

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.
- Increased staff pay and will keep reviewing.
- Paying overtime bonus frequently.
- We have restructured some services to use staff effectively.
- We have 'Focused' recruitment campaigns running in areas that are difficult to recruit into.
- We are working with agencies on developing teams to work with Encompass care staff and have agreements in place for regular workers.

"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.
- Service Visits have commenced from EMT and departmental staff to all services and will continue.

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.