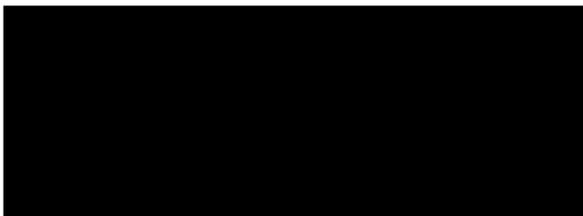




## Feedback Report



# Introduction

The following report contains the results of the CISCA survey conducted in February 2020 for [REDACTED]

Results have been generated for the whole organisation, and for each site to illustrate the care capability, employee engagement and customer feedback.

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 Staff Culture & Feedback	Page 25
 Staff Demographics	Page 26

## Summary

	Name of Centre	Org Wide
Staff Culture Score	8 / 10	7.4 / 10
Staff Engagement	81%	74%
Capability	4.4 / 5	4.5 / 5
Customer Satisfaction	9.26 / 10	8.91 / 10
Consumer NPS	83.8	69.9
Number of Responses	55 staff 73 consumer & family	339 staff 354 consumer & family

# Customer Feedback

Customers and their family members were asked to provide scores around their current level of satisfaction as well as details on the positive aspects of the service being provided, and what this team could do better.

<b>Customer Satisfaction Score:</b> How satisfied are you with the services provided by this organisation?	9.26 / 10
<b>Net Promoter Score:</b> How likely are you to recommend this organisation to a friend or family member?	83.8

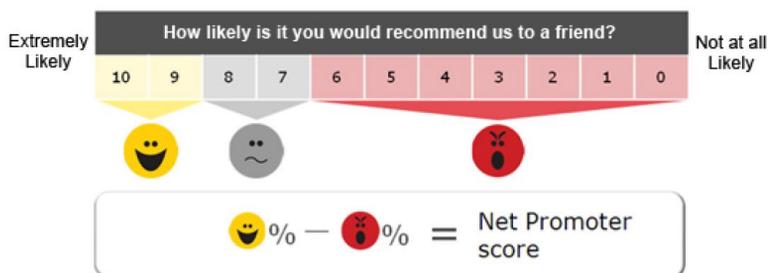
## Calculating the Net Promoter Score:

The Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of customers to recommend an organisation’s products or services to others. It is used as a proxy for gauging the customer’s overall satisfaction with an organisation’s service and the customer’s loyalty to the brand.

Consumers and families were asked:

“On a scale of 0 to 10, How likely are you to recommend this organisation to a friend or family member?”

The ratio of Promoters (score 9 or 10) to Detractors (score 0-6) provides the Net Promoter Score.



# Customer Feedback

## Positive feedback about the service provided by this team:

- Sincere and caring group of people.
- Staff genuinely care.
- Staff are friendly and build good relationships with residents and their families (“they greet residents by name”).
- Residents and their families feel confident of the knowledge and skills of staff.
- Issues or changes to care are shared with residents and staff quickly.
- Generally feel very satisfied with the service.

## What this team could do better to provide great quality service:

- More staff resources to enable more timely responses to customer needs.
- Better communication amongst staff as to individual needs of residents (in handovers for example).
- Provide more activities and outings accessible to those in wheelchairs.
- Greater choice and variety in the food menu available.

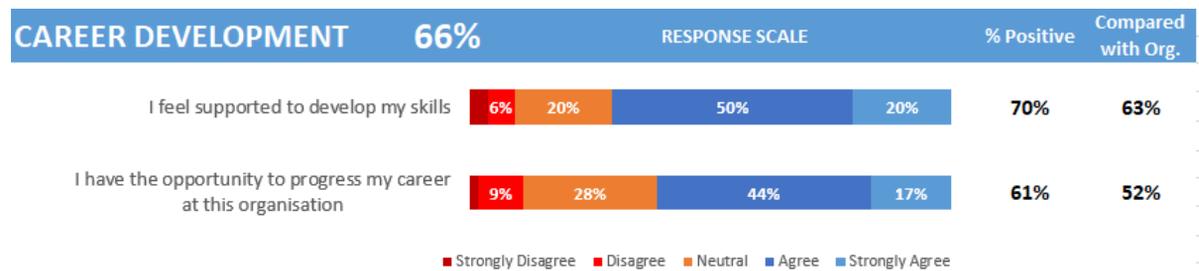
# Staff Engagement

Employee engagement is the emotional commitment an employee has to their organisation and its goals (Forbes, 2012). While employee satisfaction is a component of engagement, it is not simply how 'happy' they feel at work or how 'satisfied' an employee is because a very satisfied or happy employee may not go the extra mile.

Based on our review of the literature and our experience working with organisations from a range of industries six factors of engagement were measured. Their results follow.

## Career Development

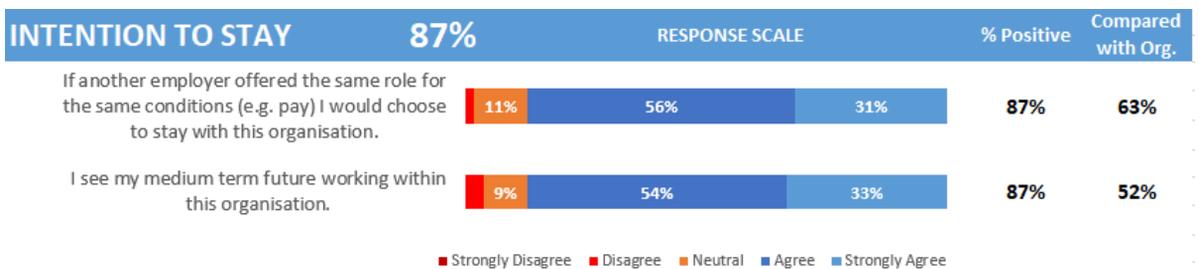
Two questions were asked to examine the career development opportunities at this organisation from the perspective of staff



\*Percentage scores not shown are <5%

## Intention to Stay

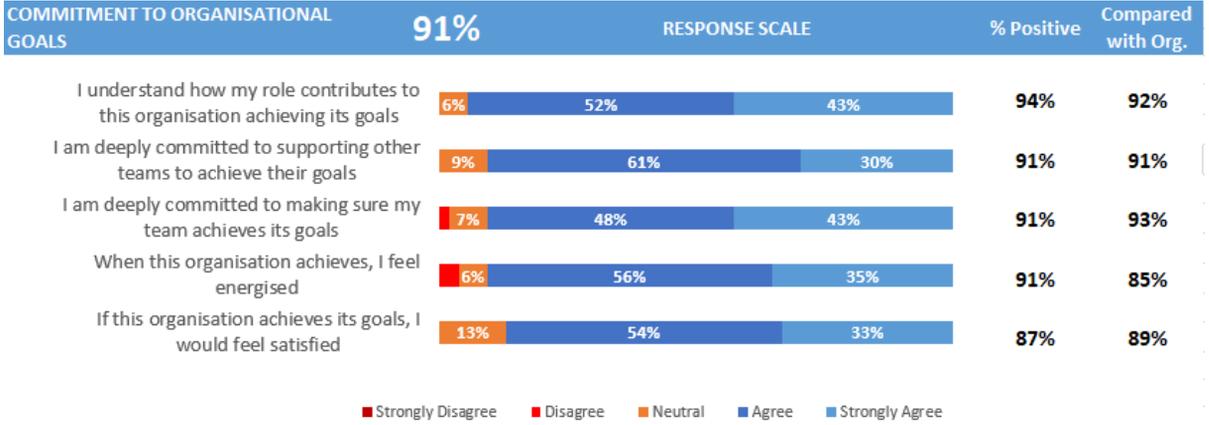
Two questions were asked to understand employees' intention to stay with this organisation. A higher intention to stay would indicate a more engaged workforce.



\*Percentage scores not shown are <5%

## Commitment to Organisational Goals

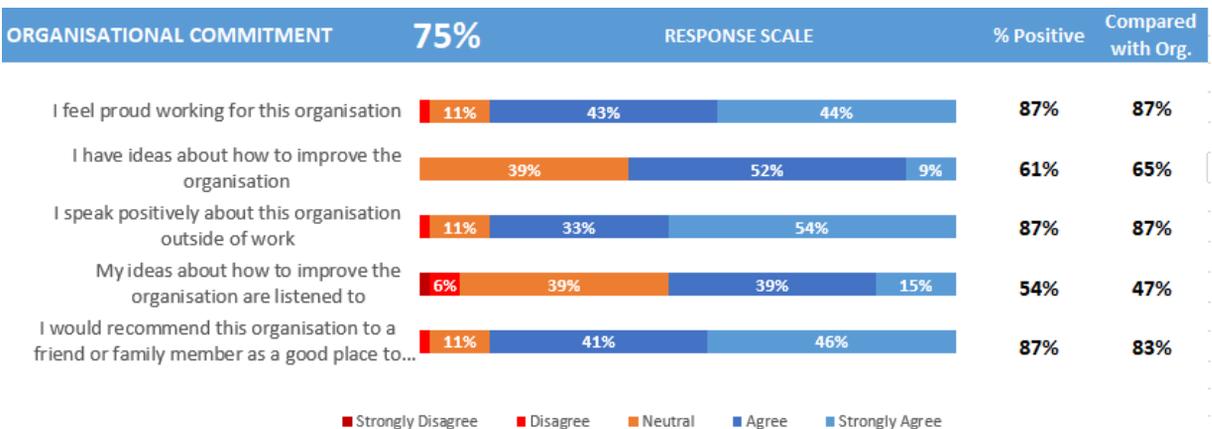
Five questions were asked to assess how committed or aligned employees are to the whole of the organisation's goals and vision.



\*Percentage scores not shown are <5%

## Organisational Commitment

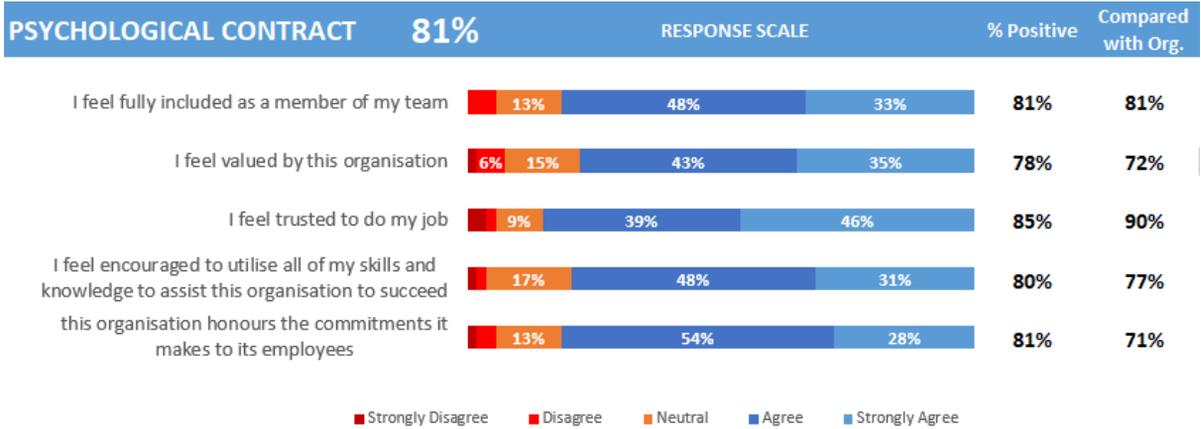
Five questions were asked to assess how committed employees feel to the actual organisation. This would be evident in their contribution to improving the organisation and how they speak about the organisation to others.



\*Percentage scores not shown are <5%

## Psychological Commitment

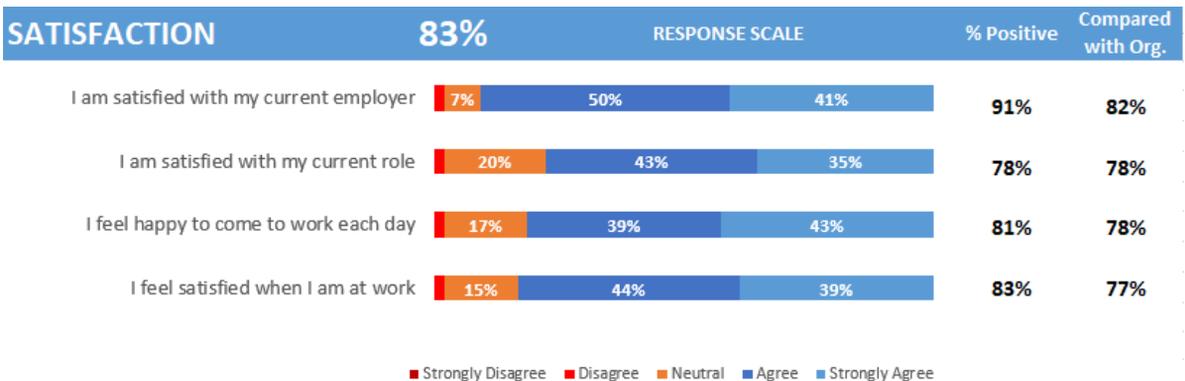
Six questions were asked to assess whether employees felt they received an appropriate reward for the amount of energy they invest into the organisation. The reward is not necessarily monetary but includes whether they feel trusted, included and valued.



\*Percentage scores not shown are <5%

## Satisfaction

Four questions were asked to assess how satisfied employees feel when they are at work.



\*Percentage scores not shown are <5%

# Staff Culture and Feedback

Staff members were asked to rate the current workplace culture of their organisation on a scale of 1 (worst workplace culture i.e. unhappy staff, no communication, lots of conflict, no relationships, poor teamwork) to 10 (best workplace culture i.e. happy and motivated staff, open communication, fantastic team work and great leadership). They were also asked details on the positive aspects of their team, and what their team could do better.

**Staff Customer Score**

**8**

**Positive feedback about the team and the service it provides:**

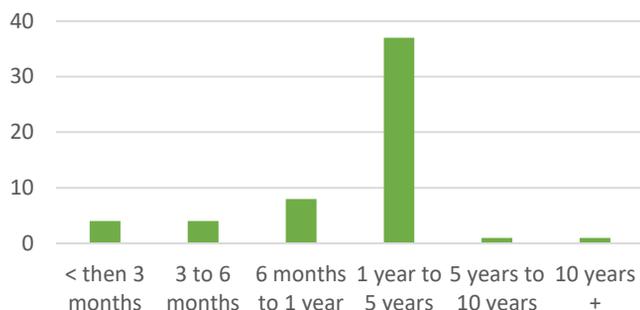
- Enjoyable team to work in.
- The team is alert to residents' needs.
- Compassionate and caring delivery of work.

**What this team feels it needs to be able to function more effectively:**

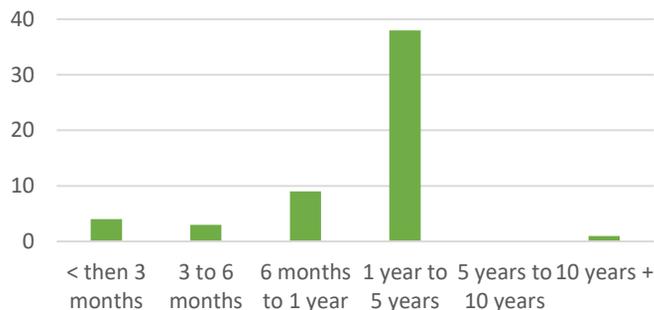
- No themes identified in response to this question.

# Staff Response Demographics

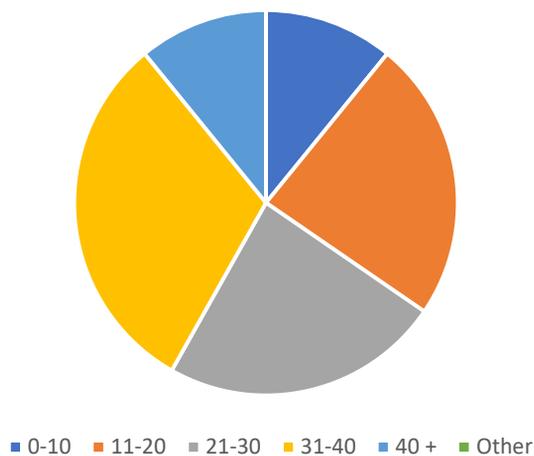
### Years of service in organisation



### Years of service in current team



### Hours worked on average / week



### Role within the team



- |   |   |
|---|---|
| <b>42%</b> Carer                                | <b>5%</b> Other                                     |
| <b>24%</b> Domestic (Kitchen, Domestic Laundry) | <b>4%</b> Operational Management (Residential Care) |
| <b>9%</b> RN/EN                                 | <b>2%</b> Maintenance / Ground staff                |
| <b>7%</b> Kitchen / Club staff                  | <b>2%</b> Administration Assistants                 |
| <b>5%</b> Allied Health Worker (OT, Physio)     |   |

