

## **TQM of HUMAN RESOURCES**

### **WHAT OUR BOUNDARY WORKERS (FRONTLINE STAFF) SAID:**

#### **A REPORT OF AN INDEPENDENT SURVEY (IN NOVEMBER 2020) ABOUT COMMUNICATION WITHIN THE COMPANY**

*“Team Carita is an agency that provides care, support and house-keeping services at home to reduce needless steady-state hospitalisation among their clients within the Slough Borough and Surrey County. During this survey exercise (November 2020), field workers were randomly contacted to know their views about the company, particularly with regards to communication.*

*From the information gathered staff members are happy with Team Carita as an employer, management style of work was frequently praised and there seems to be a sound communication system between staff members and management. No concerns were raised.*

*Below is a summary of the discussion with 10 staff members, all anonymised as per feedback commissioning instructions”.*

<b>STAFF/ QUESTIONS</b>	<b>INFORMATION SHARED WITH STAFF MEMBERS?</b>	<b>METHOD OF INFORMATION SHARING</b>	<b>DOES THE COMPANY ENCOURAGE SHARING OF THOUGHTS ON HOW TO IMPROVE SERVICES TO CLIENTS?</b>	<b>DOES THE COMPANY ENCOURAGE SHARING OF THOUGHTS ON HOW TO IMPROVE SERVICES FOR STAFF?</b>	<b>ANY ADVICE TO COMPANY REGARDING CLIENTS OR STAFF?</b>
Respondent 1	Yes	Whatsapp	Yes "They seek for feedback on whatsapp plus on questionnaires"	"I do not know, I do not pay any attention"	None
Respondent 2	Yes	Emails. Meeting (once)	Yes	Yes	"The way they work is good and if you need help they are quick to respond"
Respondent 3	Yes	Email	Yes	Yes. "Suggestions are also looked into. I have no worries"	"The App (electronic monitoring by OnCare) is used to raise alerts or concerns, this goes

					to the email and they do get back to you. "
Respon dent 4	Yes	"Email and whatsapp, but because of covid meetings have not been taking place"	Yes	Yes	"I can't fault them in any way, they are good in the way they treat staff and clients. I would rate them as outstanding"
Respon dent 5	Yes	Emails, whatsapp and sometimes they call to confirm	Yes "They are doing well, I have been in this industry for 20years, I find them very organised compared to other agencies"	Yes " I have not come across any issues"	"At the moment no, they are ok. I love their standard of approach and how well they are treating their workers"
Respon dent 6	Yes	Whatsapp. "They are quick to respond when you express a concern."	Yes	Yes	"At the moment they are ok, they also make suggestions. There is no room for danger. I love them for that"
Respon dent 7	Yes	Whatsapp and email	Yes	Yes	"I have just started recently so I do not know staff as I do lone working and I just joined the company"
Respon dent 8	Yes	Whatsapp and email	Yes. "They are open for feedback"	Yes	"I have not worked with many staff as I am a live -in carer. I have raised concerns about staff welfare and this was dealt with accordingly"
Respon dent 9	"Yes they do. the communication and paperwork is very detailed. And during these covid times, they regularly share the do's and	Telephone calls, whatsapp and text messages	Yes "With them they don't act as it is business, what they do is so person-centred"	Yes "I do share my thoughts with them for example giving confidence to non-confident carers"	"I am very impressed with management, I find them very caring. They are always involved and looks after us as staff. I love the fact that he follows up to ensure there is cover, and would personally

	don'ts, PPE protocols or guidelines. Any changes of circumstances are always followed up "				make himself available to introduce you to a new client. There is also good communication from management. I truly cannot fault their management style. One thing I have noticed is their service is on high demand and they probably cannot take much work because of lack of carers, but this affects most care agencies especially during these covid times"
Respondent 10	Yes	Whatsapp and email	Yes	Yes	"I have no issues to raise, all is ok"

**E.T. (HR Consultant)**

**26/11/20**