



# FAMILY & CARER SURVEY 2026

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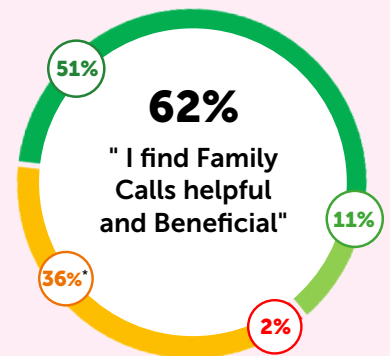
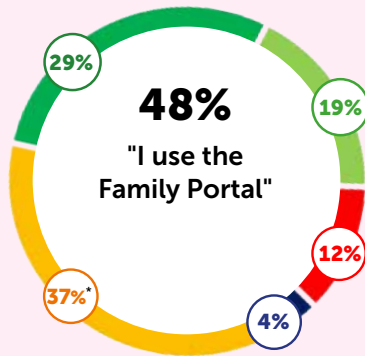
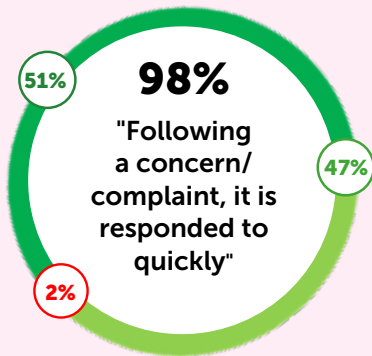
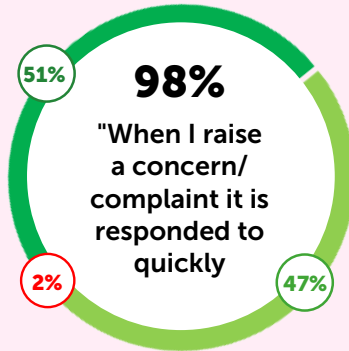
For the Home From Home Care Family Survey 2026 we received XX completed surveys with an average score of 9/10.

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# FAMILY SURVEY HIGHLIGHTS 2026

● strongly agree   
 ● agree   
 ● disagree   
 ● strongly disagree



● \*I do not use the Family Portal

● \*I have not participated in a family call



# COLLEAGUE SURVEY

## July 2025

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The response rate for the Home From Home Care Colleague Survey 2025 was 67% with 256 completed surveys.

Knowing where we can do better is really important so we've highlighted those areas where we saw a slight decrease in scores.

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# COLLEAGUE SURVEY HIGHLIGHTS 2025

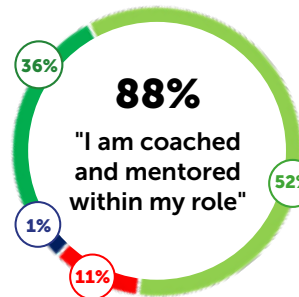


## Job Role



### What we are good at...

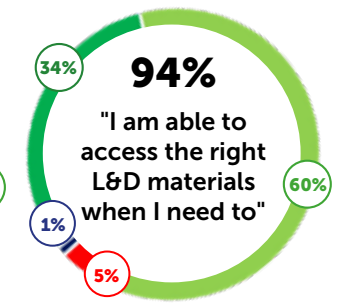
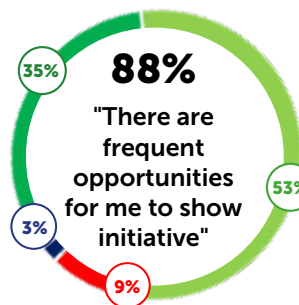
- The support delivered for individuals
- Supporting colleague Wellbeing
- Zone Standard Updates
- Home Environments
- Understanding your role and the difference it makes
- Respecting differences of cultures, backgrounds & ideas



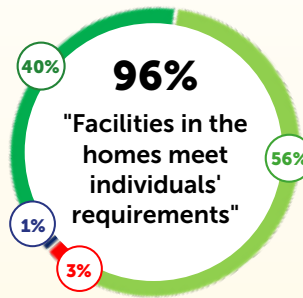
### We need to work on...

- Positive outcomes from feedback in your one2ones
- Understanding how one2ones lead to opportunities for your professional development
- Making sure that your views are valued
- Feeling confident that HFHC listens to your needs.
- Treating colleagues involved in an error, near miss or incident fairly

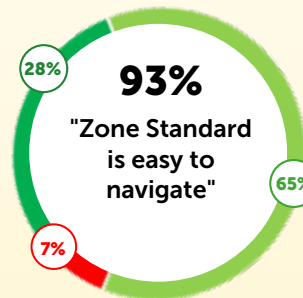
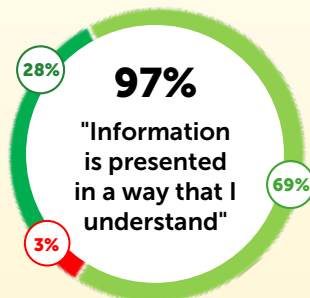
## Career Development



## Individuals Supported



## Zone Standard



## Comparing HFHC to the CQC...

We compared our 2025 survey results to the last CQC staff survey (2024) - it was interesting to see the number of HFHC colleagues agreeing with statements below compared to CQC staff..



"I'm able to make improvements happen" vs "Changes are effectively implemented"



"Concerns raised are acted upon"



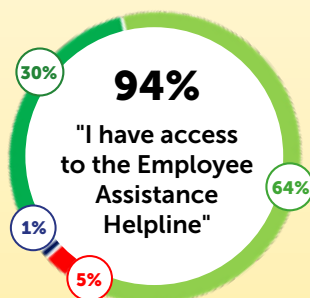
"Treating staff involved in an error, near miss or incident fairly"



"I feel valued for the work I do"



## Wellbeing



## Communication

