

Employees annual survey results 23-24



1 Credibility 84%

Again one of the highest scoring dimensions with managerial-based questions scoring very positively at 91%. We noted an increase in management doing a good job leading the team from 83% to 89% as well as freedom to make decisions we noted a small increase from 79% to 80%.



2 Respect 87%

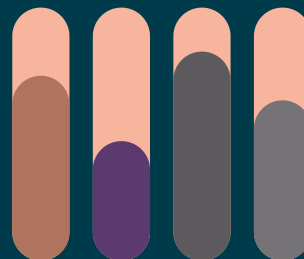
Overall score has increased from 79% to 87% and we noticed a significant increase across the board. Staff benefits have also increased from 79% to 86%

We noted a big increase in the quality of the facilities contributing to a good working environment, this has increased from 66% to 91%.

3 Fairness 78%

74% agreeing the manager avoids having favourites increase by 4%. 77% of respondents agreed there are sufficient development opportunities as compared to 67% in the previous year.

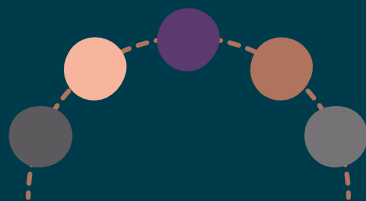
89% of respondents agreed they feel they are treated regardless of their age, ethnicity, or disability.



4 Pride 84%

82% of employees stated their work has special meaning to them and further 80% feel proud of the work we have achieved as a team and feel valued as Turner Home employees.

91% of respondents indicated they look forward to coming to work.



5 Camaraderie 83%

86% of employees feel the Turner Home is a friendly place to work and a further 83% agree they can be themselves around here.

83% of respondents feel people at Turner Home genuinely care about each other and a further 81% indicated they can count on people to work together.



Residents annual survey results 23-24

Satisfaction at Turner

When asked about their overall impression of the care and services offered at Turner Home, 31% of those who took part in the survey reported being very happy, while 69% expressed happiness with the service.

Comfort of our home

65% of residents are very happy with the comfort of communal areas. Additionally, more than half of the respondents (58%) rated the cleanliness of communal areas as excellent, while another 32% rated it as good.

Catering

14% of respondents reported being very happy with the food choices and presentation, while 62% indicated they were mostly happy.



Effectiveness

66% of respondents agreed that their needs were being met effectively, and 34% stated that we are mostly effective in meeting their needs.

Caring

83% of respondents reporting being very happy, and a further 17% mostly agreeing with this statement. In the previous year's survey, 67% of respondents reported being very happy.

Well Led

52% of respondents agreed that Turner Home is well-led, and a further 37% mostly agreed with this statement.



Communication

34% of respondents stated that we are excellent at communicating information to our residents, and a further 48% indicated they are mostly happy.

Kindness

One of the highest-scoring areas in the survey was the kindness and respect shown by our team members towards residents, with 38% agreeing and 55% mostly agreeing.

Responsive

72% of respondents stated we are responsive, which is a 38% increase compared to the previous year's results.