

“High level of support from my manager, always gets back to me and listens”

“Look after their employees”

“Provide a high standard of service delivery”

“Value staff, taking care of their wellbeing, ensuring they have a good support network to debrief”

“The management team is very supportive”

“Open and transparent and approachable”

“Always made to feel like I matter, that I am a part of the company and not just a payroll number”

Staff Comments: What do we do well? Theme 2: Good company to work for

“Always wanting to do what’s best for staff and PWS”

“Innovation around supplying staff induction during current pandemic”

“Good environment to work in”

“Saracen Care strives to use innovative systems & process to remain an excellent organisation to work for”

“Appreciating the staff team”

“Responsive to concerns or issues”

“Look after employees’ welfare”

“Opportunity to continue staff to develop skills, recognition for staff who ... achieve good outcomes”

“Keep on top of training so staff have up to date knowledge so they can work to their best”

“Implementing the Pass system, this is an excellent communication tool for both staff & managers”

Staff Comments: What do we do well? Theme 3: Training and Development

“Good systems for management receiving a real-time overview of the services via PASS and regular & enduring communication”

“Adoption of new technology to improve working systems”

“Excellent training, staff team work well together to give a quality care”

“Excellent training”

“Provide up-to-date training”