



Serenta HomeCare

...putting the care back into caring

Serenta Staff Feedback April 2026 – You Said – We Did – Summary

You said	We did /are doing
 Fuel allowance / paid block including travel	Milage paid at HMRC approved 45p per mile rete covering fuel, wear and tear, servicing, insurance and tyres. Block pay has been reviewed but is not financially viable within current care sector funding arrangements:
 Client locations. parking and travel time	Parking permits provided where applicable: Rotas and geographical scheduling continually reviewed to help reduce travel time and improve efficiency.
 Late rota changes / unpredictable rotas / not enough notice of shifts	Improving forward planning, earlier sickness cover arrangements and rota management to minilise short-notice changes where possible. Rotas are prepared up to four weeks ahead, with agreed staff availability remaining unchanged unless discussed.
 Long days / not feeling heard in supervision	Rotas reviewed against agreed availability to reduce long working days where possible. Supervision processes strengthened to ensure staff feedback is captured, recorded and followed up.
 Difficult clients / wanting more say in client matching and regular clients	Introducing "staff and client matching suitability" as a standing staff meeting agenda item to improve consistency, consider staff strengths and preferences, and identity where additional support, shadowing or training may be needed.
 Communication could improve	Additional phone line introduced alongside WhatsApp groups, emails and work phones. Communication methods remain under ongoing review to improve responsiveness and information sharing.
 Client seeing only one support worker	Rotas reviewed to maintain continuity of care while ensuring clients are supported by a small consistent team where possible.