

Aspire Support iMatter Staff Survey July 2024

55/72 responses- 76.4% Completion rate

As we have grown over the last 3 years this survey become increasingly large to reflect the growing number of people who have joined us. However we have kept all of the responses in as we think its important to value the opinions of the individuals who have taken the time to respond and help us plan the coming year. Its a bit of a read - go and get a cup of tea.

Survey Summary

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About You

1. I have enough support and information to do my job well 4.5 out of 5
2. I am confident my ideas are listened to and acted upon 4.5 out of 5
3. I am treated fairly and as an individual 4.8 out of 5
4. My work gives me a sense of achievement 4.5 out of 5
5. I get enough helpful feedback on how well I do my job 4.3 out of 5

What are we doing well to support you?

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| Listen, reasonable adjusted hours, job description suited to strengths, caring and compassionate. |
| Keeping to my contract, job stability and constant updates about training etc. |
| Giving training and easy and approachable to talk to if we have problems |
| Myself gets a fantastic support from all the managers & I seriously cannot ask for better support in everything to be honest. |
| Regular supervisions |
| Listening to staff concerns and acting upon them if necessary |
| Lots of peer support and working with a good team |
| Feel like I am listened too. |
| Looking after staff outside of work |
| Always checking to see if I'm okay and need any support |
| Giving debrief after incident |
| Regular meetings |
| Offer of different elements of training relevant to my role. |
| Aspire support my needs as much as they support the clients which is something rare in companies |
| Supportive and understanding around other commitments |
| Flexibility |
| Supporting my personal and professional growth |
| Regular supervisions, supportive in considering our family commitments, working hours. |
| Ready to listen and offer support |
| Regular opportunities to enhance my job and training, support from the top down starting from directors |
| Appreciate the support I have received with my individual circumstances |
| I feel that aspire takes a personal interest in each individual within their respective teams and nurtures them as such on an individual level helping them to achieve goals that align not only with their personal strengths but their further goals and interests |
| You do everything I can think of and more |
| The individual supervisions and also the regular meetings helps me a lot to air my thoughts and give my contributions towards the support we give to our client. |
| You provided necessary trainings and advice needed to do my job effectively |

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| I love the idea of regular supervision. It fosters a sense of belonging and continuous improvement. Regular supervision reassures us that our opinions and ideas are valued and considered, which in turn boosts our confidence and engagement. This consistent feedback and interaction not only enhance our skills but also strengthen our connection to the team and organisation. |
| My opinions on the job are being listened to and efforts are being made to help achieve our collective objectives. |
| The monthly supervisions are good and the flexibility with swapping shifts and holidays always getting approved is great. In the past with other companies it's been very difficult to get the time off you want accepted. I feel I have a good work/life balance. |
| The sponsorship I'm given |
| Pro-active approach to staff welfare |
| Team support |
| Best company ever worked for a love going to work, will help anyway they can |
| Have opportunities to learn and grow within the company, motivate me to do better. |
| Open to staff suggestions |
| Friendly faces to go to... |
| Listening to me and supporting me more than I ever thought an employer would |
| Regular supervision, joint work opportunities |
| Regular meetings, presence within the office to ask questions when needed outside of supervision along with the opportunity to send an email or message via connectteam. Understanding of the role and external pressure from family and support in meetings with them. Couldn't have been more supportive following family bereavement. |
| Aspire are supporting and encouraging me to progress in my career |
| Providing me with necessary resources to carry on my task and duties and overall team collaboration.. |
| Good training and ease of access to [managers] and owners |
| Flexibility, well being support, awareness of staff wellbeing, openness, |
| Supervisions; which provides an avenue to inform the company of my needs, which would then be worked upon. |
| The emotional support I got when my dad got stroke and needed to take care of him for a while. I was amazed by the response and check up |
| Offering courses |
| treating people as individuals |
| Monthly supervisions that I can be myself in. Approachable manager. I am looking into the employee help scheme. |
| Offering opportunities to develop such as training courses etc |
| Time to develop and learn and lots of support |

How could we improve our support

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| On call system needs to be better |
| Nothing as give such an Amazing support . |
| I get enough support from management |
| At the moment I'm learning a lot just need to feel that someone will check in on me. (I have a lot going on outside of work too.) |
| Proper Adhoc & Care Access Training |
| By keeping up the support |
| Some IT training |
| offering a clear pathway to move up in the organisation |
| Sometimes I've reported people [...] for various things and nothing has been done about it. |
| Struggling to work with current management situation |
| I feel fully supported by aspire and feel I couldn't be supported in any other way |
| You've been great |
| Currently I am getting the necessary support I need. |
| I am impressed and proud to work with Aspire, Aspire should continue to keep the standard flying |
| Regular feedback and acknowledgment |
| Things are going as planned at the moment and hope that future challenges will be overcome for my overall improvement. |
| I feel well supported at this time |
| Try not to make me feel different cos I'm from a different country or race |
| Continuous training and skill acquisition to help function effectively |
| Skillful required Trainings to help the team performance |
| Improve the communication within staff |
| I am confident I can communicate with all of my colleagues on a human level without jargon and with honesty |
| Actionable plans |
| More time & communication |
| Reassurance sometimes |
| Reduce frequency of changes in infrastructure; Xero etc |
| I don't think it could be improved. |
| Regular and continuous training and team bonding leading to adopting the best practice by all members. |
| Quicker replies to my queries |

If I raise a concern I do not want to be directed straight away to Zoe to make it formal. I want to be told my concern is valid and an explanation to help understand the situation. That feels like a more human approach and less robotic.

More feedback and communication with the team about current and future plans

Nothing it's amazing

About Your Team

1. My team works well together 4.5 out of 5
1. I would recommend my team as a good one to be a part of 4.6 out of 5
2. My managers care about my health and wellbeing 4.8 out of 5
3. The managers for my team are approachable 4.8 out of 5
4. I am confident that performance is managed well within my team 4.5

What do your team do well?

Provide a network of support, find ways to communicate with each other, offer high standard of care to people we support, invest in staff

Night team have a very good balance and togetherness

With the challenges that we encounter i feel the team does their best to work together

Everything & amazing.

Clear communication and all have the clients best interest as their main focus

Offer support and advice. Are efficient and motivated to achieve agreed goals

Team works well at supporting each other through the tough days and all work hard with client

Put the service user 1st

Work well together and understand the clients needs

Consistency

Work hard.

I think we are all good at attention to detail and accuracy

The team works well in delegating duties to each other and passing information that improve our service delivery

I believe my [team] are the best at what they do. I can not pinpoint a particular thing but when it comes to supporting the person we support, they give their best.

Communicate and support each other

everyone works in unison and ready to help each other when necessary

Stay positive and together during times of distress, low arousal approach on nights

All team at XXX work with the service user's best interest

The team I work with are amazing the level of professionalism in the face of difficult situations and their ongoing trust in both the processes and and each other as a working party is a pleasure to both watch and be involved in. They are a great bunch of people who's number one priority is the person we support and all who work with him see it as a pleasure as well as a complex puzzle that is never going to be complete but that we can continue to add pieces to to create the best possible picture for him and I believe they keep him at the heart of every decision they make.

My team has a good understanding of the clients we support this fostering a collaborative environment.

Everything

Good team work amongst the staff .The team has respect to one another and to our client .

They know their job and work in same direction to achieve one goal

Collaborative Communication

My team communicates well and are always willing to go the extra mile to help each other for us to achieve the organisational objectives.

I think everyone in the XXX team brings something different when supporting XXX in a positive way.

Being consistent

Excellent Support service and team work

Great team work

We are bring new and innovative ideas for the services.

We look after each other

My team navigate extremely complicated issues calmly and are excellent and problem solving. They are also a lovely group of people.

Working together at each level as a team.

Team Work

Truly care...

Work together and support each other

Advocacy of the people we support

Resilience, working together, supporting each other in challenging situations. Support for each other when facing criticism from parents. Covering shifts. Attendance at team meetings, training even if outside of allocated shifts. Engagement in supervision and requesting support when needed. Not taking L's distress and subsequent actions personally. Supporting her with empathy, compassion and respect.

Encourage each other daily, even in hard situations

Assisting each other on our roles, each member being an expert in a particular task and making room for overlapping where necessary.

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| Communicate, respond, improve service, adapt to new ideas |
| Work together, and multi task effectively |
| They all bring something different to the client |
| keeping the people they support at the centre of everything they do |
| They are all there for the best interests of the person I support. They are all very nice and we all get on well. The team has its own support networks. They have been hired carefully so they have interests that align with the person I support to bring out his confidence. |
| Our team are all on the same page and all want to support the client to the best of our abilities |
| All support each other and can be relied on. Everyone gets on with the job and does their part |

How could your team improve?

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| Time |
| Having a sense of drive and proactive approaches for the person we support |
| Nothing as are Amazing in everything. |
| Ensure they all achieve a good work life balance, I think we all are guilty of overworking |
| Better note taking and evidencing |
| Effective communication, working together as a team |
| Sometimes communication can be slow but I know its down to working part time. |
| We are quite small team so more regular meet up but can be difficult to co-ordinate as all part time |
| Day shift has become more challenging and demanding since the reduction of some of the medication. Most day shift daily tasks should be transfered to the night shift as XXX has been sleeping for most of the night in his bedroom. |
| Having more trainings together possibly perhaps. |
| everyone should commitment to every facet of the work |
| Sharing the jobs out a bit more as most of the time it's particular staff doing everything |
| More driver recruited |
| No team is perfect and the team I work in could improve on some of the processes in aspire such as ABCs the data that is within them both in frequency and description |
| Timely support as these would sometimes make a significant positive impact on the work. |

The team could improve in recording the daily notes about our client and use of addhoc section as at times it is unused or under used . Also recording or filling the ABC as frequent as needed . I feel we could also do better on the hygiene. Especially our clients lounge . And trying to encourage more body hygiene like [bathing] and brushing teeth from our client.

My team needs to reduce gossip, too much criticism and quest for seniority.

Team building activities

We have room to improve on our processes by having more training to suit the global changes on mental health.

A little better giving handovers and helping XXX to maintain a clean home

Team work and togetherness

Adequate supervision and report review

Report writing and team spirit

Communication and distribution of tasks fairly

Enable the people we support to keep achieving and enable them to become involved in wider areas of their lives. The team need to always keep up to date with their training and support each other well.

Communication

Communication

More communication opportunities

Quality of documentation, input to care plans and assessments

Recording - not capturing some episodes of distress in ABC's. Recording in general needs to be an agenda item at team meeting to ensure they are capturing what is needed and not leaving themselves as open to criticism from parents. Being a bit more aware of XXX home, general tidiness/cleanliness and the impact of their presence in it.

Communicate more to one another

Every team being able to learn what they are not good at.

Some could be a little more active with the clients

It's always the same people stepping forward when asked to do something. Staff refusing to start at 8 when the person I support is out in the community (there are transport options and we are not a residential home, it's supported living) lack of shift notes (... has not completed six since I last complained but i now don't believe there is any point in complaining) staff do not value the company only 2 people acknowledged the pay rise on the group chat both this year and last and do not seem to realise they are having a very easy ride and have a manger who bends over backwards for us all as individuals ans also the person we support. It feels very ungrateful but overall I would much rather work in this team then a nasty one.

Be more proactive

About Aspire

1. I would be happy for a friend or relative to be supported by Aspire 4.7 out of 5
2. I have confidence and trust in my Senior Managers responsible for Aspire 4.7 out of 5
3. I feel the organisation cares about my wellbeing 4.8 out of 5
4. I know the organisational Values 4.8 out of 5
5. I feel safe to raise concerns and feel confident they will be acted on 4.6 out of 5

What do Aspire do well as an organisation?

Provide a very strong and ethical approach to supporting adults in their own home. Invest in staff CPD and make staff feel valued. Pay people fairly.

They have a supportive approach towards staff when things aren't going well, they support us with family matters

I feel aspire values are there to support tje people we look after and staff

Allways support us all & allways there when we need them & very understanding to.

Listen and support staff and the people who have chosen Aspire to support them

Support and listen to staff as well as caring about the client and working with staff to get best outcomes

Look after there staff and service users

Communicate and understand people

Take staff wellbeing seriously and also supportive at all time

Support and train employees

Aspire is very person focused and it shows in the way they work with the people they support

Aspire directors and managers are approachable and listen to their staff

Support of the staff is treated the same as the support of the clients

Supporting staff individual development, and the directors, managers being supportive generally and easily approachable.

Create bespoke packages to support and care for indivuals. Have a good vision and training for staff

Ready to listen and ready to make necessary adjustments to suit everyone's situation

Treat staff and service users really well

Look after their staff, listen and respond. Work well with more challenging individuals and their families

Aspires approach to working to improve the lives of those we support and the way in which they tackle this is a joy to see it is what some would call an unconventional approach but I believe the results speak loudly as the staff turnover is lower than any other place I have worked and staff morale is higher along with visible data showing that the approach we are using is working and working well they have nothing but love for both the employees and for the people we support and as an individual I love the risk taking approach that aspire take to this its shows a complete trust in their process but also a trust in the staff teams you don't find in many other organisations

Aspire does great in maintaining strong communication channels for staff and management.

Everything

The staff trainings are really helpful to staff. Regular meetings and staff supervisions.

Aspire listens and are very concern about the well being of their staff members

They provide Guidance and Training with open communication channels for learning and improvement.

Aspire as an organisation is heading for a great company for every one in that category strives to relate and understand their employees down to their families inorder to share in their joys and pains.

Very good organisation overall

Aspire is doing well with try their best to provide the best kind of care and wellbeing for there service users

Aspire has scored high in all of it duties and obligations . Aspire consider its staff in high esteem and gives all necessary support to help them function well in and out of work

Aspire has been excellent with performance with regards to keeping up core values and objectives

Finding potential in people and giving opportunities where they can.

Really try to make a difference

Try new things, be brave and always try and keep the people supported at the centre.

Aspire helps in improving staff career and knowledge levels.

Career Growth

Inclusivity!

Really care about the people they support and everyone is very approachable

Agile, person centred support. Support of staff teams.

Support for employees, visibility of directors to employees. Willing to help people in crisis. Emergency loans etc. treat staff with humanity. Small enough to care. Investment in staff. Recognising potential and supporting development.

Go above and beyond for their employees.

Good Team spirit and collaboration. Simplicity of the management team towards employee.

Support and care

Support there colleagues, take on a challenge, be flexible and open to ideas

Make certain things happen for the client

open about the mistakes not just the successes

They are open about the ins and outs of the business. They are honest when something does not work. Their staff are at the heart of everything they do just as much as the people they support. I feel looked after and very lucky/proud to work for aspire.

Treat employees fairly and offer progression in their careers

Support both staff and clients equally to get the best out of everyone

How could Aspire Improve as an organisation?

Time

Recruitment with people with experience for the job

Nothing as you all do such Amazing work.

Better use of IT systems to support data analytics

For managers to have a better understanding among themselves about ideas so staff don't get confused

They are constantly learning as situations arise and that in turn creates improvements.

If staff could be more involved in participating on things that need improving e.g new seclusion door fitting, renovations e.t.c Risk assessment should be done, agreed and approved by all parties before taking clients out in public. The theory that we have been told, majority of times does not work while out in public and our trainers have not done the risk assessment to make sure XXX, staff and the public are safe before going out

Communication around how to do things in XXX could be better - Ita a very difficult service to work in due to the [...], but when a 'rule' changes, it isn't always communicated that well.

Providing more enabling environment for employees work life balance

offering clear guidance pathways to help employees climb up the ladder in the organisation

Sometimes communication could be improved

I don't believe aspire could improve as I believe they are not only a great company as a whole but also a very open honest and aware company which leads to improvements being a standard that is constantly being used as a marker for success and that improvement is always being g made when issues arise

Promoting professional development if there isn't any, if there is it will be nice

More traings would be helpful.

Keep the good work going

Aspire has different packages and staff working as teams, there should be a way to bring these teams together for bonding as we spend most of the time in our different packages.

Occasionally when needing on call for any issues you can't get through to anyone.

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| Being there for there staff |
| Continuous inclusiveness among staffs |
| Staff's inclusiveness |
| Communication within the company and communication with clients and clients family |
| Ensure we have consistency in our communication and processes. Have a dedicated space (location or online) where we can give our families an outlet or even a respite . |
| Map out inefficiencies and develop a plan tackle them |
| Social occasions? |
| Develop links with additional commissioning partners |
| SOP's which are in progress - more uniformity and consistency. Some processes need tying down. I have felt a little unsure that the process matches the policy on occasion . Parameter setting whilst still providing the support that colleagues need and deserve. Systems - not all are fit are purpose and/or don't provide all of the information needed. |
| Investing in staff for professional development. |
| Create access to lots of courses, so staffs can take up courses outside of the required Mandatory trainings |
| Be quicker in responding to colleagues |
| Just make sure you don't lose that magic touch as you expand. Also the in person training days are very good but very rare. |
| More communication |

Is there anything else you would like to tell Aspire?

You are amazing, working with people that others have failed and committing to improving their QoL! Managing the challenging social networks around these individuals with compassion and understanding.

Asa and Zoe are lovely people to work for, I feel comfortable expressing concerns and never afraid to ask for advice, I like Zoe's personality and talks to us like humans rather than employees and has a wicked sense of humour. I think Asa is a genuine humble man who would go above and beyond for anyone and has helped me out in my time of need on many occasions which doesn't go unnoticed

I would like say a massive thanks for all the hard work you all do & more so very supportive to us staff & allways there when we need you & also check on us to once a month to see if everything is ok. Amazing company & management.

I love working for them.

-Maybe it would be easier if we could have set days to be given non emergency information. As info might be dropped on connects at random times and get lost in the time line. Maybe say on Mondays, we will be dropping info on everything that staff need to adhere to or know..so every monday staff will be looking forward to finding out updates -Online Training completion deadlines could give staff alot of pressure, maybe ask staff to be giving 5 or 10 trainings every week and dropping the certificates every monday morning. That way staff know they can do two online trainings every day and will ease the pressure

Though I had no prior experience, you gave me the opportunity to show what I could bring on board and its been a pleasure to be able to help the organisation to achieve its aim and vision

Thanks for everything and continued support.

Office environment not overly pleasant to work in Redruth, aware this is being improved on.

I would like to thank aspire for their continued efforts and to tell them that they are an amazing group of people who are making the lives of the people they support better not in some massive e gesture way but in the little things that we all do on a daily basis that add up to a monumental shift in people's quality of life and I personally believe they give people the confidence to be themselves and to know that that's OK and that both staff and our supported individuals feel safe working with them

Keep up the good work, I actually enjoy working in the company.

I am so grateful for the opportunity they have given me to be part of them and thus I am able to meed my basic needs .

I joined Aspire because of the way the senior Management spoke to me, with so much regard and concern. I love all the management and proud to be under your leadership.

Aspire should keep up the good work

Keep up the good work

Involve more the support worker in brainstorming. Support worker are the really experts of the client and can help mdt to gather info and create a tailored plan.

Thank you for the adventure.

Keep on to their good support to service users and staffs.

Grateful for all of the support I have received in the last 15 months. Thank you. Looking forward to seeing how the organisation develops and being a part of it .

Thank you for continuously encouraging and supporting all stay and people we support to where they are now.

Aspire is good at the moment, and we looking forward to better days ahead as we journey with you.

The organisation seems to be growing at a steady pace and has a good feel to it. Keep improving and moving in the right direction.

Thank you for having me for another year! I know I can be difficult!!!! (but let's call it passionate)

It's an absolutely fantastic place to work, lots of opportunities with lots of support. Thank you for everything you do.

What Did We Do Following 2023 Feedback

Training

With help from the lovely Natalie we now have service specific pathways to support people through induction. This area will continue to develop over time.

We have 4 students on specialist PBS and Restraint reduction programmes and 6 apprentices becoming leaders in Adult social Care with Paragon and Cornwall College.

Jon Anderson has joined us this year and will start a programme of Person Centred Active Support and the Tier 2 Oliver McGowen training this autumn.

We have started rolling out face to face training with the Plymouth Trauma Informed network which after some great initial feedback will become part of our core training in 2024. Emergency first aid at work is now part of our Mandatory training.

Cath Valentine will be joining the team in October and will develop individualised Autism training that will hold the stories of the individuals we support alongside the National framework.

IT and recording

This area continues to be an area of development for us! We would love to say we had this sorted but it wouldn't be true and we are grateful our teams continue to muddle along with us. Creating the balance between operational procedure and maintaining the highly individualised nature of our support is something we can not rush.

Thanks to Dami we continue to be compliant with the DPST toolkit which gives us confidence that our digital security and management is where it needs to be.

Thinking about how a persons permanent record is often about what has gone wrong, the teams have started capturing "glimmers and achievements" to create some balance and recognise the little things that are so important to someones day (and often the reason we come to work).

Evidenced based Support and Care

We have a range of key documents in place for the people we support and continue to build on this from detailed Health Action Plans, proactive Restraint Reduction Plans and assessment informed Positive Behaviour Support Plans.

Dom and his team of cheerful data monkeys Erin, Madeline and Jon, have started creating evidence driven 3 month summaries for individuals. These are shared with the persons support and court of protection for individuals with the highest level of restrictions. For some people we have started newsletters so they can share their successes with their families. Using photos (rather than words) has become part of our everyday.

