



LONDON QUALITY CARE SERVICES	LQCS	
	Date reviewed	Sept 2017
Staff Survey -Safe		

Date:	Requested due Date:
Name:	Position
You are not required to complete the above information. You may complete either name, position or neither if you wish to remain anonymous.	

As an important part of our quality assurance and legal compliance management, we ask you to complete this survey.

Your answers should be based entirely on your own observations; we are also surveying our service user, their families, their advocates and our professional advisors.

Please judge our compliance with each statement, using the scale provided. Please answer 'Don't know' if you do not have a view on the matter.

There is space at the end of the survey for you to add further comments if you want to explain your score or add any other comments to help us to improve our service.

In our organisation the CQC Key Question "SAFE" states;

"B safe we mean that people are protected from abuse and avoidable harm. In adult social care this means that people are supported to make choice and are protected from physical, psychological, and emotional and emotional harm, abuse, discrimination, and neglect."

1. I am trained to understand the types of protentional service user abuse

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know



2. I am trained to protect service user from all types of abuse

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

3. I am trained to understand to understand and manage service user equality and diversity.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

4. I am Trained to recognise service user abuse and how to act when this occurs.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

5. I am trained and supervised in delivering a person-cantered approach to the safe management of challenging behaviour and conflict incidents.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

6. I have access to formal policies and procedures which guide my practice in Service User Rights, Equality and Diversity, Safeguarding Adults and Person-centred Care Philosophy.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know



7. I am trained to understand the individual personal risks potentially affecting service users.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

8. I am trained and supervised in risk management for individual service users.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

9. I am appropriately informed of any changes in risks affecting individual service users and the service environment.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

10. Staff safety is risk assessed, discussed with the staff concerned, and action taken to minimise risks to staff while working.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

11. I am trained and supervised in order to respond correctly in emergency situations such as service user accidents and incidents, fire and emergency First Aid.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know



12. All risk assessment are share with all staff.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

13 I immediately report any risks observed directly to supervisors.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

14. There is appropriate, sufficient and well-maintained equipment provided for the personal safety of service users and staff.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

15. When I raise concerns regarding service user safety and protection these are responded to by the service manager, investigations take place and relevant people are informed. A full review is carried out with all the relevant and appropriate individuals.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

16. I have open and easy access to the service manager to raise concerns regarding the safety and well-being of service users and colleagues.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know



17. I have been formally informed about service user and employee rights and safety.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

18. I have been involved in the review of my work rotas during personal supervision with line manager.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

19. There is always a knowledgeable senior member of staff on duty to advise staff on care treatment and support procedures.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

20. When service users require double or more handling, the correct number of staff are always available within a reasonable time, and staff never have to break moving and handling rules.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

21. I have been informed Company performance processes which can result in disciplinary action.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know



22. I have been trained and supervised in the safe management and administration of medication.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

23. Prescribed medication is always available and supplied at the correct time.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

24. Service users are encouraged and permitted to self-medicate if it's safe.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

25. frequent risk assessments are maintained for service users who choose to self - medicate.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

26. There are clear and accessible policies to inform staff regarding all aspects of management and administration of medicines.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know



27. All staff are trained and supervised in the management of infection control.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

28. There are clear policies and procedures to support the management of infection control.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

29. The appropriate resources and equipment are available to support effective management of infection control.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

30. I am satisfied with my training overall and I am confident to carry out my duty with confidence.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

31. I am trained, aware and able to use the company complaint policy and procedure if necessary.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know



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Add any additional comments or information;

**Please send this form back to London Quality Care Services once completed
Unit 3 Sandow Commercial Estate, Sandow Crescent, Hayes, Middlesex UB3 4QH.**