

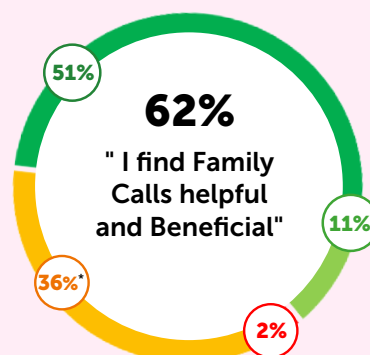
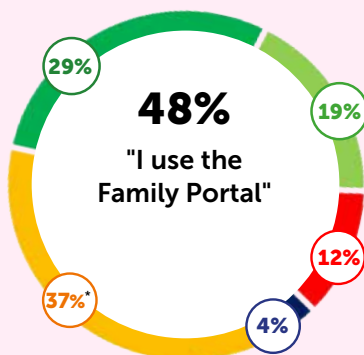
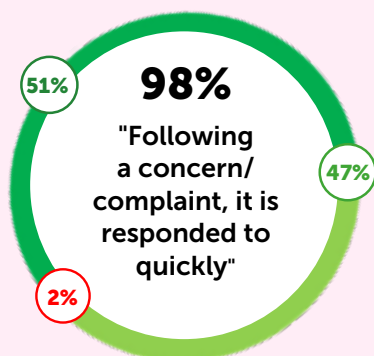
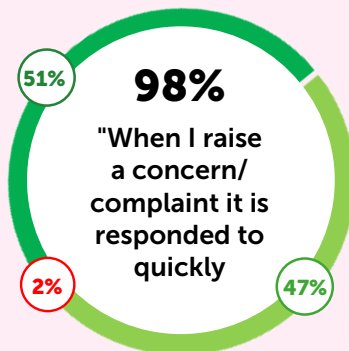


FAMILY & CARER SURVEY

2026

For the Home From Home Care Family Survey 2026 we received 65 completed surveys with an average score of 9/10.

FAMILY SURVEY HIGHLIGHTS 2026



● I do not use the Family Portal

● I have not participated in a family call



COLLEAGUE SURVEY

August 2026

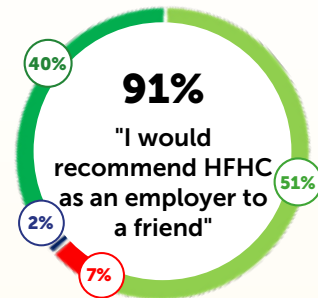
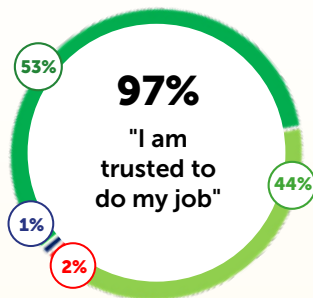
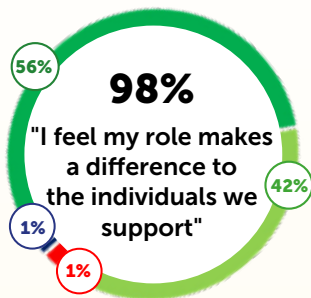
The response rate for the Home From Home Care Colleague Survey 2026 was 68%, with 266 completed surveys.

Knowing where we can do better matters, so we're looking closely at the areas with the lowest scores - though even our lowest score was a positive 80%. We're also pleased to see improving scores in the areas we worked on following last year's survey.

COLLEAGUE SURVEY HIGHLIGHTS 2026

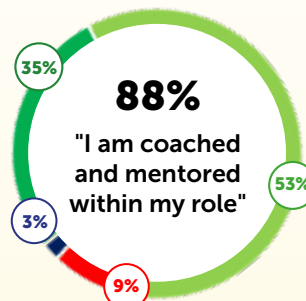


Job Role

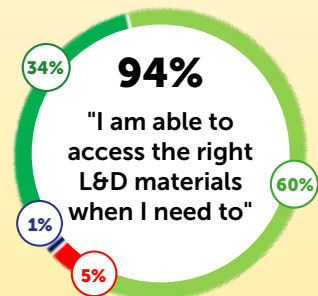
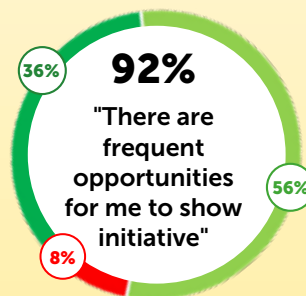
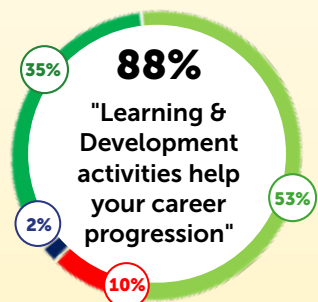


What we are good at...

- Making a difference to the individuals' lives
- Respect and dignity in the support we provide
- Supporting your Wellbeing
- Making you feel trusted in your role
- Respecting differences of cultures, backgrounds & ideas



Career Development

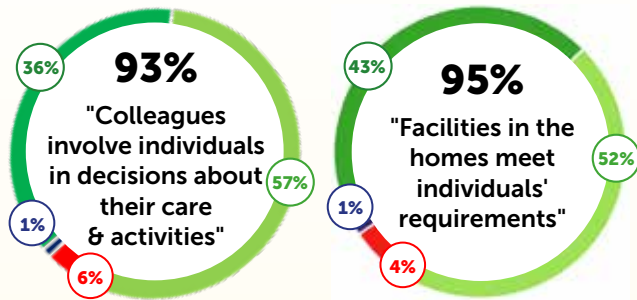
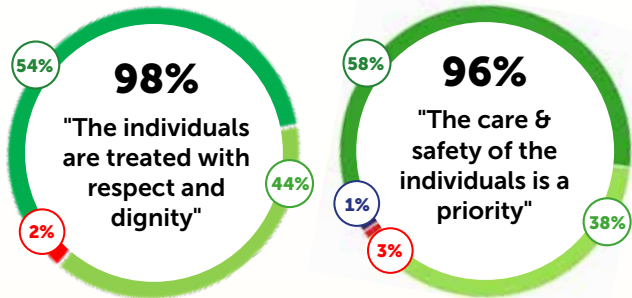


We need to work on...

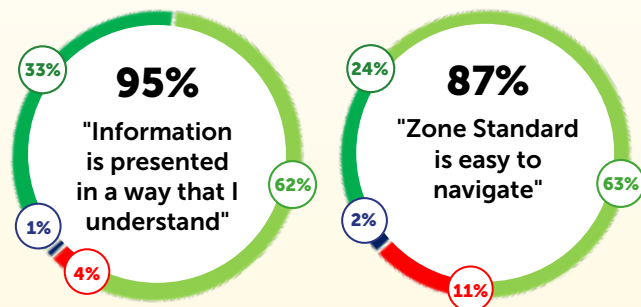
These areas all saw improved scores from last year, and we will continue to work on improving them further in the next year:

- Positive outcomes from feedback in your one2ones
- Understanding how one2ones lead to opportunities for your professional development
- Ensuring you feel fairly rewarded for your role
- Making sure that you find the Raiselt feature on zone Standard effective

Individuals Supported



Zone Standard



Comparing HFHC to the CQC...

We compared our 2026 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"

90%

15%

"Concerns raised are acted upon"

93%

22%

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

89%

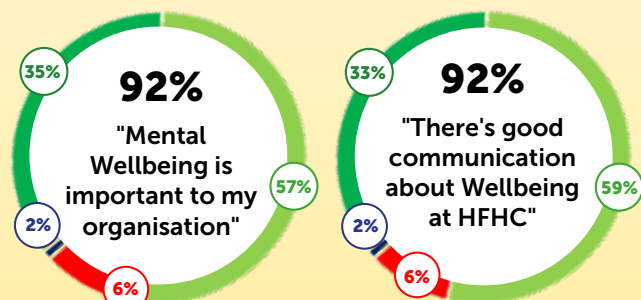
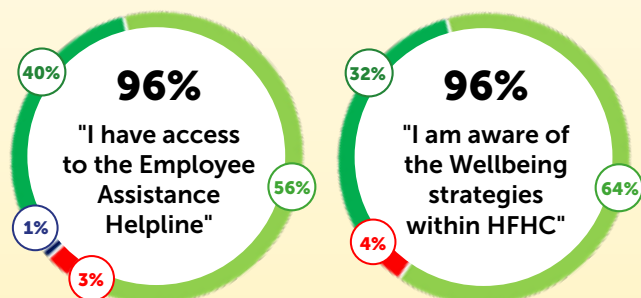
34%

"I feel valued for the work I do"

87%

49%

Wellbeing



Communication

