

CRT Staff Report

March 2023



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Background

The Community Resource Team is a Reablement / Home Care Service that is registered by Cardiff Council with Care Inspectorate Wales. The staff who support the delivery of our Reablement/ Home Care Service are essential to the provision of quality care for some of Cardiff's most vulnerable adults.

This survey is a new part of staff engagement and feedback that will provide essential information that will assist the Responsible Individual to undertake the required Quality Assurance checks. This will ensure that Cardiff Community Care Services are not only compliant with regulatory requirements but provide high quality services underpinned by best practice.

Methodology

- The survey was developed in collaboration between the Community Resource Team and the Cardiff Research Centre, based on a similar staff survey used for staff in residential care homes in August 2020, September 2021, March 2022 and September 2022.
- The questionnaire was provided bilingually.
- Slight amendments were made to Questions 5 and 18 in September 2022 as such limited trend analysis was undertaken for these.

There were 48 valid responses received over the consultation period. Due to the small base size, figures shown in this report are actual numbers, rather than percentages.

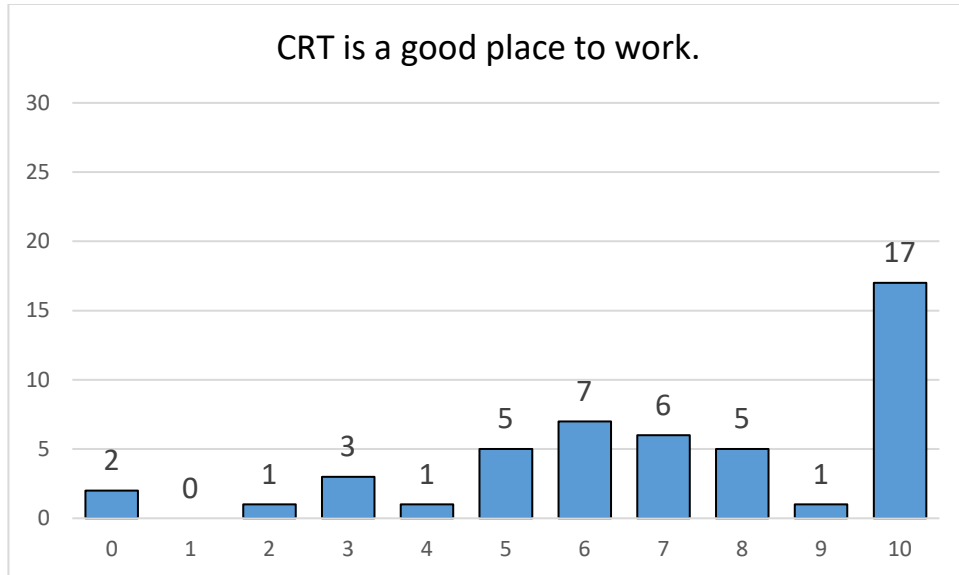
Research Findings

Summary of results

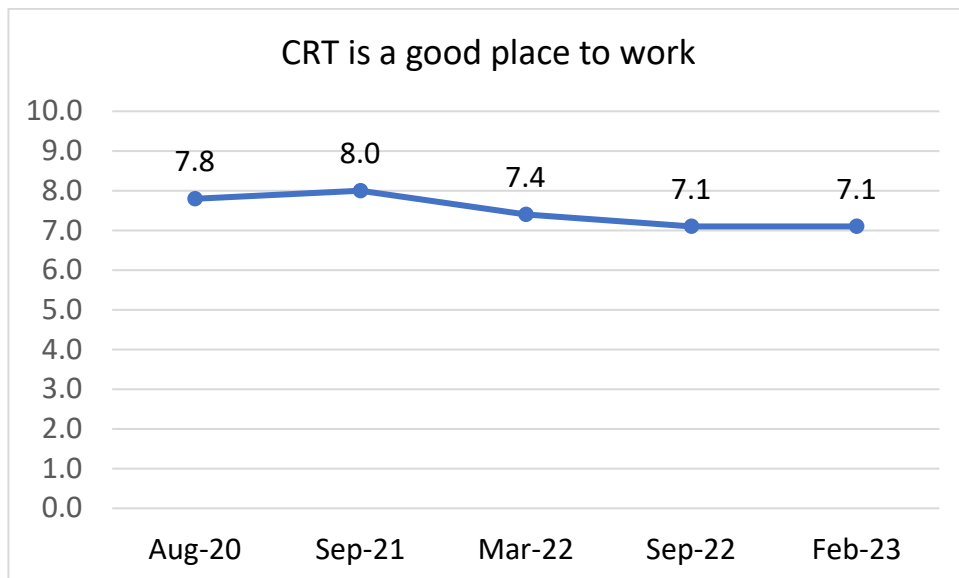
A summary of the scores given to the quantitative questions is listed below, in descending order. A full breakdown showing the range of responses to each question is examined in the main body of the report, where questions are shown in the order of the questionnaire.

	Question	Mean
Q14	I am supported to attend training that enhances my practice	9.1
Q11	I think that the needs of the Service Users in the service are respected/are at the centre of the work I do.	9.0
Q4	I am clear about the purpose of CRT	8.8
Q15	If I make a mistake I am supported to reflect on how things could be done differently	8.7
Q20	I receive regular communication from my line manager	8.5
Q12	I feel valued and respected by my colleagues	8.4
Q17	Relationships with colleagues and other agency partners are good	8.3
Q18	I know how to access support services through Employee Assistance” (Care First, counselling etc.)	8.3
Q19	I receive regular communication from Cardiff Social Services and Independent Living Services (Director, Comms, updates, staff information etc)	8.2
Q6	I receive regular contact providing support from my Managers.	8.1
Q13	I feel that I am listened to by my managers and colleagues	7.9
Q5	I have access to the correct equipment and information relating to all Service Users that I visit in order to provide their support appropriate	7.8
Q10	I feel supported if I need to raise a concern about a colleague or Service User	7.8
Q3	CRT has clear leadership	7.4
Q1	CRT is a good place to work	7.1
Q8	The amount of work expected of me is reasonable	6.7
Q2	I understand the vision for the future.	6.6
Q9	Team meetings are held regularly and staff are encouraged to contribute fully	6.0
Q16	I receive regular communication and updates from other partners (Health, Social Workers)	5.4
Q7	Morale within my service is high	5.2

CRT is a good place to work (10 is 'agree completely' and 0 is 'disagree completely')
 Twenty-nine respondents provided this statement a rating of at least 7 out of 10, this included seventeen respondents that provided a maximum score of 10. There were seven respondents giving a score of under 5.



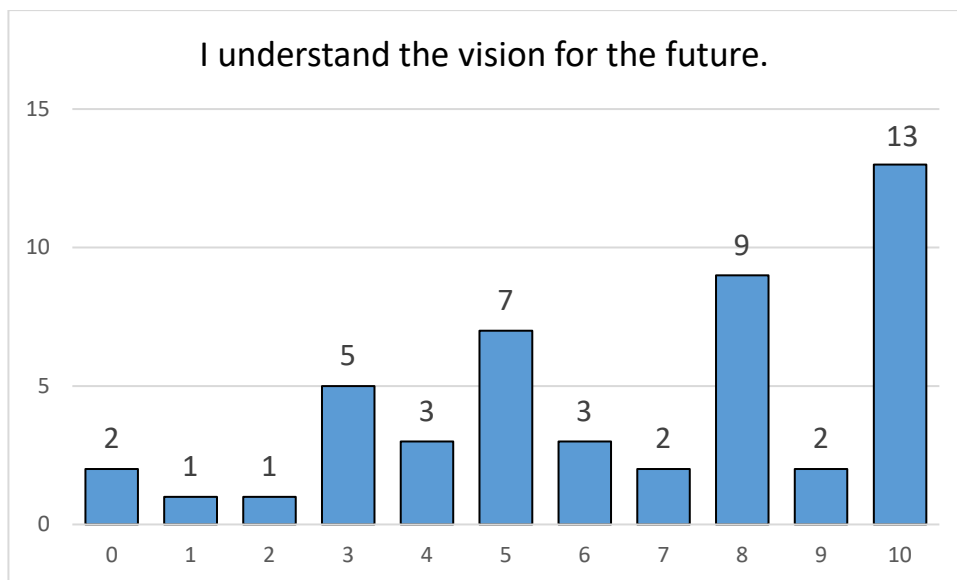
The average scoring for this statement was 7.1, in line with that recorded in Sept 2022.



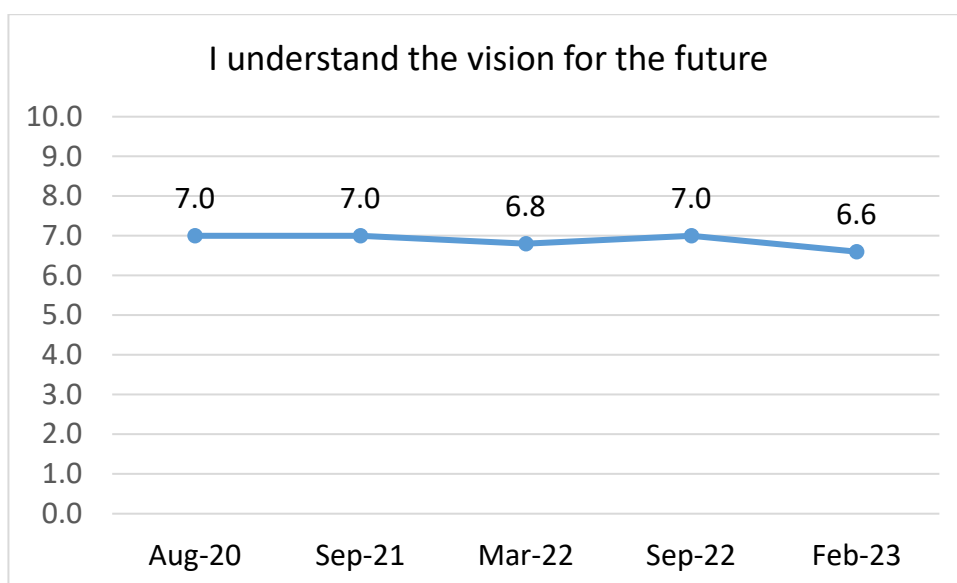
What needs to happen and what do you need to see to move you further up the scale?
 Twenty-eight respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I understand the vision for the future. (10 is 'agree completely' and 0 is 'disagree completely').

Twenty-six respondents gave a rating of at least 7 out of 10; this included thirteen that provided a maximum score of 10. There were twelve respondents giving a score of under 5.



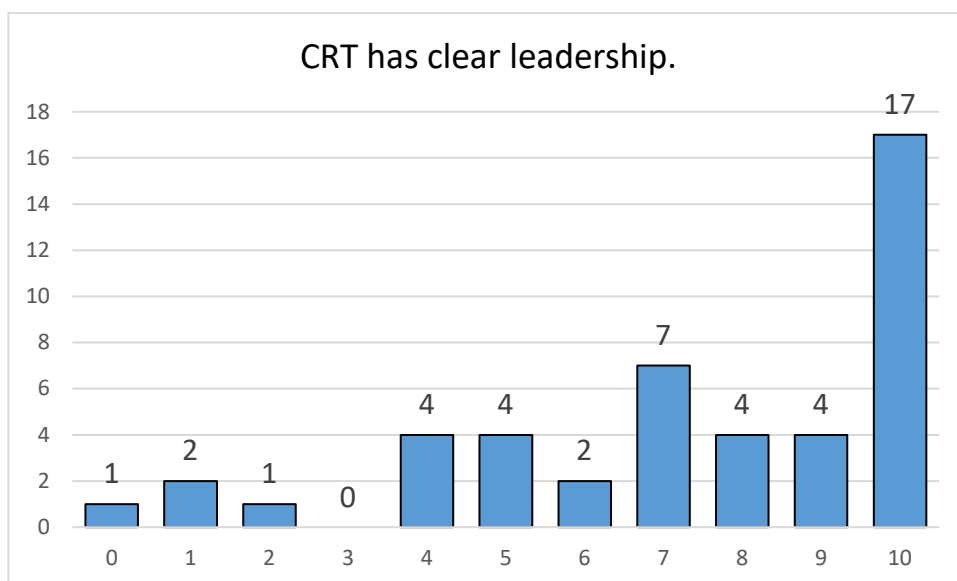
The average scoring for this statement was 6.6, the lowest score recorded for this statement across the surveys undertaken.



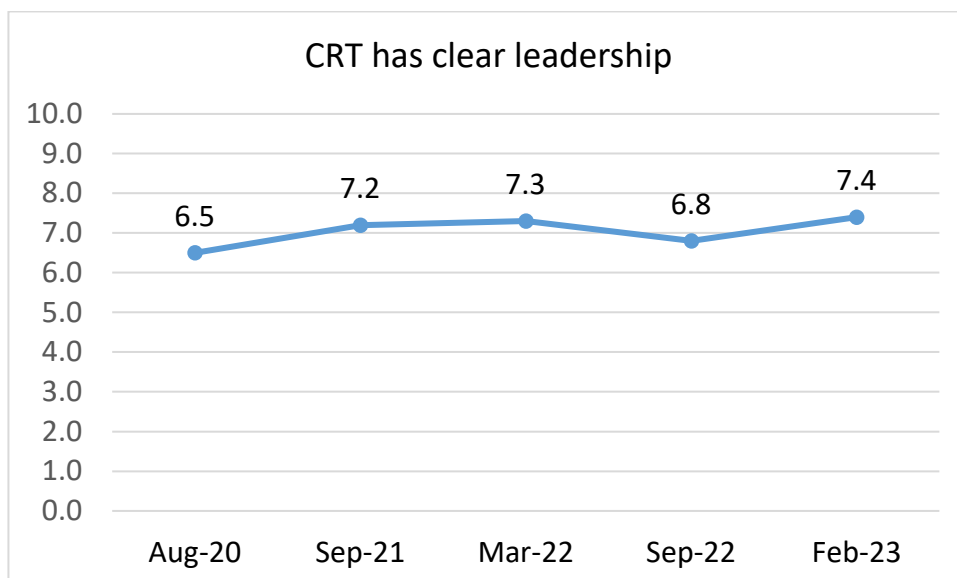
What needs to happen and what do you need to see to move you further up the scale?

Thirty-one respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

CRT has clear leadership (10 is 'agree completely' and 0 is 'disagree completely').
 Thirty-two respondents gave a rating of at least 7 out of 10; this included seventeen who awarded a maximum score of 10. There were eight respondents giving a score of under 5.

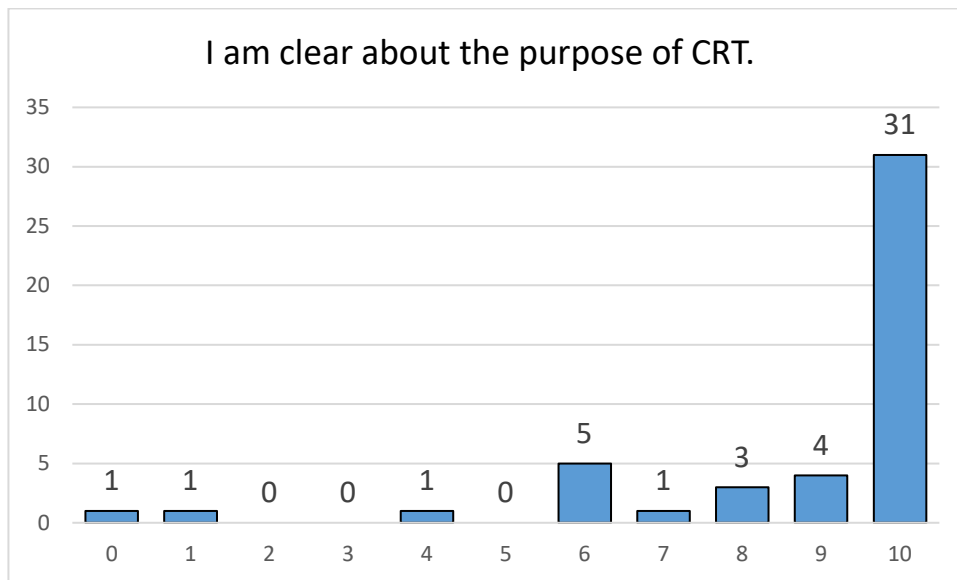


The average scoring for this statement was 7.4, the highest score recorded for this statement across the surveys undertaken.

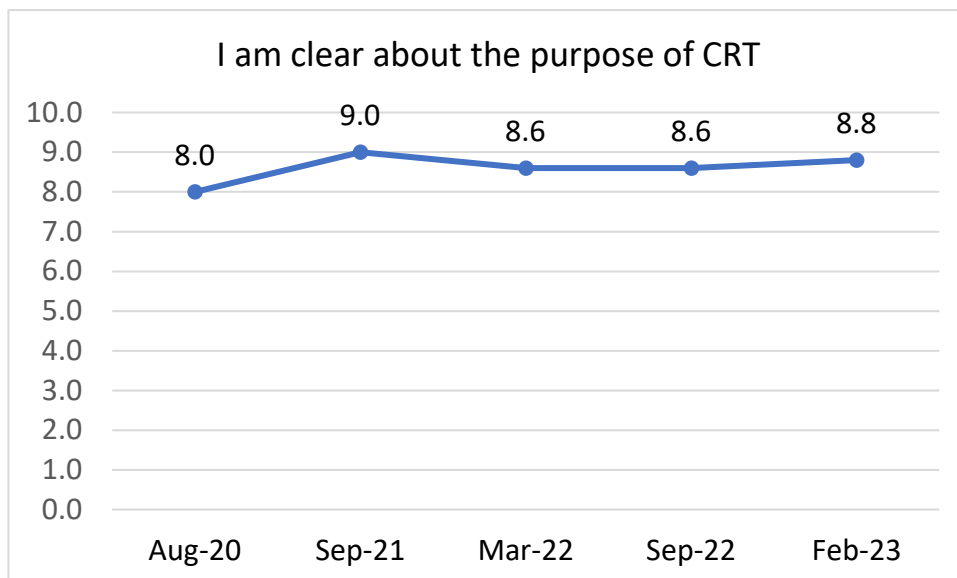


What needs to happen and what do you need to see to move you further up the scale?
 Twenty respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I am clear about the purpose of CRT (10 is 'agree completely' and 0 is 'disagree completely').
 Thirty-eight respondents gave a rating of at least 8 out of 10; this included thirty-one that awarded a maximum score of 10. There were three respondents giving a score of under 5.



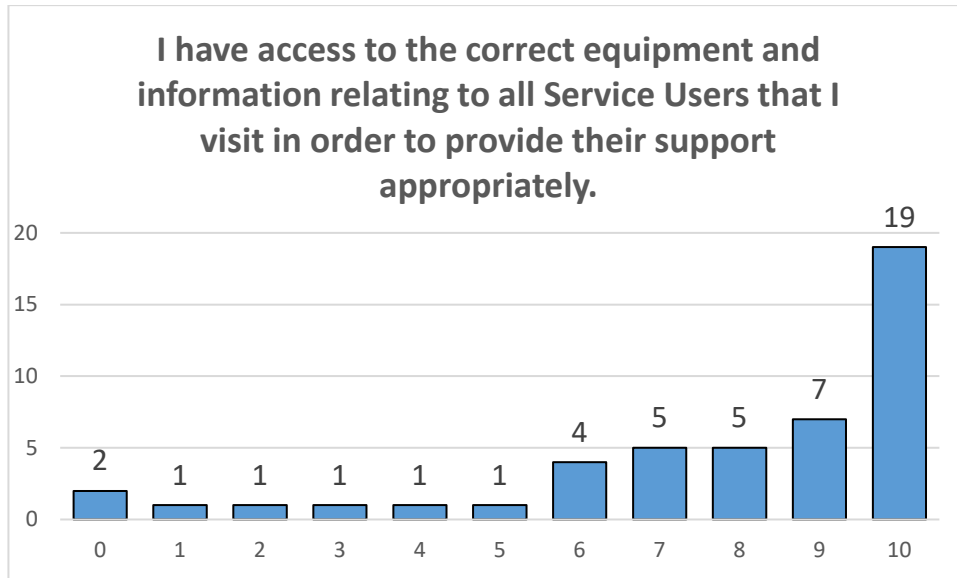
The average scoring for this statement was 8.6, a rise of 0.2 points recorded in September 2022.



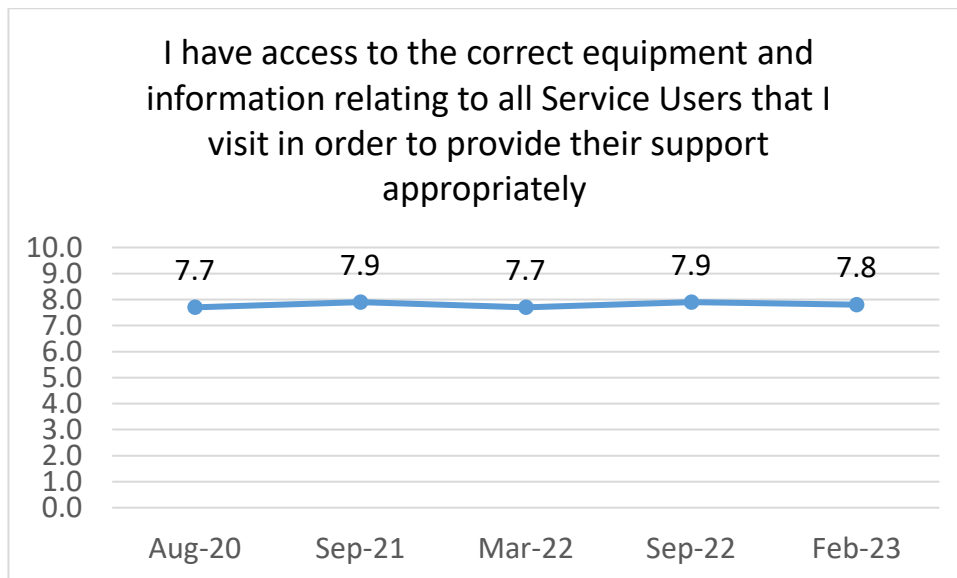
What needs to happen and what do you need to see to move you further up the scale?
 Eight respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I have access to the correct equipment and information relating to all Service Users that I visit in order to provide their support appropriately. (10 is 'agree completely' and 0 is 'disagree completely').

Thirty-six respondents gave a rating of at least 7 out of 10. There were six respondents giving a score of under 5.



The average scoring for this statement was 7.8, broadly consistent with previous survey results.

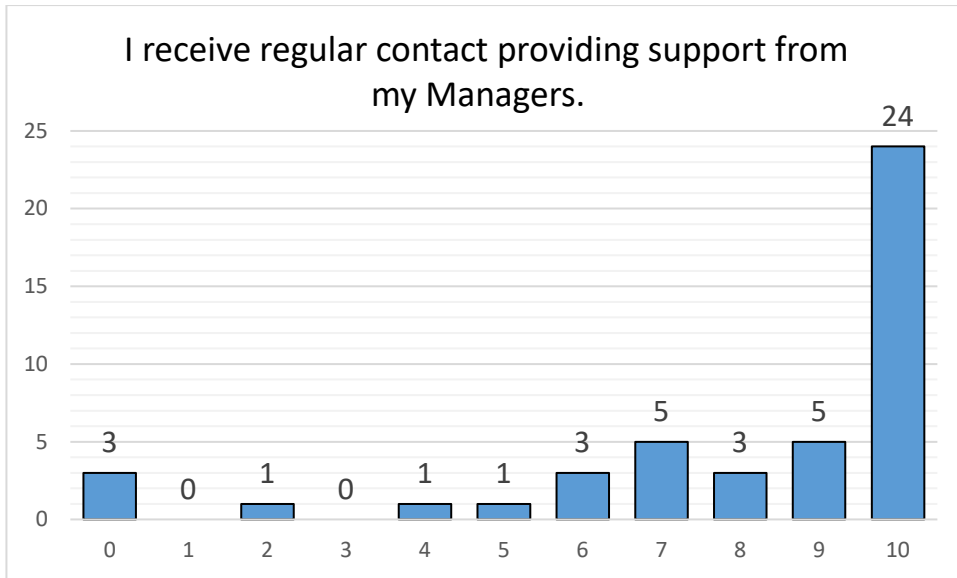


What needs to happen and what do you need to see to move you further up the scale?

Twenty respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

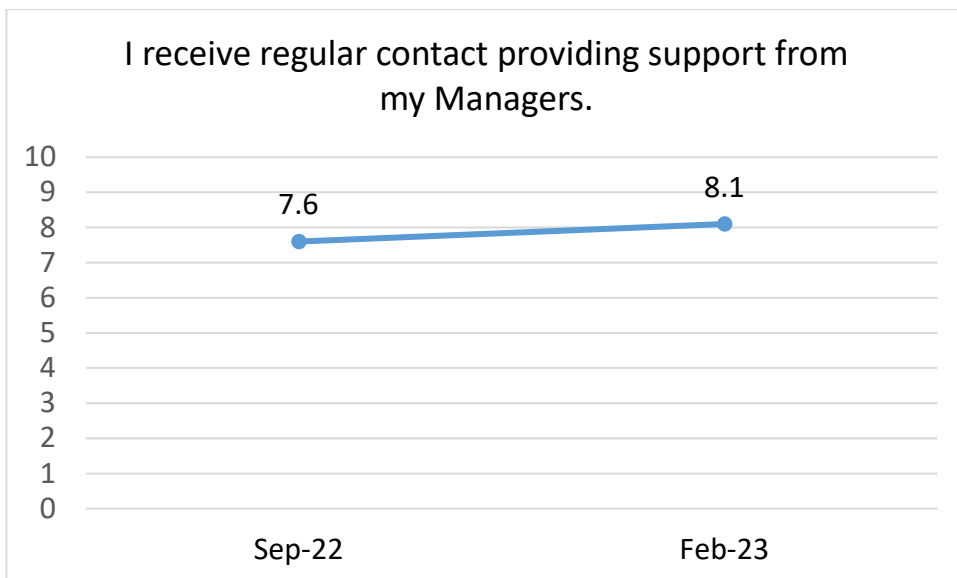
I receive regular contact providing support from my Managers (10 is 'agree completely' and 0 is 'disagree completely').

Thirty-seven respondents gave a rating of at least 7 out of 10; this included twenty-four that provided a maximum score of 10. There were five respondents giving a score of under 5.



*This question was amended in Sep 22 from 'I receive regular supervisions from my Managers.'

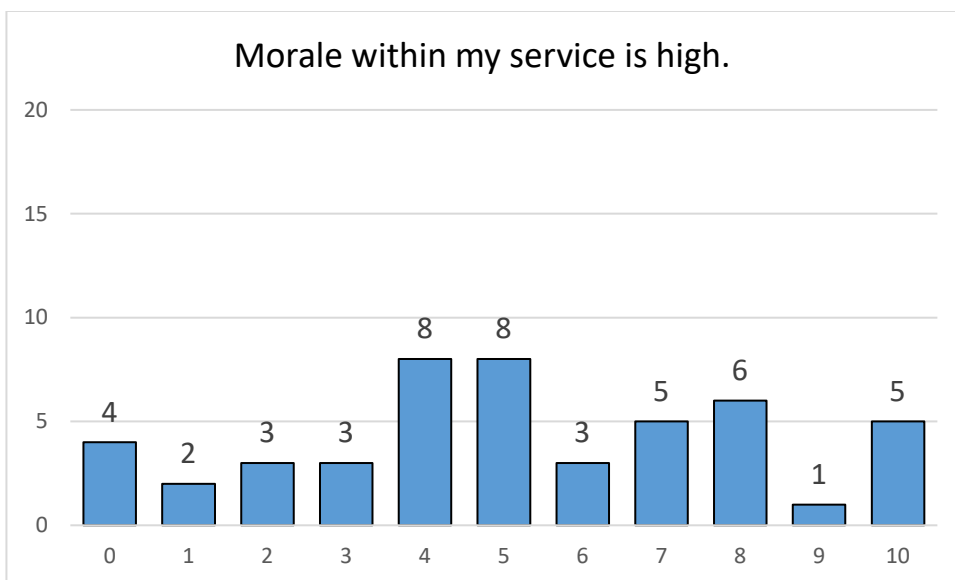
The average scoring for this statement was 8.1, a rise of 0.5 points recorded in September 2022.



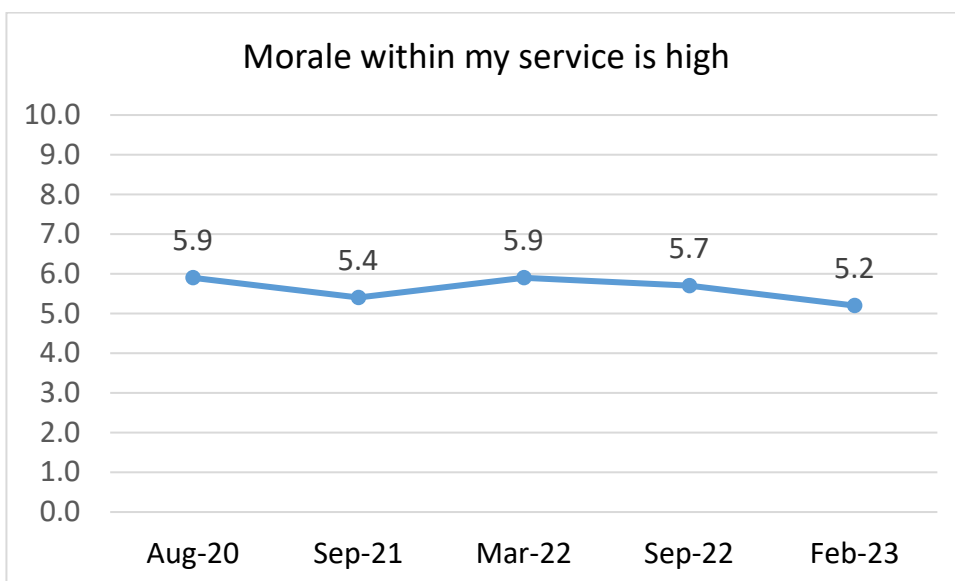
What needs to happen and what do you need to see to move you further up the scale?

Eleven respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

Morale within my service is high (10 is 'agree completely' and 0 is 'disagree completely'). Seventeen respondents gave a rating of at least 7 out of 10; this included five that provided a maximum score of 10. There were twenty respondents giving a score of under 5.



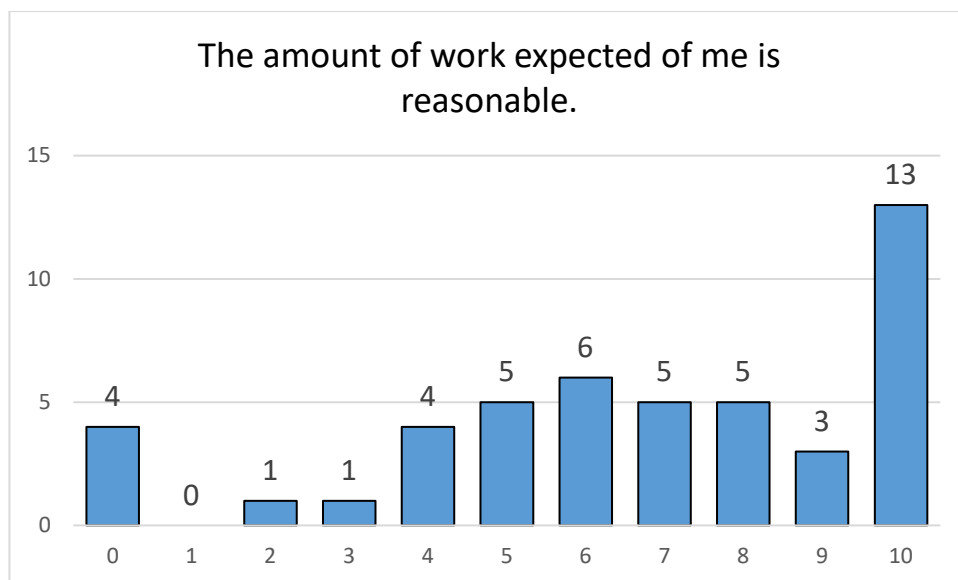
The average scoring for this statement was 5.2 the lowest score recorded for this statement across the surveys undertaken.



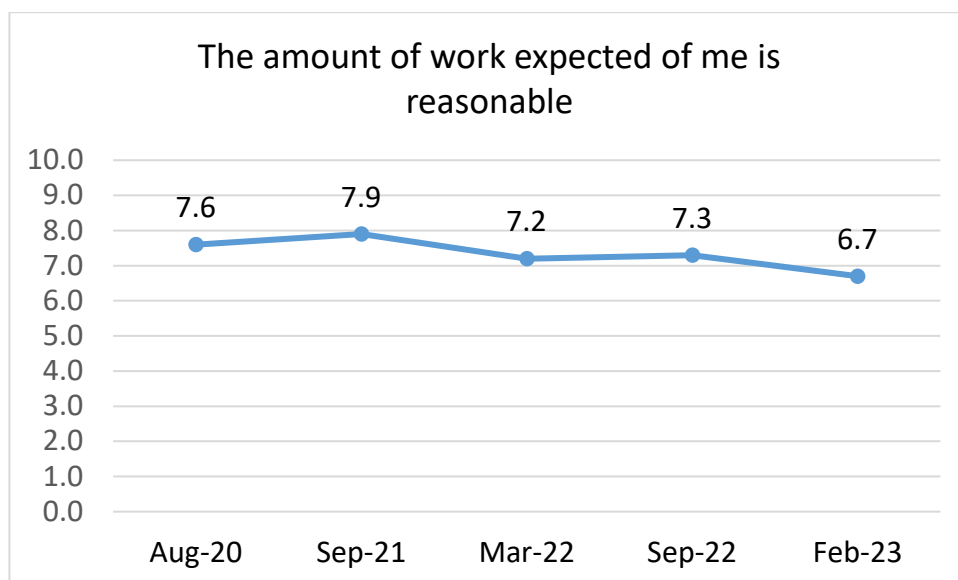
What needs to happen and what do you need to see to move you further up the scale? Thirty-two respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

The amount of work expected of me is reasonable (10 is 'agree completely' and 0 is 'disagree completely').

Twenty-six respondents gave a rating of at least 7 out of 10; this included thirteen that provided a maximum score of 10. There were ten respondents giving a score of under 5.



The average scoring for this statement was 6.7 a fall of 0.6 points on the 7.3 recorded in September 2022.

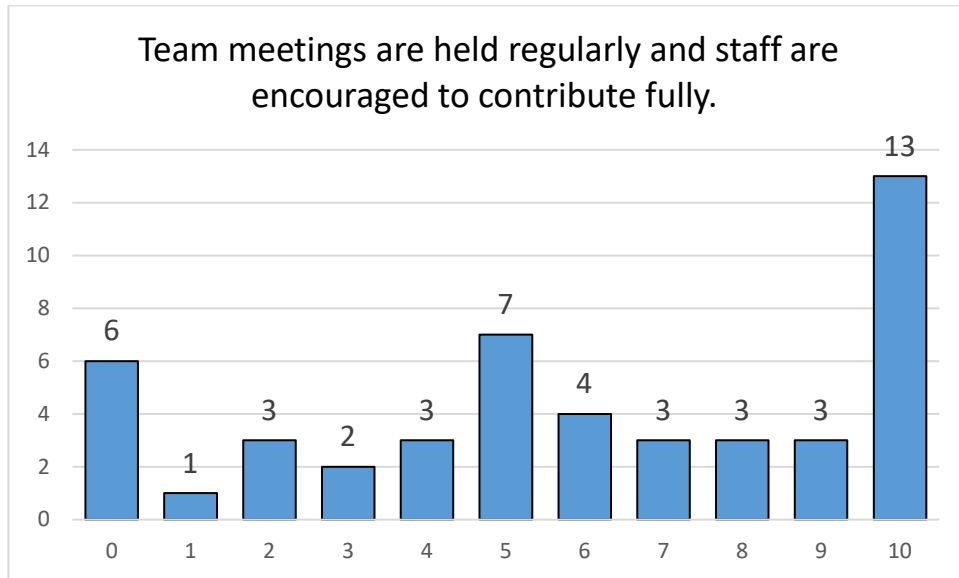


What needs to happen and what do you need to see to move you further up the scale?

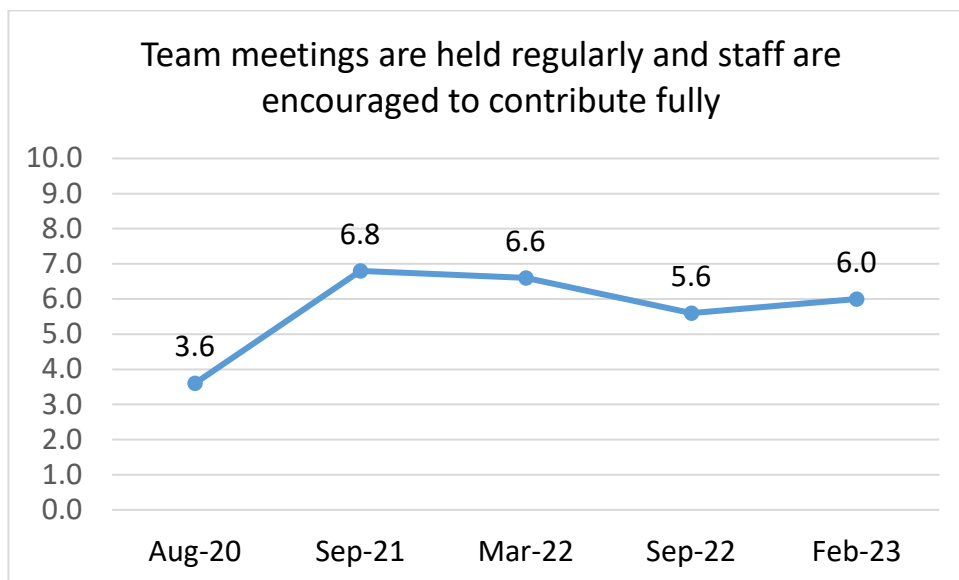
Twenty-six respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

Team meetings are held regularly, and staff are encouraged to contribute fully (10 is 'agree completely' and 0 is 'disagree completely').

Twenty-two respondents gave a rating of at least 7 out of 10; this included thirteen respondents that provided a maximum score of 10. There were Twenty-two respondents giving a score of five or less.



The average scoring for this statement was 6.0, a rise of 0.4 points compared to that recorded in September 2022.

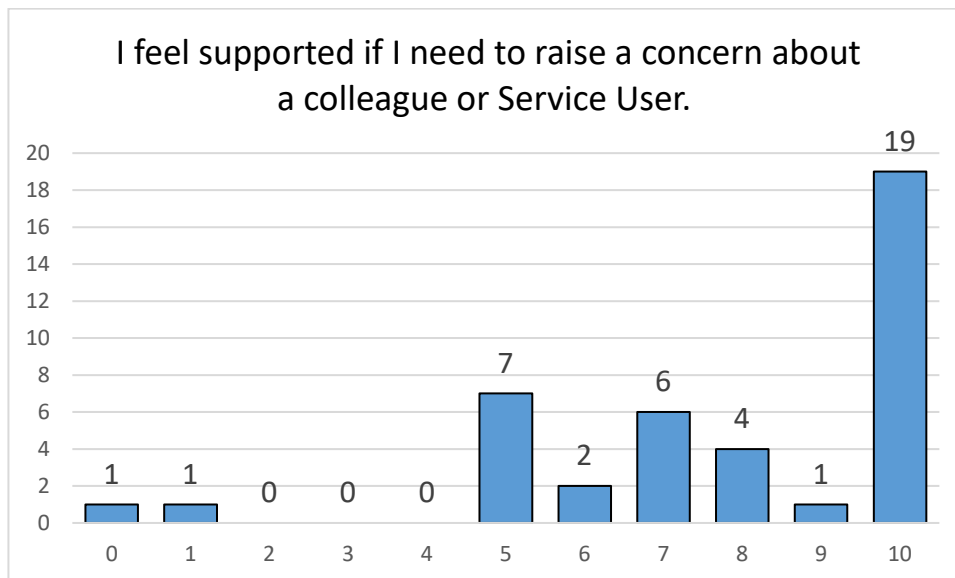


What needs to happen and what do you need to see to move you further up the scale?

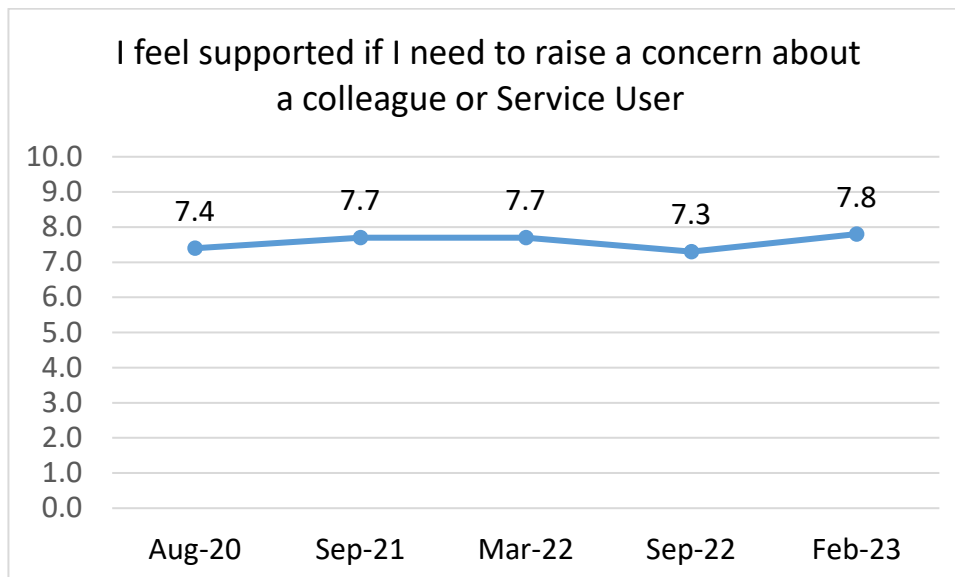
Twenty-two respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I feel supported if I need to raise a concern about a colleague or Service User (10 is 'agree completely' and 0 is 'disagree completely').

Thirty respondents gave a rating of at least 7 out of 10; this included nineteen that provided a maximum score of 10. There were two respondents that gave a score of under 5.



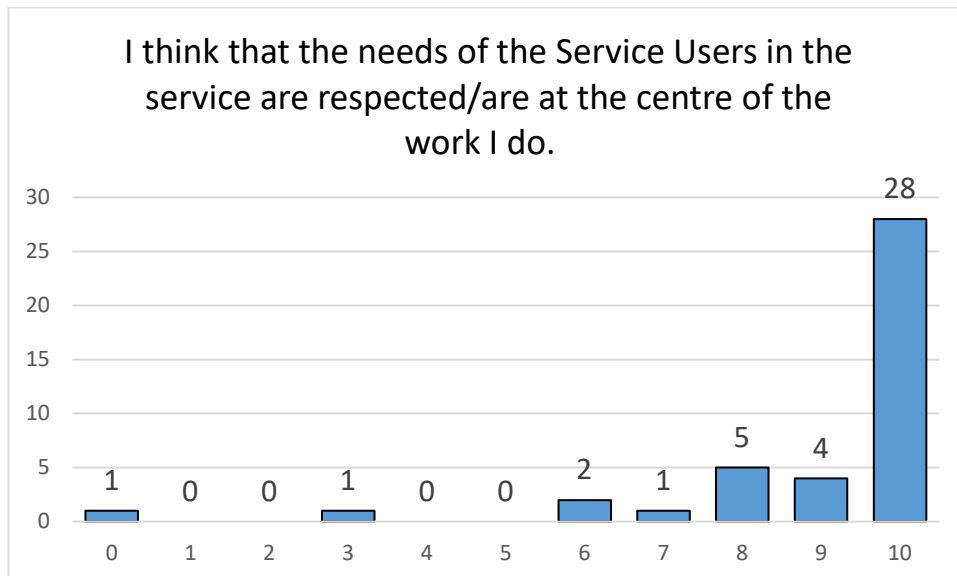
This gave an average score of 7.8, the highest score recorded for this statement across the surveys undertaken.



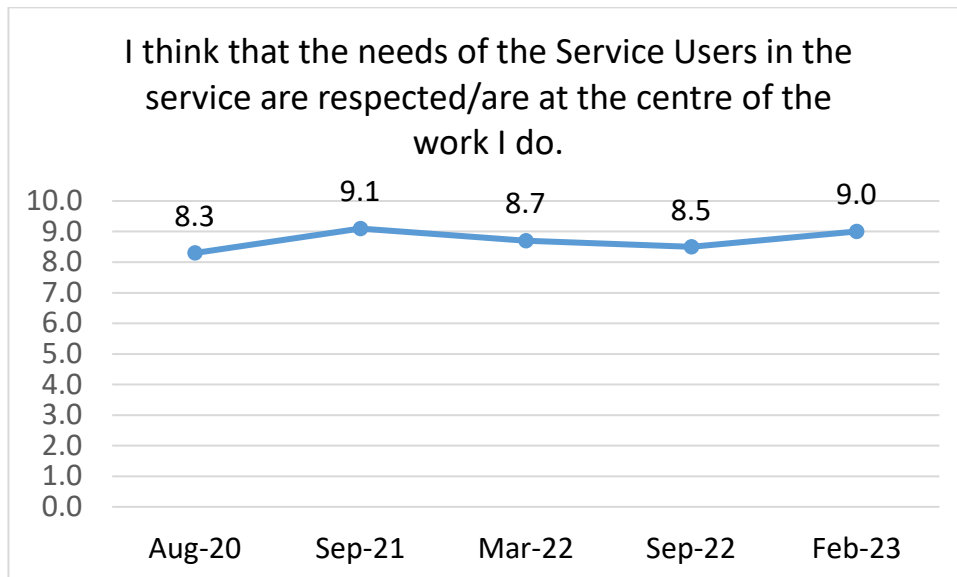
What needs to happen and what do you need to see to move you further up the scale?

Ten respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I think that the needs of the Service Users in the service are respected/are at the centre of the work I do. (10 is 'agree completely' and 0 is 'disagree completely').
 Thirty-seven respondents gave a rating of at least 8 out of 10; this included twenty-eight respondents that provided a maximum score of 10. There were just two respondents giving a score of under 5.



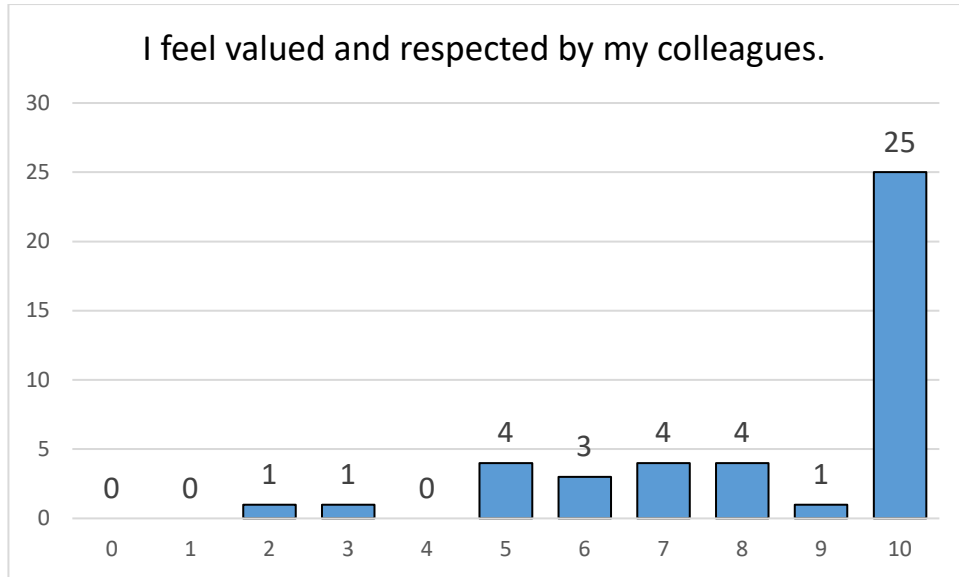
The average scoring for this statement was 9.0, broadly returning to the results realised in September 2021.



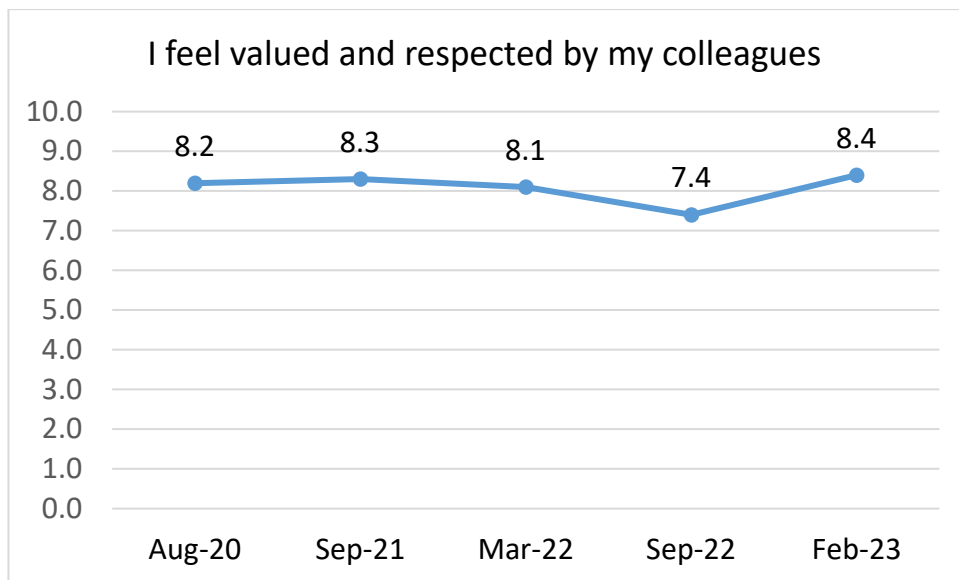
What needs to happen and what do you need to see to move you further up the scale?
 Seven respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I feel valued and respected by my colleagues (10 is 'agree completely' and 0 is 'disagree completely').

Thirty-four respondents gave a rating of at least 7 out of 10; this included twenty-five that provided a maximum score of 10. There were two respondents giving a score of under 5.



The average scoring for this statement was 8.4, the highest score recorded over the four years the survey has operated.

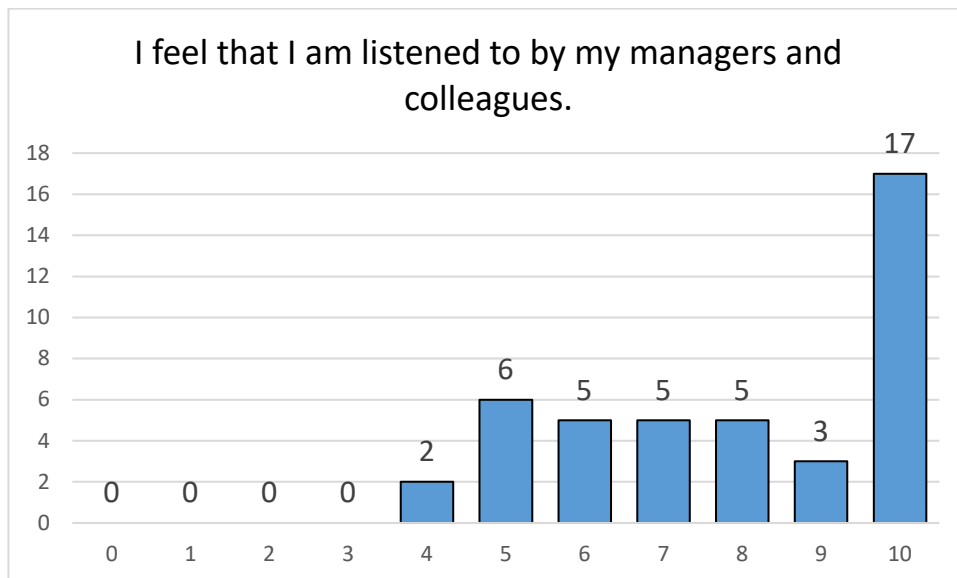


What needs to happen and what do you need to see to move you further up the scale?

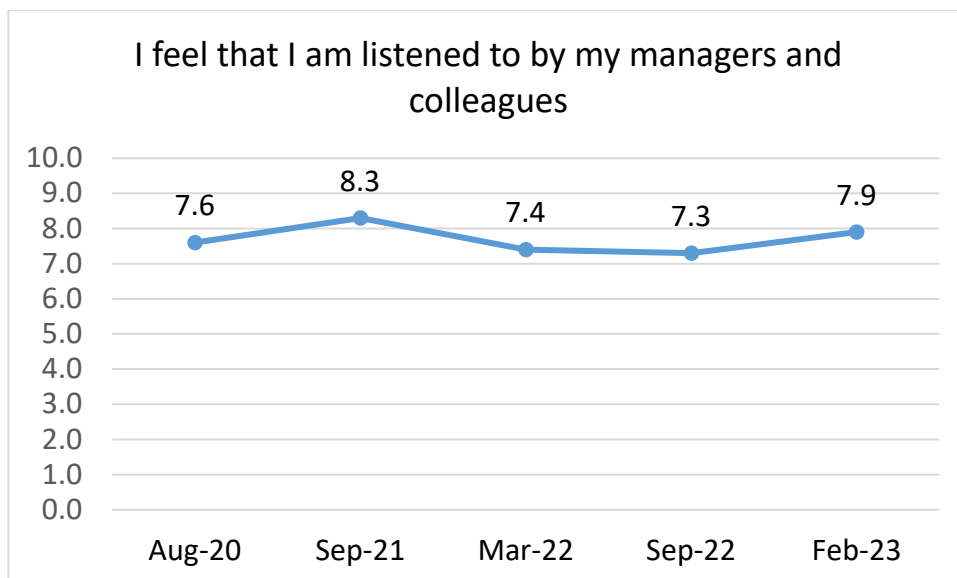
Five respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I feel that I am listened to by my managers and colleagues (10 is 'agree completely' and 0 is 'disagree completely').

All respondents provided a score of at least 4 out of 10, this included seventeen that give the maximum score of 10 out of 10.



The average scoring for this statement was 7.9, a rise of 0.6 points from that realised in September 2022.

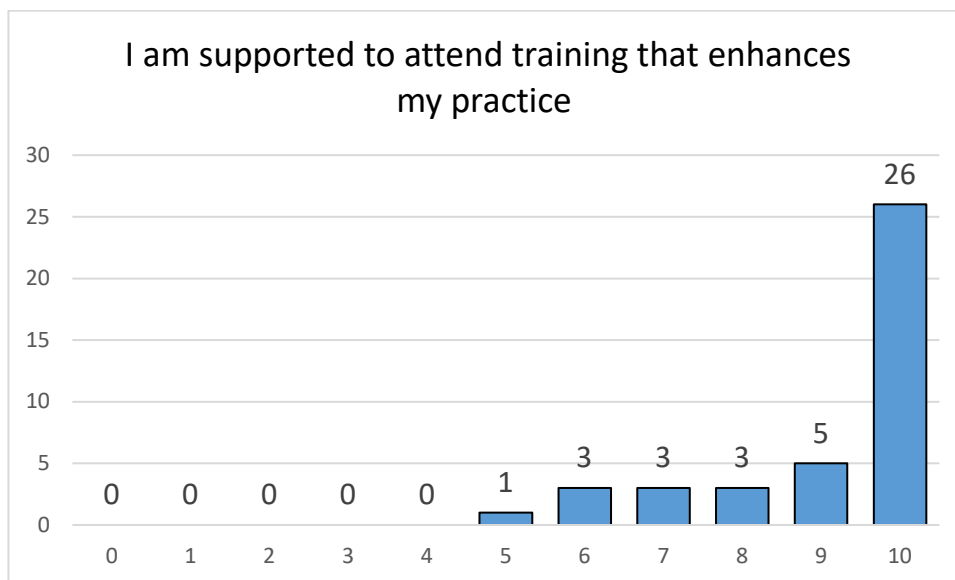


What needs to happen and what do you need to see to move you further up the scale?

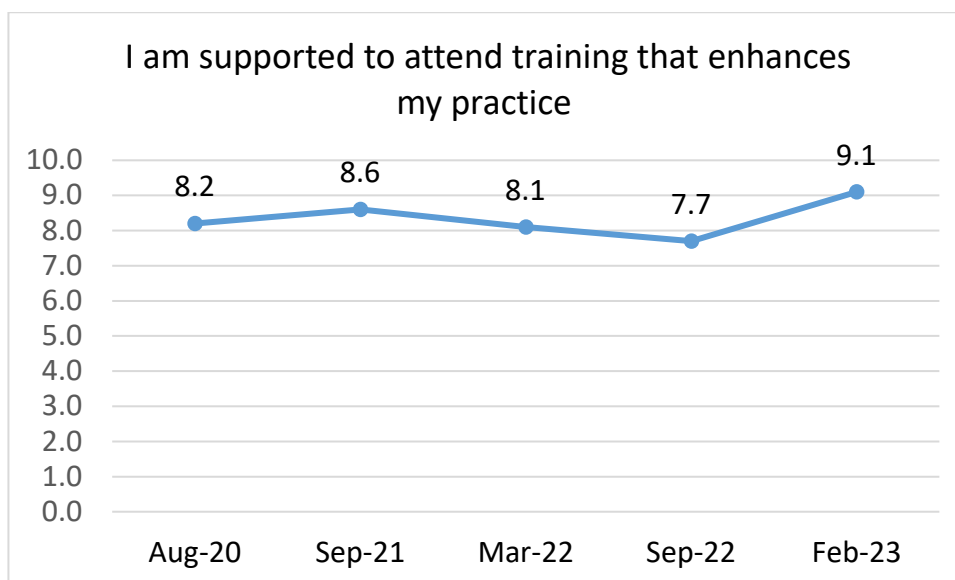
Eight respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I am supported to attend training that enhances my practice (10 is 'agree completely' and 0 is 'disagree completely').

Thirty-four respondents gave a rating of at least 8 out of 10; this included twenty-six that awarded a maximum score of 10. There were no respondents giving a score of under 5.



The average scoring for this statement was 9.1, the highest recorded since the survey's inception.

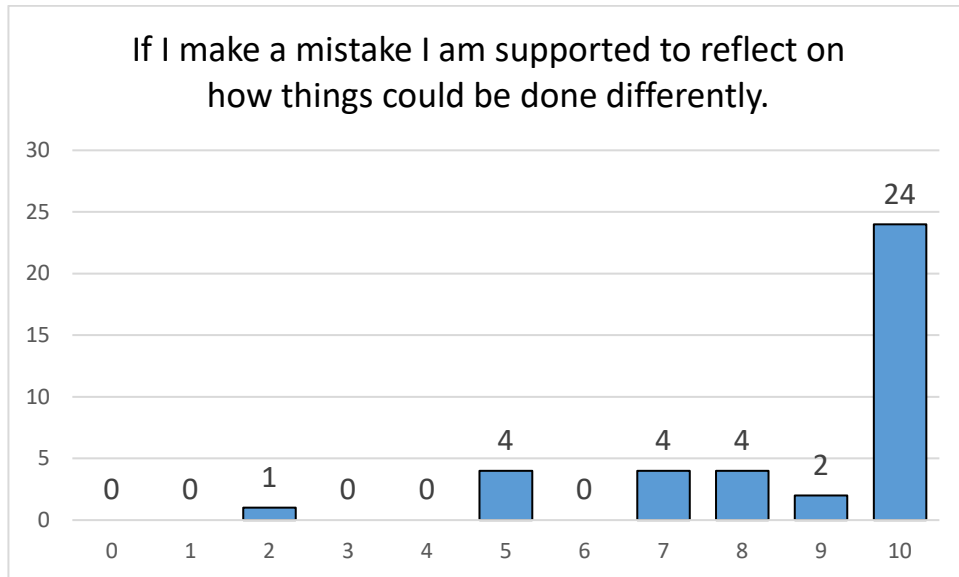


What needs to happen and what do you need to see to move you further up the scale?

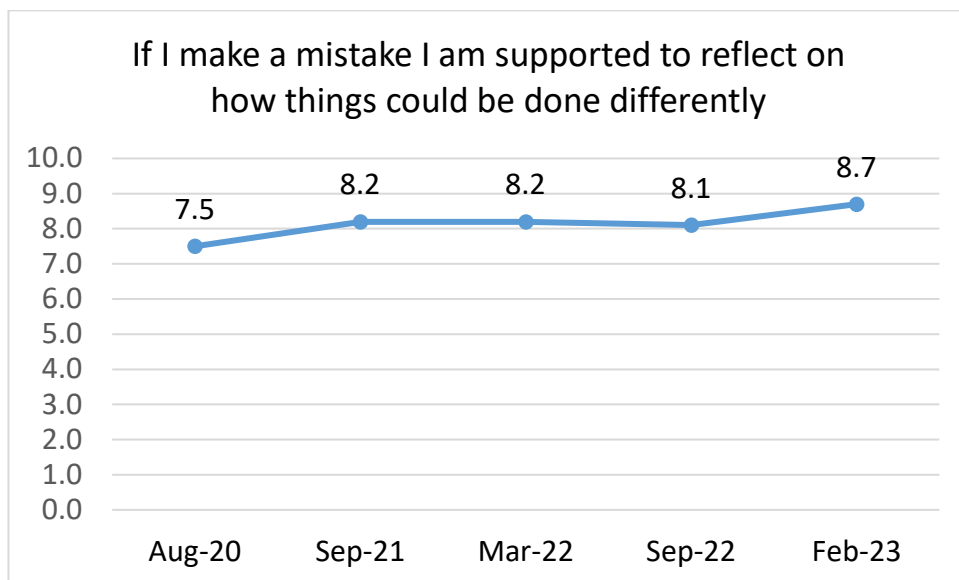
Seven respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

If I make a mistake, I am supported to reflect on how things could be done differently (10 is 'agree completely' and 0 is 'disagree completely').

Thirty-four respondents gave a rating of at least 7 out of 10; this included twenty-four respondents that provided a maximum score of 10. There was one respondent that gave a score of under 5.



The average scoring for this statement was 8.7, an increase of 0.6 points from the score realised in September 2022.

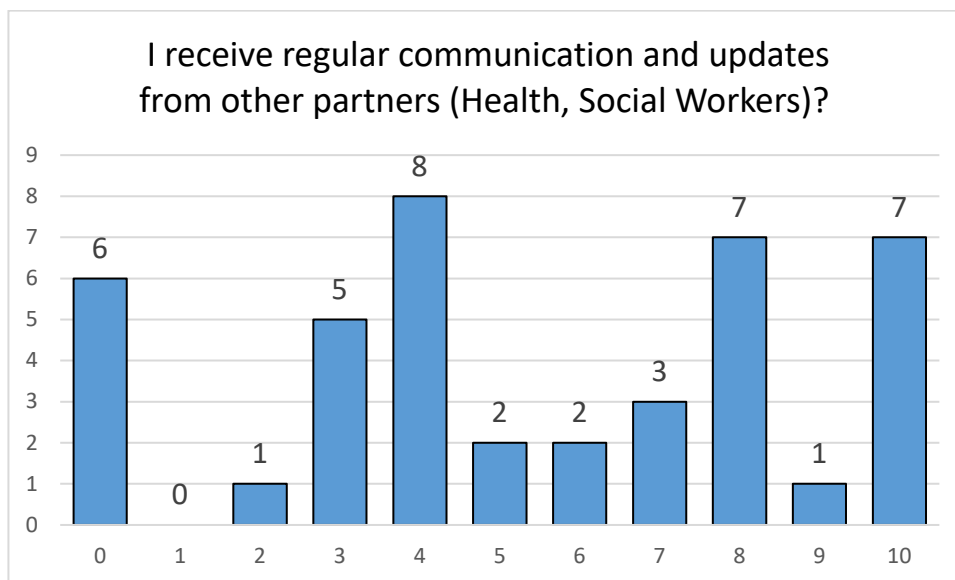


What needs to happen and what do you need to see to move you further up the scale?

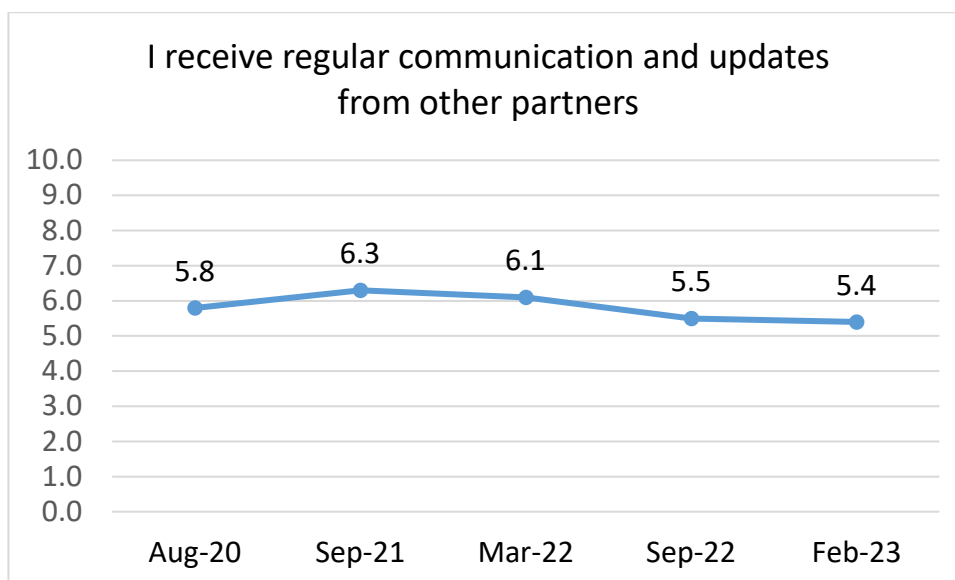
Four respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I receive regular communication and updates from other partners (Health, Social Workers) (10 is 'agree completely' and 0 is 'disagree completely').

Eighteen respondents gave a rating of at least 7 out of 10, this included seven that provided a maximum score of 10. A further twenty-two respondents gave a score of 5 or less.



The average scoring for this statement was 5.4, the lowest seen in the five surveys undertaken.

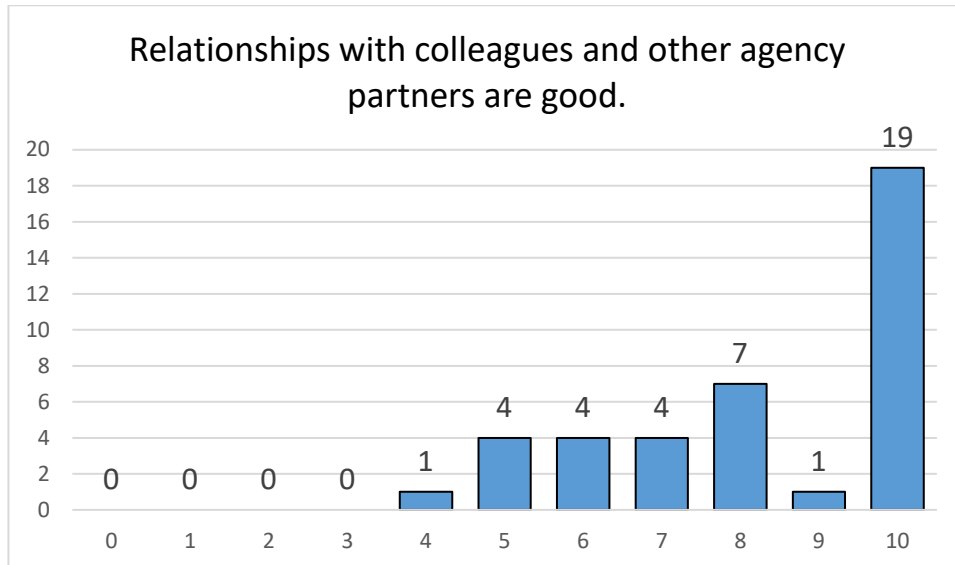


What needs to happen and what do you need to see to move you further up the scale?

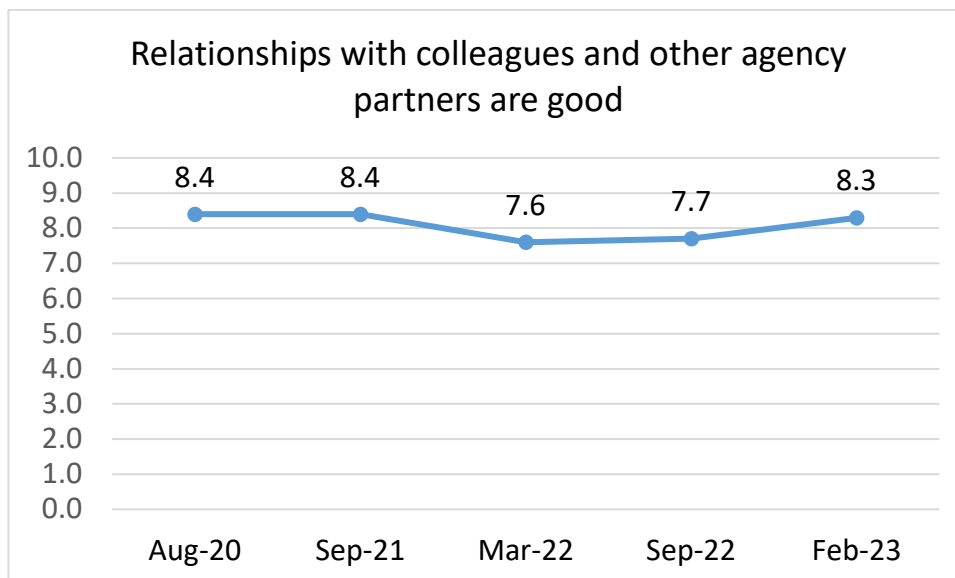
Twenty-one respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

Relationships with colleagues and other agency partners are good (10 is 'agree completely' and 0 is 'disagree completely').

Twenty-seven respondents gave a rating of at least 8 out of 10; this included nineteen that provided a maximum score of 10. There was one respondent that awarded a score of under 5.



The average scoring for this statement was 8.3, returning to the levels recorded in 2020 and 2021.

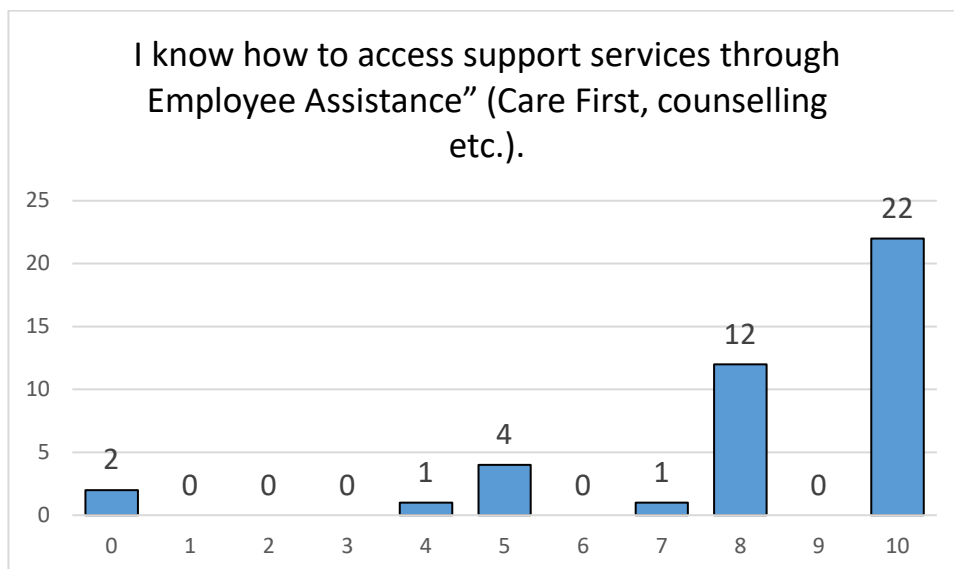


What needs to happen and what do you need to see to move you further up the scale?

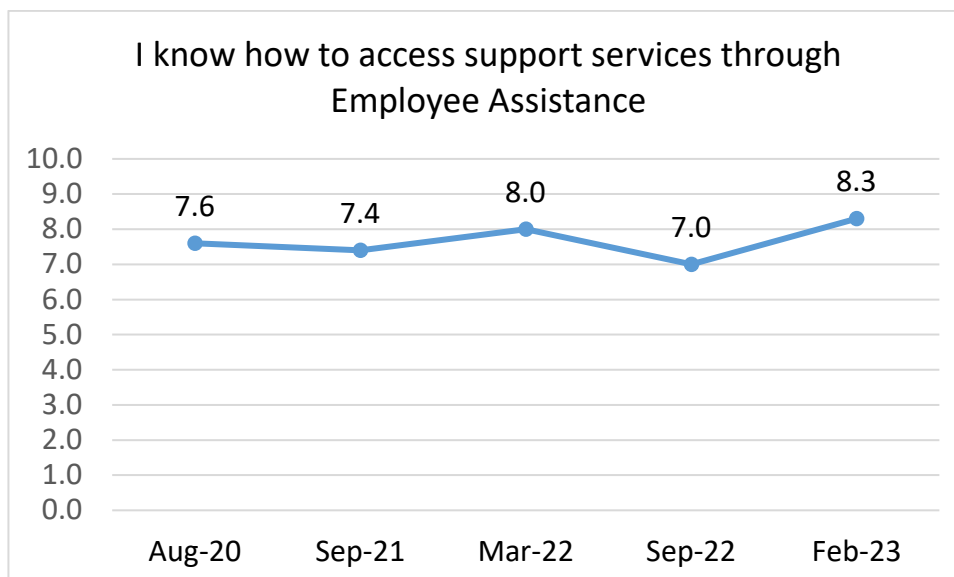
Four respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I know how to access support services through Employee Assistance” (Care First, counselling etc.) (10 is 'agree completely' and 0 is 'disagree completely').

Thirty-five respondents gave a rating of at least 7 out of 10; this included twenty-two that provided a maximum score of 10. There were three respondents giving a score of under 5.



The average scoring for this statement was 8.3, the highest recorded over the last four years.

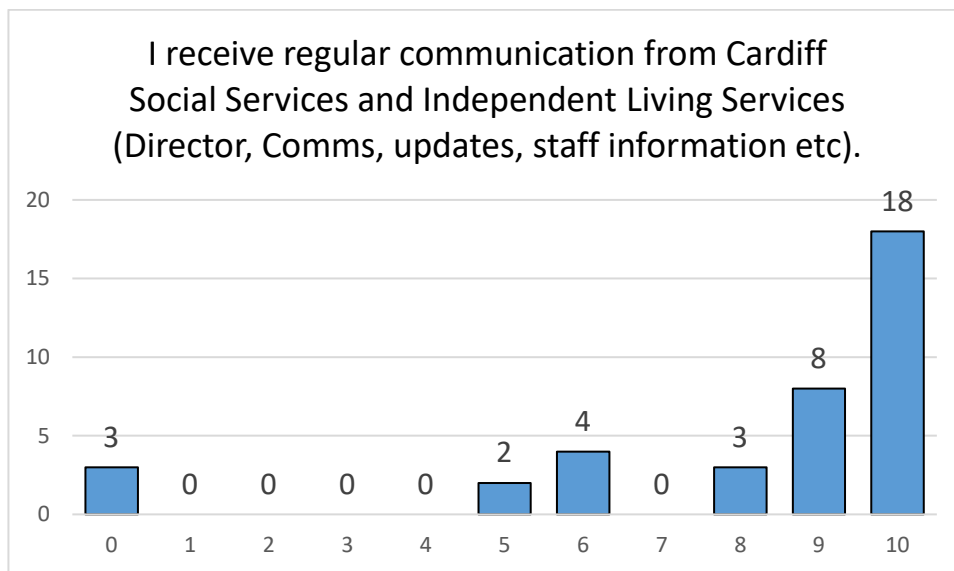


What needs to happen and what do you need to see to move you further up the scale?

Seven respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

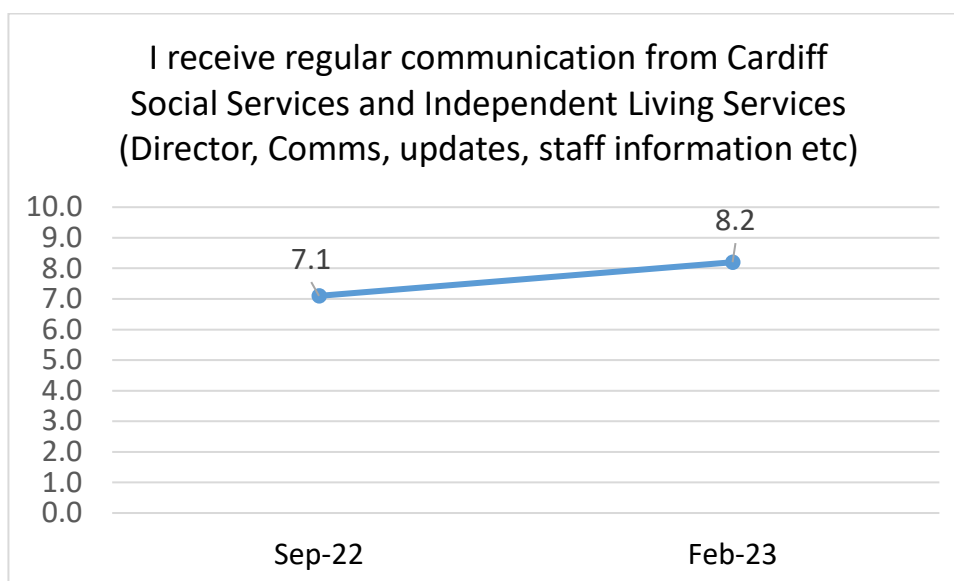
I receive regular communication from Cardiff Social Services and Independent Living Services (Director, Comms, updates, staff information etc). (10 is 'agree completely' and 0 is 'disagree completely').

Twenty-nine respondents gave a rating of at least 8 out of 10; this included eighteen respondents that provided a maximum score of 10.



*This question was amended in Sep 22 from 'I receive regular communication from Cardiff Social Services (Director, Comms, updates, staff information etc)' as such limited trend analysis is available.

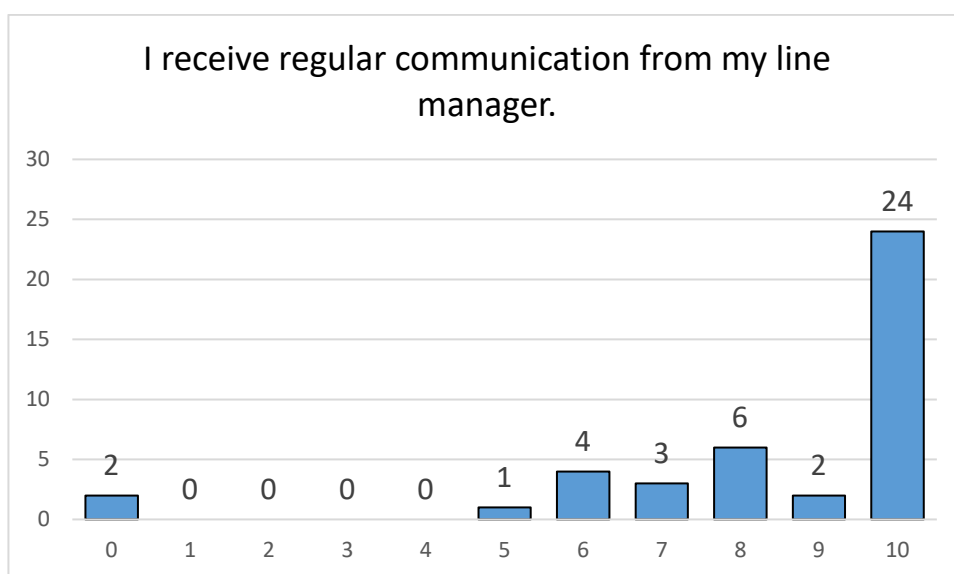
The average scoring for this statement was 8.2, an increase of 1.1 points to that recorded in September 2022.



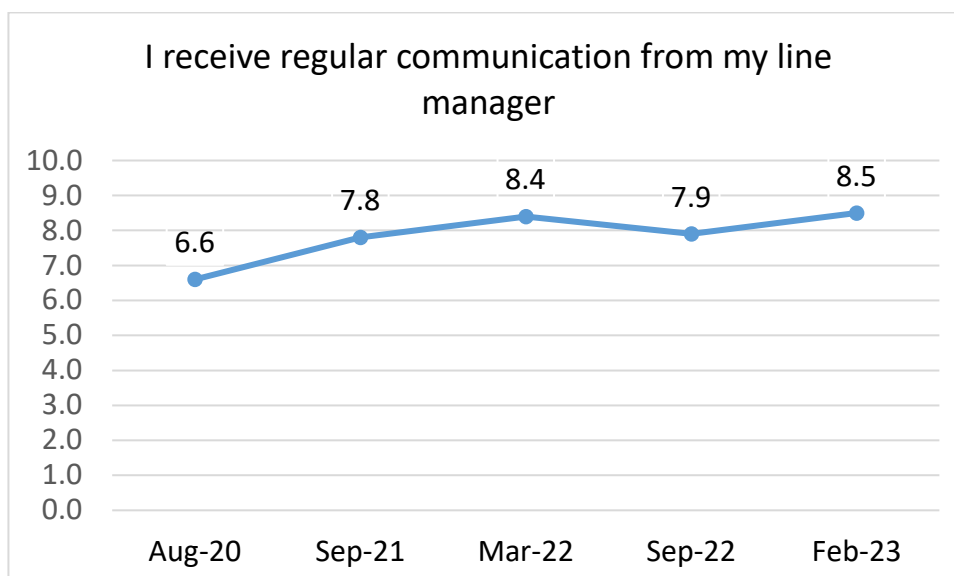
What needs to happen and what do you need to see to move you further up the scale?
 Six respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

I receive regular communication from my line manager (10 is 'agree completely' and 0 is 'disagree completely').

Thirty-five respondents gave a rating of at least 7 out of 10; this included twenty-four respondents that provided a maximum score of 10. There were two respondents giving a score of under 5.



The average scoring for this statement was 8.5, the highest score recorded for this statement across the surveys undertaken.



What needs to happen and what do you need to see to move you further up the scale?

Six respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

Is there anything else you'd like to tell us about working at CRT that you have not had an opportunity to cover in your previous responses?

Twenty-one respondents took the opportunity to leave feedback to this question, these comments have been passed to the Responsible Individual for consideration and any follow up action as appropriate.

Appendix A

	Question	Mar. 2023 Mean	Sept. 2022 Mean	Average Score Change
Q14	I am supported to attend training that enhances my practice	9.1	7.7	1.4
Q11	I think that the needs of the Service Users in the service are respected/are at the centre of the work I do.	9.0	8.5	0.5
Q4	I am clear about the purpose of CRT	8.8	8.6	0.2
Q15	If I make a mistake I am supported to reflect on how things could be done differently	8.7	8.1	0.6
Q20	I receive regular communication from my line manager	8.5	7.9	0.6
Q12	I feel valued and respected by my colleagues	8.4	7.4	1.0
Q17	Relationships with colleagues and other agency partners are good	8.3	7.7	0.6
Q18	I know how to access support services through Employee Assistance” (Care First, counselling etc.)	8.3	7.0	1.3
Q19	I receive regular communication from Cardiff Social Services and Independent Living Services (Director, Comms, updates, staff information etc)	8.2	7.1	1.1
Q6	I receive regular contact providing support from my Managers.	8.1	7.6	0.5
Q13	I feel that I am listened to by my managers and colleagues	7.9	7.3	0.6
Q5	I have access to the correct equipment and information relating to all Service Users that I visit in order to provide their support appropriately	7.8	7.9	-0.1
Q10	I feel supported if I need to raise a concern about a colleague or Service User	7.8	7.3	0.5
Q3	CRT has clear leadership	7.4	6.8	0.6
Q1	CRT is a good place to work	7.1	7.1	0.0
Q8	The amount of work expected of me is reasonable	6.7	7.3	-0.6
Q2	I understand the vision for the future.	6.6	7.0	-0.4
Q9	Team meetings are held regularly and staff are encouraged to contribute fully	6.0	5.6	0.4
Q16	I receive regular communication and updates from other partners (Health, Social Workers)	5.4	5.5	-0.1
Q7	Morale within my service is high	5.2	5.7	-0.5