




# Aspire Support iMatter Staff Survey July 2025

53/68 responses- 77.9% Completion rate

## 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 4.6 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 4.4 out of 5

## What are we doing well to support you?

Listening and setting meetings
I appreciate the level of trust and autonomy I've been given in my role ensuring the day-to-day care of the client. Also, the occasional check-ins and acknowledgment of the workload from management also go a long way in making me feel seen and supported.
Career Growth / Opportunities Trainings Work Scheme Salary Sacrifice Scheme Hybrid working / Flexible working
Supportive, opportunity to learn and grow, work flexibility
Supporting my personal growth and development
Appraisals are monthly and good training opportunities
Lots of supervision
Supporting me to develop and grow as an individual
Support given to staff to perform their duties diligently is adequate and top notch
Creating enabling work environment and making sure my well being is safe
The Company Aspire, Always in touch with me asking how I and my family are fairing, very noble
Due to sickness at the start of my employment I thought the support and reassurance was exceptional
Flexible working, regular check ins and open door policy
Concerns and circumstances listened to and adjustments made accordingly
Flexible working and good team support
Provision of external training
Allowing me to work flexibly so I can support my family during anxious periods, children being unwell and when I was seeking support with my own mental health. Good staff benefits - Bupa/wisdom. Advice and guidance whenever I need it.
The continuous support. I feel I can approach others around me for support or advice.
There are regular check-ins, and support is always readily available whenever needed. I feel reassured knowing help is just a conversation away.
Certain people listen to me and I appreciate their time
You are giving me the opportunity to do lots of course and trainings
I appreciate how the company provides clear communication and resources that helps me perform my role effectively. An awesome & supportive team culture, approachable management, and opportunities for learning and personal development
Sponsoring my visa gives me a sense of belonging , helps me concentrate more on my job.

Communication & learning is good.
I feels there is strong sense of teamwork and support from the management and colleagues. Aspire Support Limited truly listens to staff feedback and takes it seriously
Frequent supervisions. Frequent communication via connect teams.
Helping support me with my medical issues
Listened to and heard.
Regular supervision as well as opportunity for informal discussion throughout my working week. Always opportunity to ask for additional help support.
Clinical supervisions are very helpful. I feel able to talk to team leaders and service Manger if I need to. My shifts now accommodate my lifestyle (I.e im hopeless at mornings so now I work latest.
I'm being given the training and opportunities I need to do my job well and keep growing.
Our team meetings are being taking seriously that the observations and feedbacks are being considered and fashioned in line with the policies to aid us work better to give a sense of fulfilment to our gentleman.
Flexible working, listening
I have felt well supported, as someone with a young family, during my work with Aspire.
Regular supervision and team meetings works very well
Very supportive with anything and everything I ask
Regular supervision
Listen when I need help or Listen when I have a problem.
Listen to me, provide flexibility and preference of working hours, offer supervision and appraisal
Proving help when I need it the most financially and emotionally
Consistent supervision and opportunity development
Easy to work with team leaders and managers always ready to listen and support me .
We try to support as much as we can and we give our all

## How could we improve our support

All going well, think what aspire is doing is good
I'll say more consistency in communication
I am satisfied with the kinda support that I get
Continuous and further support
Understand that everyone develops and learns at their own pace
Everything is fine for now
By improving on policies that support individual growth.
Just keep asking how I and my are fairing that makes me feel great
Fluidity in communication
Increased review of new job role to shape what is a new and organisationally unique job specification
Nothing that comes to mind for now

Providing more training opportunities would be beneficial in helping me grow professionally and feel more confident in my role.
Having Empathy
Answer to emails and be more assertive
Career growth trainings, support to gain more degrees.
Less repeats on the elearning?
More training on handling challenging situations and learning new care methods would help me feel more confident and improve my skills.
By providing more and more opportunities to learn
The level of communication has to improve and be timely.
All good
Nothing more it's great
I feel support is more than adequate
I feel like you guys do enough. Nothing is ever a problem and if something is needed you will help and give a clear understanding.
You already do enough
I would appreciate more shifts and also an upgrade in my skill set and growth in my career
how we see changes in the comfort of life

## 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 4.6 out of 5
3. The managers for my team are approachable 4.6 out of 5
4. I am confident that performance is managed well within my team 4.5

## What do your team do well?

Work with any situations and complete them
The team has a strong sense of commitment to the client's wellbeing. They also show a great resilience and adaptability, patience especially when stepping into challenging situations for client and family last minute to meet needs.
Team are kind and welcoming
Collaboration Constructive feedback Support Team work
Coordinate and work together as a team, supporting D.R and staff members
Good communication and understanding
Work well together as a team, highly dedicated and supportive to one another.
Work hard to focus on good outcomes for others

Work hard
Support the people we support, with care and compassion
Team work and Been sympathetic to Micheal and fellow staff members
Adherence to care plan for our service user. Collective support geared towards making M happy.
They always respond when needed
Sharing information, working as a team, communicating with SLT
Great harmony and collaboration
Great at supporting each other, providing a safe space to share ideas and ask for help
Person centred practice - both around colleagues and the people we support
Support one another in the day to day but also jump in last minute to help deal with crisis. offer ideas and have open discussions. Commit and dedicate there working life to what they do. Communicate well.
Work well in stressful situations, create a sense of comradery
My team communicates effectively, supports one another, and works collaboratively to ensure tasks are completed efficiently and with care.
Have each others backs.
Look after each other in emergency situations
Communicate and care
Care individually for our clients
My team works well together, communicates clearly, and stays focused on providing great care. We support each other and keep a positive attitude every day..
Care about the pws. Remain committed and passionate about their welfare. Communicate effectively with humility.
My team creates ideas and actions them
Supportive and encouraging
Great team workers always there to help each other out
We all have different roles within the team to make sure every aspect of support gets covered. We communicate well and support eachother when we need to.
Consistent with our delivery
We listen to each other and kind to one another which trickles down to the gentleman we work with.
Have an Overview of what's going on for a range of people and staff . Not outreach west, core team .... First question wouldn't let me not complete.
Develop positive working relationships with family of the people we support
We all care about our service users and want the best for them
Great team. Everyone plays their part amd is supportive of each other and it's a great place to work
Manage risk and difficult behaviour
They all individually work amazingly.
Provide additional clinical and educational support
Work together as a team

Communication and plans on how to help our service user enjoy more of there independence
Work together for the best of the people we support
Supporting our client to meet his expectations
everyone is giving their all

## How could your team improve?

Nothing we work very well together
While my team are very dedicated, we can build more on documentation and better communication as team members
Keep on with the good work
Trainings on effective teamwork
Unsure
Use their initiative a little more, and remember that a new service isn't a new company, protocols are the same across the company
Effectiveness is communication to achieve unanimous decision
By maintaining a uniform service delivery. This is to avoid making anyone look bad to XX.
The team should keep doing the good job as they always do
Recording could be improved.
Organisation and discipline in keeping the work environment tidy
More team days
A balance of standardised organisational practice - recognising the need to be flexible around some boundaries to meet some exceptional people's needs
More input during team meetings
We could improve by ensuring more consistent communication across all shifts and sharing updates more regularly on handovers or other means so everyone is aligned.
Can't say. It's all good
Take positive risks to improve relationship with the client
Team meetings and trainings
New activities to do with clients?
My team could improve by communicating more regularly and openly. Additional training and better planning would help us work with more confidence and efficiency.
Continue to develop rapport with the pws
Documentation requires improvement
At moment not much - maybe in longer term some extra help as it gets busier
Some of us will benefit from further support and development
We have room for improvement as its part of our daily growth as individuals and collectively.
Joint working? Understanding more about each others' roles?

Flexibility within working pattern
Nothing
Better communication between team members. More discussion around responding to behaviors.
Stop being complacent and push a bit more.
With time the systems and ways of working will become more defined
Communicating more with the service user
Miscommunication at times although improving
team work

## 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 4.6 out of 5
3. I feel the organisation cares about my wellbeing 4.6 out of 5
4. I know the organisational Values 4.7 out of 5
5. I feel safe to raise concerns and feel confident they will be acted on 4.5 out of 5

## What do Aspire do well as an organisation?

They listen and help as much as they can
Aspire provides a strong structure and culture that prioritizes person-centred care and allows staff to take ownership of their roles.
Staff are kind and approachable
Trainings, Staff Support, Career development, Access to the directors and Managers
Support each individual adequately and helping each person well enough to give adequate care.
Aspire excels by prioritizing staff well-being through supportive programs and fostering a culture of open communication, which enhances our ability as staffs to deliver high-quality, person-centered care. Also, continuous staff training by Aspire ensures we consistently meet the needs of those we support.
Look after their staff and clients. Create opportunities for staff to grow and develop their training and job opportunities
Care
Support individuals to become better versions of themselves
Aspire treats every one with equal right and available to support every staff member
Providing top notch support services. Employing and training of staff for the roles employed for.
Aspire takes good care of people they support and also their staff
Support for staff and consideration of their wellbeing. Knowledge of the people we support and active interest in them and their support. Development of staff supporting them to progress. Sas someone who sometimes needs processing time to articulate having the support today others able to translate my thoughts and feelings in a much

more eloquent way.
Empathetic and listeners
Support staff and the people we work with. Listen to feedback
Support staff wellbeing Person centered approach to care Put the people at the heart of what we do
Person centred approaches towards staff and people we support. Approachable and caring
Aspire truly cares about their service users, always looking for the best ways to support them and help improve their quality of life. They also foster a supportive work environment where staff feel valued and listened to.
Look after XX
Improve not only client's quality of life but also employees quality of life
The actually care about the individual that work for them as much as the individuals they work for.
Understand life & communicate
I feel Aspire encourages open and honest communication, which helps build trust across all teams. Aspire also creates a supportive environment where staff feel valued and heard.
Use common sense I.e following the spirit of the law rather than the letter. Having a thorough understanding of human rights. Making it clear via ongoing communication that every person involved with their organisation is important to them.
Look after there teams
Support their staff and service users, by listening and actioning when needed
Extremely supportive and considerate to both staff and people they support
Employe me
Care for those they support and also those they employ.
Aspire cares about the well-being of staff without compromising on the quality of care they give people they care for .
Aspire as an organisation listens to the needs and wants of the service users to make them know that they are cared about.
Listen to all invokved and manage risks positively
Effective and holistic recruitment, character matched to the people we support
Very approachable management and good bonuses (bupa, electric car scheme etc).
Very honest, care for both staff and the people we support
Management are effective at relaying critical information.
They care. Alot about staff and users.
Provide people with personalised services, aim to increase quality of life, work well with community services, nurture staff
Care for staff wellbeing
Aspire is an organization that feels more like home , aspire treats its staff like family and cares for the staff both new and old so well and also detailed in every step they take.
Look after people supported and staff
Has provided a condusive enviromrnt for employees to work well and without stress.

personal development of employees and their clients

## How could Aspire Improve as an organisation?

Nothing really I can think of

While it's great that leadership is accessible and things aren't overly bureaucratic, it will be nice to strengthen communication between management and staff so things can run more smoothly

By increasing staff training on person-centered care to enhance service quality

More communication

By maintaining a good relationship between staff and ensuring staff welfare are also taking care of.

Aspire is doing well already

Consolidation. Agreed minimum number of hours when considering new packages.

Fluidity and flow of information

Communication could sometimes be better around change.

Evidence of our practice; feeding into hr & performance management functions, increased confidence in inspection, asserting our place as a specialist provider with commissioners

Things have been developing quickly within the company and there has been a large jump in the amount of people we support in the last 6 months or so. Some of the new packages involve support in areas where our teams are less skilled and require alternative training which I feel has been slow to source. Staff have been moved around, asked to work shifts in other services without much consideration of the impact this could have on the individuals we already support.

Aspire could improve by offering more ongoing training and professional development opportunities for staff. This would help build confidence and expand the skills needed to deliver even better care and support.

Communicate better with each other

Communication

Having more services especially in the east to provide more security for staff and ensure more service users benefit from their incredible services.

More team members for ease of cover

I feels aspire should recognise and appreciate staff efforts more regularly to boost morale

I am happy with the organisation

Nothing at present

Can't think of anything

Like any good service, it can keep evolving and improving over time. So I would say by adopting anything positive

The communication level needs to be improved upon.

Keep and eye on everything - don't drop one ball by reaching for another

I think being mindful of growth is always helpful

Sometimes its difficult to know who to go to since there is now alot of team leaders/seniors.

Nothing more

Regular team building events to introduce different teams to each other.
Keep doing what you're doing.
Salary increament 🙄
better life for customers

## Is there anything else you would like to tell Aspire?

It's encouraging to be part of a company that genuinely wants to make a difference, thank you for all you do as care providers for your clients and support to staff even as a small company. More grease to your elbow

Well done for sticking to the company's goals and values and supporting to their service users and staffs.

Thank you for great opportunity given to me to be part of the team. God bless you

I want to commend Aspire for its outstanding commitment to staff well-being and exceptional care by creating a supportive environment that truly enhances our ability to serve clients effectively.

Thanks for being a great team and bringing humour and support to my role!

They're great

Aspire should keep doing what they do and in the best way. Aspire's outstanding performance is more than enough to get referral and commendation

Aspire should keep doing what they're doing because I know they are doing great

I enjoy working for the company. much more so since support at Twelvewoods ended. I realise that there were periods when I dreaded going to work and I no longer experience this. This is a positive. Thanks for the continued support, encouragement and for always including me in the process of making changes. This is in contrast to previous employment where decisions were made and fed back - whilst there are times when a business decision has to prevail this is discussed with a human approach first. I feel part of the team.

It has been a pleasure to help the organisation in its quests to achieve her goals and inspirations

Thank you for the support and positive environment you provide. It makes a real difference knowing that both staff and service users are genuinely cared for.

Thank you

Keep going!

I really appreciate the support Aspire gives and the positive atmosphere at work. They listen to our feedback, which makes me feel valued. Offering more training would help everyone grow.

Thank you for this great opportunity

Love it here - best job

Thank you!

I'm proud to be a part of it.

I think this is the first company I have worked for where I enjoy working for the company just as much as with the team and within the service

Aspire is an amazing company to work for. I enjoy going to work every shift and I love the people I work with

I'm really happy working with Aspire.

Investing and valuing people is noticed and appreciated, thank you

Thank you

Aspire should be ready to fly cos the sky is just the beginning for them has they have great values has an organization it's only best for them to know they are going far and big no more thinking it's a small organization, the value they add is big to stay low and thank you so much for all you do Aspire we appreciate what you do in the health care sector

:)

Keep it up .

Thank you

## What Did We Do Following 2023 Feedback

### **Oncall and communication**

We have Improved our oncall system into smaller more localised teams who know the person and the team, and will usually be known to the person we support if there is a crisis. It's not perfect yet, especially for our more smaller teams, but its something we are continuing to work on.

To facilitate this growth, personalisation and continue the great support we offer to our team members, we have expanded our management team with 5 new team leaders to provide more support and guidance in places where it matters- in peoples homes! To help them on their career path we are linking in with a new training provider for some enhanced leadership and safeguarding skill development over the next few months. They have all shown themselves to be passionate about the people and the teams we support and have been a fabulous addition to the organisation.

Our internal messaging system has also been tweaked so important messages don't get lost in the chat about shifts and need for more milk. Team meetings are now one of our tracked activities to make sure that they happen frequently as they are an important way to share ideas and important updates.

### **IT and recording**

Following feedback that our old system was hard to navigate, we are introducing a new digital record keeping system that has an easier end user interface and a clearer handover function, which should be completed by the end of the year. Any new system is a challenge and we have appreciated all the people who have got involved making sure we chose a good replacement and making sure the structure reflects the things we do and believe in. Alongside this we have been able to develop a set of guides that describes what good recording looks like for each of the marvellous people we support.

### **Training and skill development**

Our lovely Speech and Language Therapist Cath has now delivered Individualised Autism training to over 85% of team members and is starting on a new programme of thinking about how we maximise Choice and Decision making at the end of the year. She has also been attending team meetings to provide mentoring and guidance beyond the training. We have now been accredited with the Communication Access UK scheme and Cath is working with the teams and the people we support to improve our communication tools and passports.

Recently a few staff have attended Suicide intervention training with Healthy Cornwall which has had great feedback! We will now include this in the training pathway for all of our lone working and outreach workers who are now also all trained in personal protection as part of that pathway.