

Residential Homes Staff Consultation Feedback

Following the staff consultation held between 8th April and 27th May, with staff currently employed within Holcroft House and Glen Lee, we wanted to share with you feedback on the consultation questions, queries and general feedback you provided. The below is styled on a 'you said, we did' approach to clarify the action the management team have taken as a result of your engagement within the consultation.

Your feedback/questions	SCC response and action
You asked for shadowing opportunities in other services.	This has been completed for those staff who made requests, for the majority of staff this took place in Holcroft House or Kentish Road.
You said the process for applying a natural success role was complicated.	We completed this on behalf of all staff in both homes to remove this potential task
You asked for support with creating redeployment profiles.	We made sure that HR support was made available to support staff create the profiles.
You asked for support with completing application forms and interview technique	HR provided this for those who requested it.
You asked for clarity regarding senior carer and team leader's responsibilities regarding medication.	We have confirmed that the senior carer will be expected to administer medication alongside the team leader.
You raised concerns that some roles were expected to have more duties at a lower grade.	We confirmed we have followed the normal job evaluation process which graded all jobs across the council in a fair and transparent manner, therefore we are confident in the grades for each role.
You asked for additional 1:1's.	These were provided to anyone who requested an additional 1:1.
You asked for clarity regarding shift pattern proposals.	We shared the proposed shift patterns and added them online information in FAQ's.
Throughout the consultation you often asked for individual management support and specific queries relating to individual circumstances.	We ensured additional management support was available and individual queries were answered.
We received some positive feedback about the introduction of the deputy manager role in the proposed structure.	We will be retaining this role in the structure.
You asked if separate money was available to cover the ancillary staff when they are absent due to annual leave, training, sickness.	We have reviewed current agency spend and believe this is mainly for care staff therefore we believe there should be no change to this under the current proposals.
You asked if a reduction in ancillary hours had taken place for these proposals	We can confirm that there has been a reduction in ancillary hours within the new structure.
You asked for clarity regarding Team Leader, Deputy Manager, Senior Carer qualifications for future recruitment	We reviewed the JD's and each had clear essential qualification listed, we are not proposing to make any further changes
Some questions were asked regarding the training that SCC would be providing throughout this consultation	SCC have provided specific interview/application training for this consultation and the normal sign up policy for L&D has continued. If there are outstanding

	and individual requests these should be raised with relevant managers
You asked if the council would honour requests to take Voluntary solutions before Glen Lee is closed.	SCC have confirmed that we will not be accepting early VS requests due to service need and resident safety being prioritised. If individuals wish to leave before Glen Lee is closed they would need to resign from their role.
You provided some positive feedback about the proposed introduction of handover times between shifts.	We will be retaining this feature of handover times for future shift patterns.
You said you had not had enough time to consider the proposed shift pattern times	We extended the consultation period to give you additional time to consider this information.
You said the proposed shift patterns do not provide adequate rest hours.	We have listened to your concerns and amend the proposed shift patterns based on a model which currently works well in a residential hoes setting and increases rest periods.
You said the proposed shift patterns were not suitable for the service, in particular the early start time and late finish times were not suitable.	<p>We have updated the proposed shift pattern times to take into account your concerns. The new proposed shift pattern times are:</p> <p><u>Care Staff including senior carer and Team Leaders</u> 07:30-14:30 14:00-22:00</p> <p><u>Housekeeping staff</u> 07:30-14:00 13:30-18:30</p> <p><u>Cooks</u> 07:30-15:00</p> <p><u>Kitchen assistant</u> 07:30-14:00 13:30-18:30</p>
You asked for additional support regarding pensions and benefits.	We arranged additional support from HR to be provided, a number of you told us this was very helpful.
You said the peripatetic role was positive as it provided additional resilience for the service but were unsure about how the role would work in practice.	We have confirmed that a peripatetic role will be allocated to each shift. The peripatetic will also need to be flexible with regards to working days, it may be that three additional staff are required on one day and not the other.