



Staff Survey

Spring 2025

You
We
Said!
Did!

At Serenta Homecare we strongly believe that everyone in our team needs to have a voice that we actively listen to and act on.



Many thanks to everyone who completed the staff feedback survey, it provides a view as to the matters that are important to you, so we can seek out ways we can best address them.

On the next pages please find the detail around what "you said" and following that what "we did" or are still progressing as a result.

If you would like to talk further about anything covered, please don't hesitate to make contact.

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You Said!	Analysis/Approach	We Did!
Consistent fair travel time. Keep rounds in same area. Anything over 20 mins is too far, especially when travelling through city centre. More specific training for mental health clients, HIV, domestic violence, alcohol abuse, some examples. It would be good to be introduced to new clients, mainly in supports calls.	In recent months Serenta have had an influx of clients moving onto residential care which has generated room to procure clients. Procurement of client has resulted in our geography slightly expanding and on mental health framework our geography is city wide. Serenta inherited MH contract from sister company Intercare in March 2024, since the take over of this contract and procurement of clients with specific mental health conditions the mental health training sourced prior to Serenta holding the contract needs further content of specific mental health illness. Upon procurement of client Serenta endeavour to place the client at the centre of the support, where possible a strengths based approach is used when matching client to staff this ensure continuity and a good quality relationship.	Incorporating more specific training within the current mental health training that develops staff to ensure they trained in a wider range of specific mental health conditions. The MH contract geography is city wide, this information is given on job advertisement and interview. When a new client is procured the matched main key workers are to be introduced.
Not enough in house training, where all staff can meet up and get to know each other on a relaxed level.	Serenta hold face to face training in, first aid, mental health and moving & handling.	Serenta have three staff who are trained in TTT medication, plan to have this training arranged face to face upon recruitment to run alongside care skills medication practice. To give staff opportunity to know theirs colleagues in a face to face environment.
Not being paid for the time in between visits because sometimes the gaps can be extremely large and it's unfair to go to certain clients extremely early.	In recent months Serenta have had an influx of clients moving onto residential care which has generated room to procure clients. Procurement of client has resulted in our geography slightly expanding and on mental health framework our geography is city wide. However there has been periods of time in procurement that has left gaps in rota.	Serenta have driven procurement of new clientsto close gaps in rota, this is ongoing and hours have increased which has also resulted in expanding of geography which creates additional travel time. All staff are paid for miles travelled.

You Said!	Analysis/Approach	We Did!
Reinstate quarterly staff meetings which has just been done for updates on clients and sharing tips and advice.	Previous to Quartey staff team meetings, meetings were held monthly, the monthly meetings attendance was poor.	Quarterly staff team meetings to be arranged, staff will be booked from rota and more meetings held to ensure staff have the chance to attend. Quartey meetings will be mandatory.
More face to face training for a wider range of topics, some of the mental health clients we have some illnesses that no one is trained to deal with. Eg HIV, domestic violence, illegal immigrants. Knowledge is power. Change the way we book annual leave. Online calendar to select days and then a response and to know how many days we have . If that info could be on our app. I don't know how many days I'm entitled too.	Serenta inherited MH contract from sister company Intercare in March 2024, since the take over of this contract and procurement of clients with specific mental health conditions the mental health training sourced prior to Serenta holding the contract needs further content of these specific mental health illness. Serenata's care planning where accrued leave produced is provided externally.	Annual leave booked and remaining accrument is a topic on supervision and discussed three monthly. Feed to access care planning for any updates to app where annual leave accrument can assessed and potentially booked. incorporating more specific training within the current mental health training that develops staff to ensure they trained in a wider range of specific mental health conditions.
Show more appreciation to there workers	Serenta internal award nomination scheme ensures staff receive recognition, compliments are given via star awards and star of the month is nominated.	Continue internal award nomination scheme, host annual event for all staff where a star of the year is selected.