

Satisfaction Survey Results

From Encompass Care staff

You said...

We did...

We are short of staff. This is leading to poor work/life balance. We need better pay and bonuses.

"My Team are brilliant!"

- Recruitment is a top priority for Encompass Care. We have recruited 43 new employees this year so far!
- We have increased salaries for front line staff.
- We have a range of flexible contracts to aid work life balance.
- We have restructured some services to use staff effectively and we are working with agencies on developing teams to work with Encompass care staff and have agreements in place for regular workers.
- We have 'Focused' recruitment campaigns running in areas that are difficult to recruit into.

"I cannot fault Encompass' development opportunities."

We need better engagement and communication between management and staff.

- We are reviewing the engagement programme for 2023.
- Departments to feedback to line managers to communicate across the organisation.
- Head Office staff members are attending pre-scheduled meetings within all departments to update and hear feedback.
- We continue to have more communication, sharing information and Head Office staff are visiting the services more.

Inductions for new starters. We need more face to face and developmental training. Can you stagger allocation of E-learning? Equipment is needed in the services to complete training.

"I feel we are very well looked after."

- Face-to-face induction commenced in January 2023 and a planned face to face training schedule in place.
- Currently reviewing the allocation of training and due dates to support work and pressure.
- We will provide additional laptops at our new head office to aid training and induction.
- Additional IT equipment has been provided across services.