

# **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.



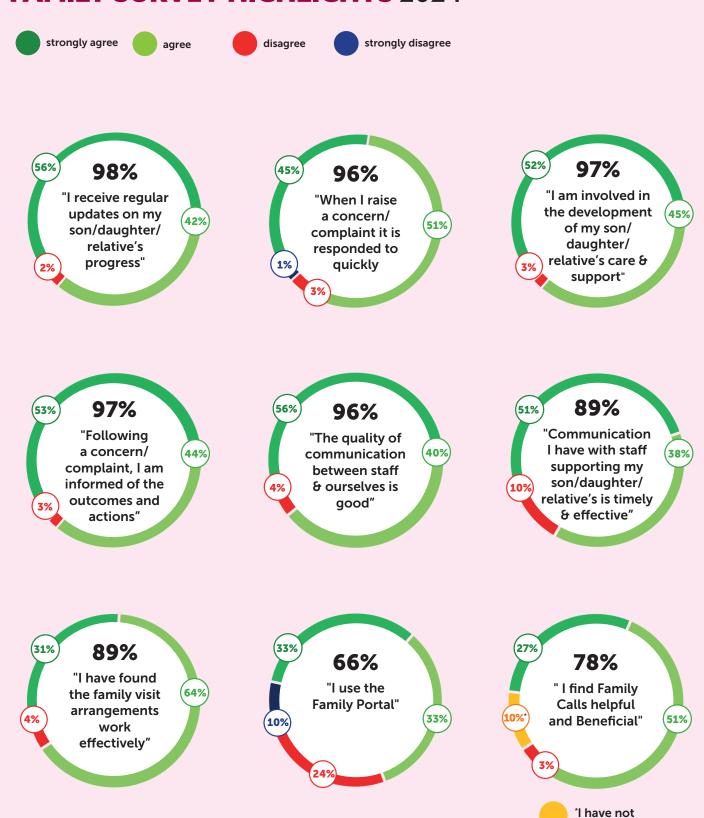








## **FAMILY SURVEY HIGHLIGHTS 2024**



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%).







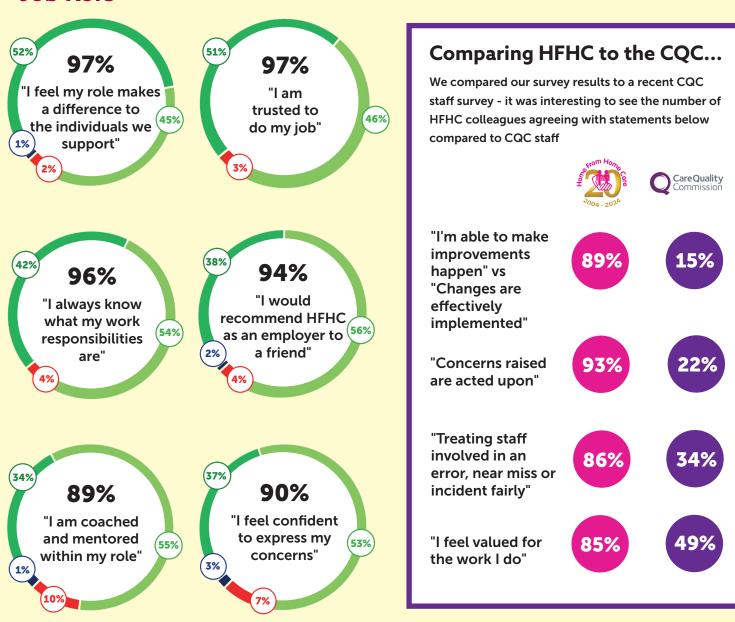




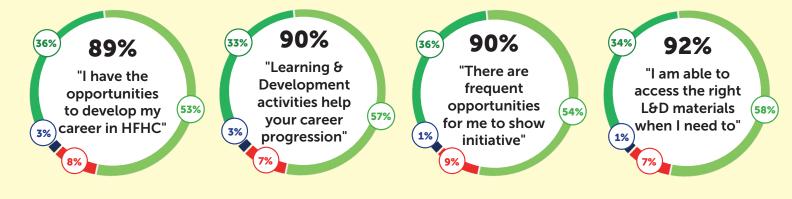
## **COLLEAGUE SURVEY HIGHLIGHTS 2024**



#### **Job Role**



## **Career Development**



### **Individuals Supported**

"Individuals are treated with respect and dignity"

"The care & safety of the individuals is a priority"

"Colleagues involve individuals in decisions about their care & activities"

95%
"The home is presented like a home"

#### **Zone Standard**

96%

"Information is presented in a way that I understand"

93%
"Zone Standard is easy to navigate"

61%

### Wellbeing

94%

"I have access to the Employee Assistance Helpline"

5%

93%

"I am aware of the Wellbeing strategies within HFHC"

5%

89%

"Mental
Wellbeing is important to my organisation"

"HFHC respects differences such as cultures, backgrounds etc"

#### Communication

85%
"My views are valued"

97%

"OTW and
60 Second
Update keep me
informed"

94%

"HFHC is an equal opportunities employer"

5%

"Meetings give me the opportunity to share information & discuss things with my team"