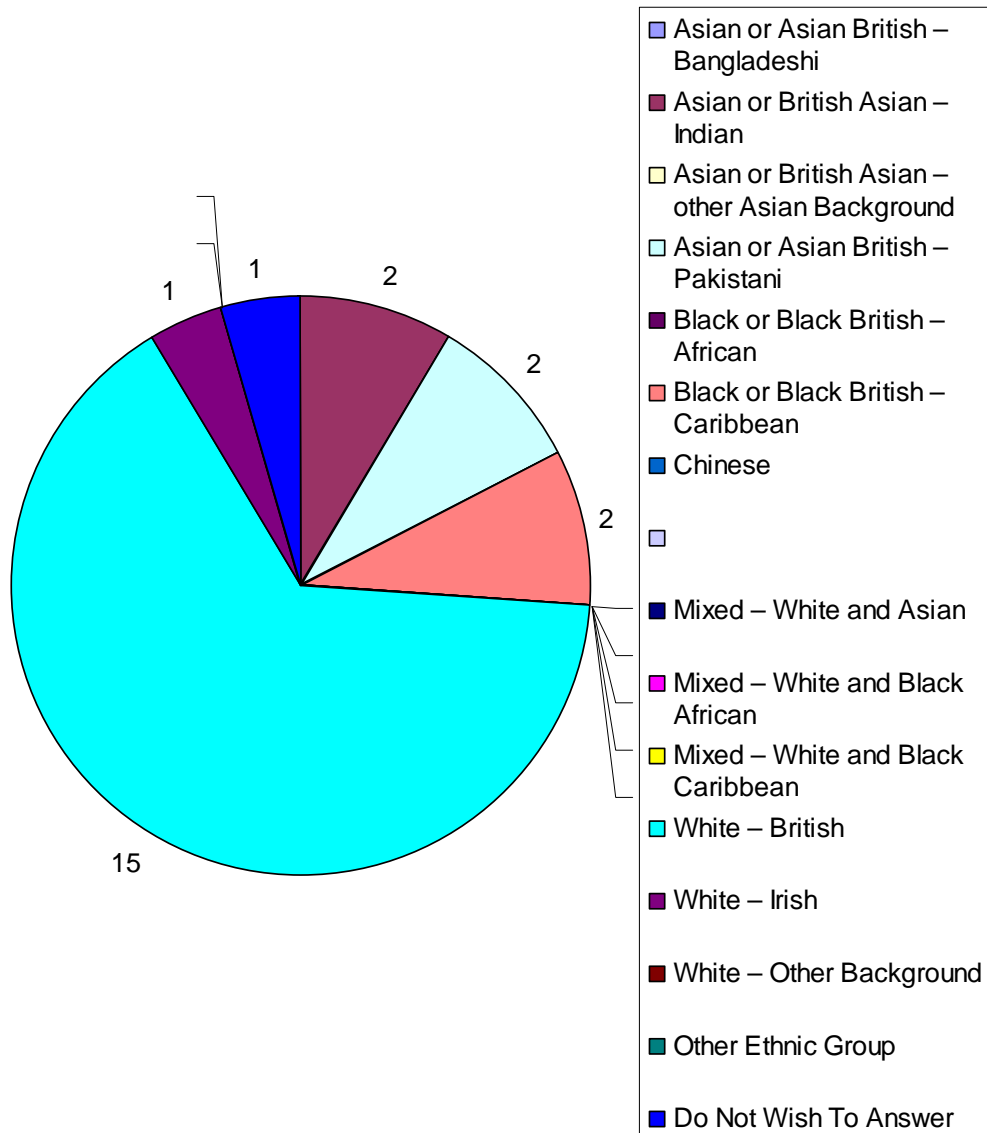


9b: This chart shows that 26% of staff are aged between 26-30 and 46+ years of age. 22% of staff are aged 21-25 years. And 8.6% of staff are aged between 41-45. 8.6% of staff is aged 36-40 years and 8.6% are aged 31-35

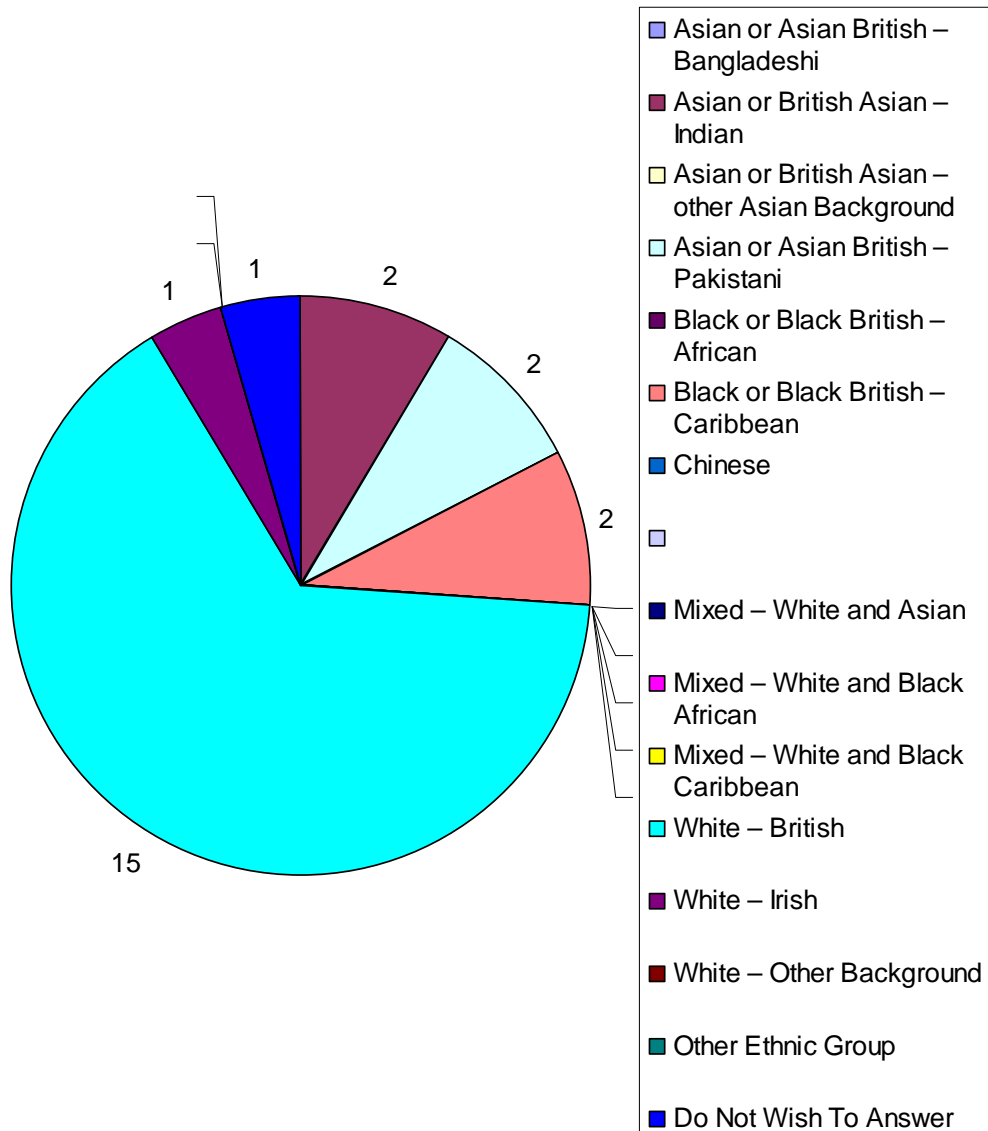
Please Indicate Your Ethnicity?



Please Indicate Your Ethnicity?



Please Indicate Your Ethnicity?



9c: The chart above shows that the majority (approx 65%) of staff questioned were white British. The other ethnicities present in our work force are White Irish, Black or Black British Caribbean, Asian or Asian British Pakistani, and Asian or Asian British Indian.

Quality Assurance Summary

This quality assurance document has shown that in 2009 the staff employed at Aspects Care Ltd were made up of 59% female and 41% male. Comparing this to the quality assurance survey from 2008 it shows that we have seen an increase in the amount of male employees. This staff base is also made up of 65% of staff being white British and the remaining 35% of staff being from other ethnicities. Comparing this to the previous quality assurance document it would suggest that there has also been an increase of white British staff employed by the organisation. The survey shows that the majority of employees are still white British females, but there has been an increase in the amount of white British male employees.

57% of the staff employed at Aspects Care Ltd has previous experience in a care setting, meaning that they had worked in care before joining the company. This is a 2% increase of experienced staff employed by the organisation from the previous year.

The majority of the staff questioned felt that they never felt obligated to deal with problems that were beyond their competence or experience. The majority of staff also felt that the person that was supervising them was competent to do so, they have also never had to obtain consent to carry out procedures which they did not carry out themselves.

81% of the staff questioned felt that reporting any problems to the company was encouraged. This is a decrease on the previous year where 95% of staff members felt that they were encouraged to report problems and that they were followed up.

Most of the employees of Aspects Care Ltd have opted out of the 48 hour working time agreement resulting in the staff being able to work as many hours as they please. The majority of staff rarely works beyond their rostered hours and 46% of these staff felt that their working pattern never left them feeling short of sleep whilst at work.

21% of the staff questioned felt that their practical experience was excellent. 62.5% of staff feels that they receive good practical experience whilst working at Aspects Care Ltd. This is a 17.5% decrease on the previous year's survey. 4% of the staff questioned disagreed with this and rated the practical experience as poor. This percentage of staff is an issue that will have to be addressed in order to improve their performance. 8% of the staff questioned felt that their workload was very heavy on both day and night shifts. This 8% may include the 5% of staff who felt that their practical experience was poor. On the other hand 72% of staff on day shifts felt that their workload was just right, on the night shifts the majority of staff also felt that their workload was just right. Therefore by improving the practical experience of employees, we may be able to improve how employees feel about their workloads,

therefore increasing the number of staff who feel that their workloads are just right.

36% of the staff questioned said they received monthly feedback from their manager or care coordinator- this falls in line with monthly team meetings where feedback on how the employees work with the client is given. 14% of the staff questioned stated that they never received informal feedback from their manager or supervisor and 9% of the employees stated that they rarely received feedback, this is a decrease from the previous year's survey but there are still improvements to be made. Therefore in order to improve the quality of our management, the organisation needs to encourage the management to give both positive and negative feedback to the employees. This could be done by ensuring that staff supervisions and appraisals are done on time with the appropriate manager and also ensuring that employees attend appointments for their supervisions.

57% of employees report that they are using their training logs. This is a drastic increase from the 21% of employees from the previous year that were using their training logs. Although there has been a vast improvement in the amount of staff using their training logs, there are still improvements that can be made, by ensuring that all employees are using their training logs, they may feel more prepared for their roles and therefore we could see an increase in how many members of staff positively rate their practical experience.

86% of employees questioned stated that they had been issued with an induction booklet. 70% of the staff questioned rate the induction process as good, with 100% of staff rating the process between fair and excellent.

This survey has proven that the majority of staff members are happy with Aspects Care Ltd, they are happy with their workloads and communicating any issues with the company