



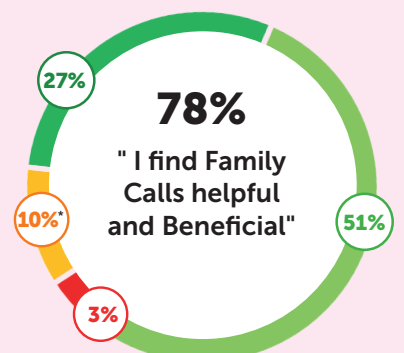
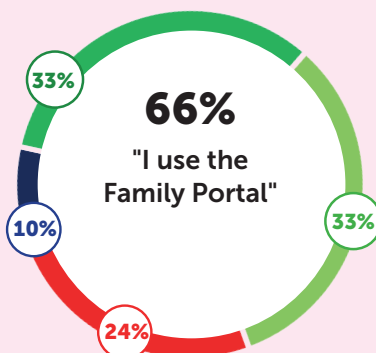
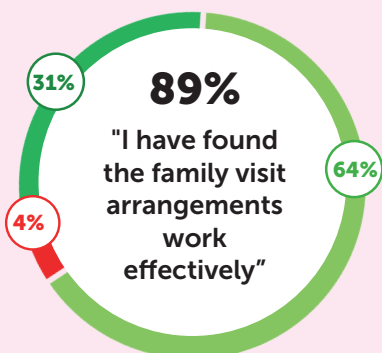
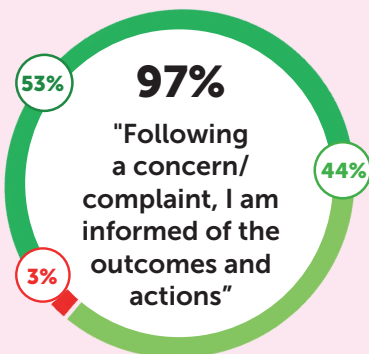
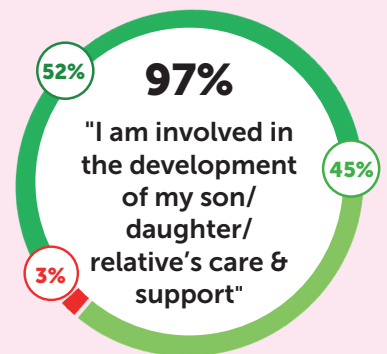
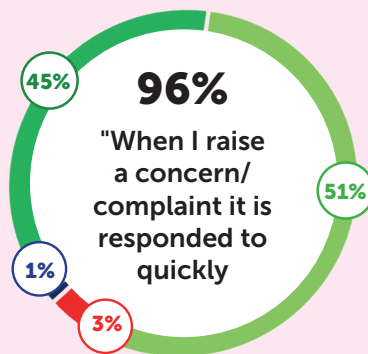
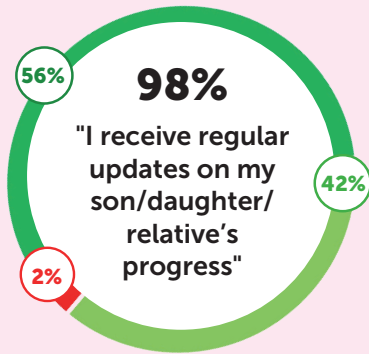
FAMILY & CARER SURVEY 2024

For the Home From Home Care Family Survey 2024 we received 73 completed surveys with an average score of 9/10.



FAMILY SURVEY HIGHLIGHTS 2024

● strongly agree
 ● agree
 ● disagree
 ● strongly disagree



● 'I have not participated in a family call'



COLLEAGUE SURVEY

May 2024

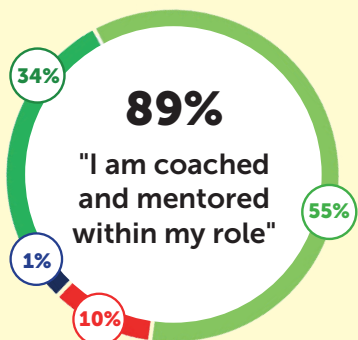
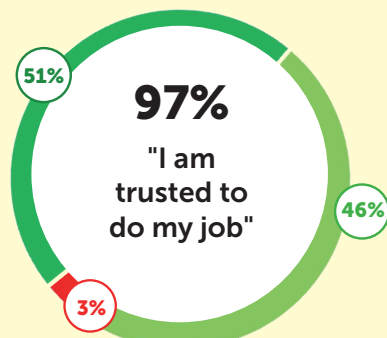
The response rate for the Home From Home Care Colleague Survey 2024 was 67% with 257 completed surveys.

Knowing where we can do better is really important so we've highlighted those areas where we saw a slight decrease in scores (although all still had a positive score of at least 85%).

COLLEAGUE SURVEY HIGHLIGHTS 2024



Job Role



Comparing HFHC to the CQC...

We compared our survey results to a recent CQC staff survey - it was interesting to see the number of HFHC colleagues agreeing with statements below compared to CQC staff



"I'm able to make improvements happen" vs "Changes are effectively implemented"



"Concerns raised are acted upon"



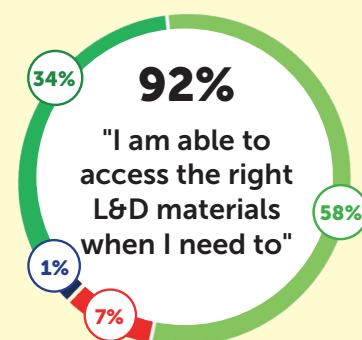
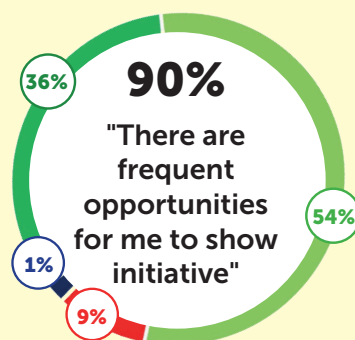
"Treating staff involved in an error, near miss or incident fairly"



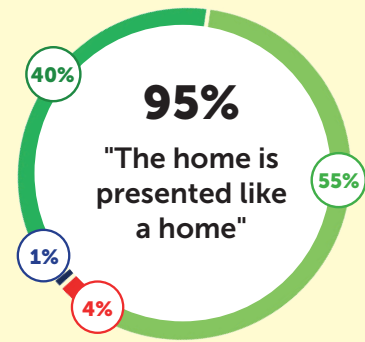
"I feel valued for the work I do"



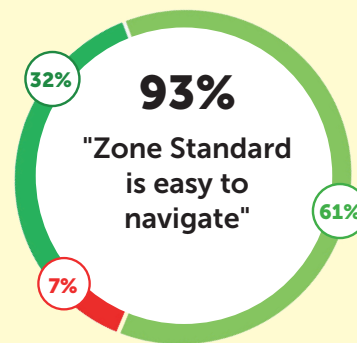
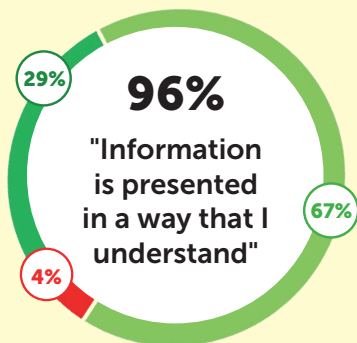
Career Development



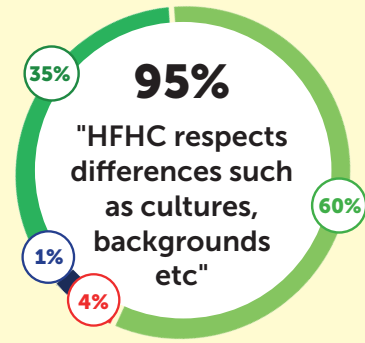
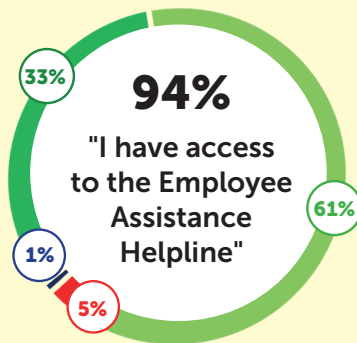
Individuals Supported



Zone Standard



Wellbeing



Communication

