



Appendix 3

Nexus Care – 2021/22

Annual Employee and Customer
Surveys

Nexus Employee Feedback November 2021

Monday, January 10, 2022

Powered by  SurveyMonkey

126

Total Responses

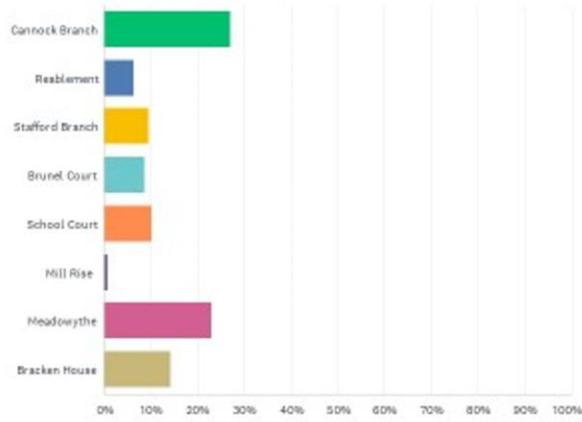
Date Created: Thursday, November 04, 2021

Complete Responses: 126

Powered by  SurveyMonkey

Q1: Which branch of Nexus do you work for?

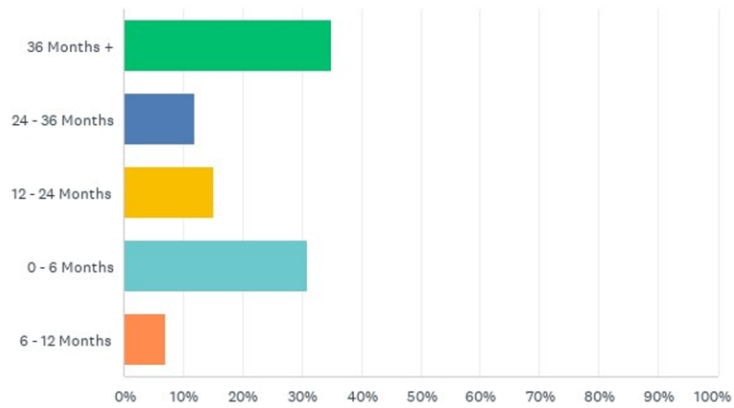
Answered: 126 Skipped: 0



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Q2: How long have you worked for the company?

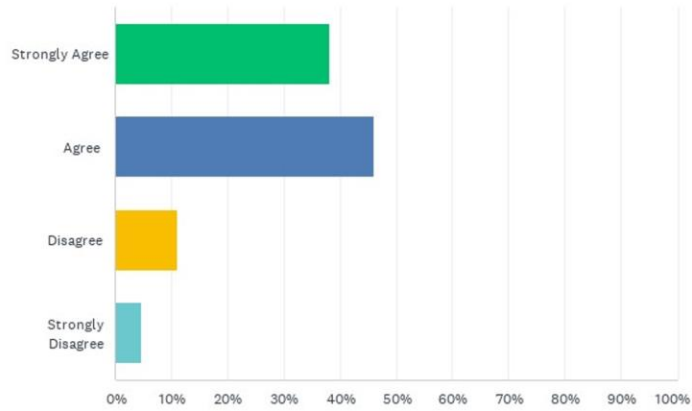
Answered: 126 Skipped: 0



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Q3: I will still be working with Nexxus in 6 months time

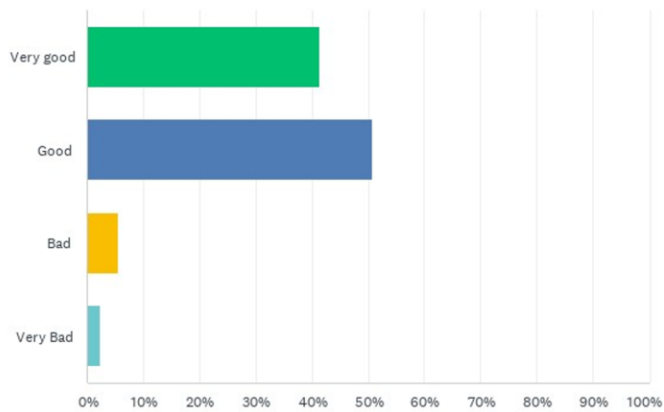
Answered: 126 Skipped: 0



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Q4: How did you find your induction Training with Nexxus Care?

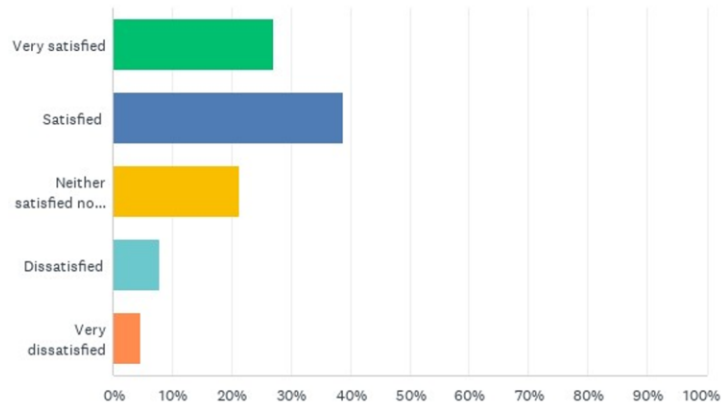
Answered: 126 Skipped: 0



Powered by  SurveyMonkey

Q5: Overall, are you satisfied or dissatisfied with your job?

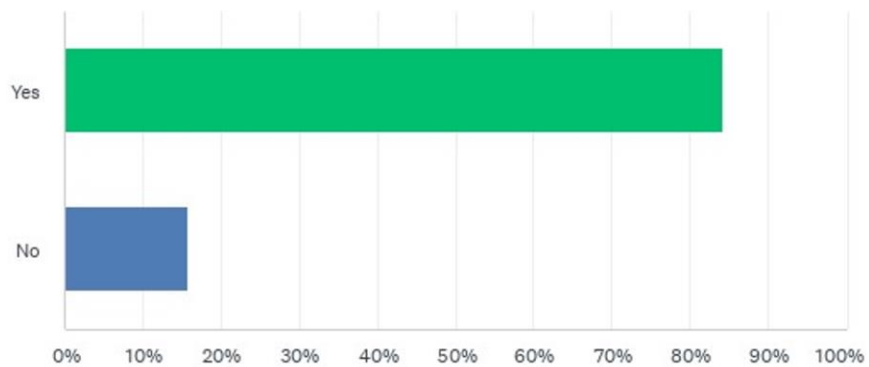
Answered: 126 Skipped: 0



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Q6: Is your line manager approachable and supportive?

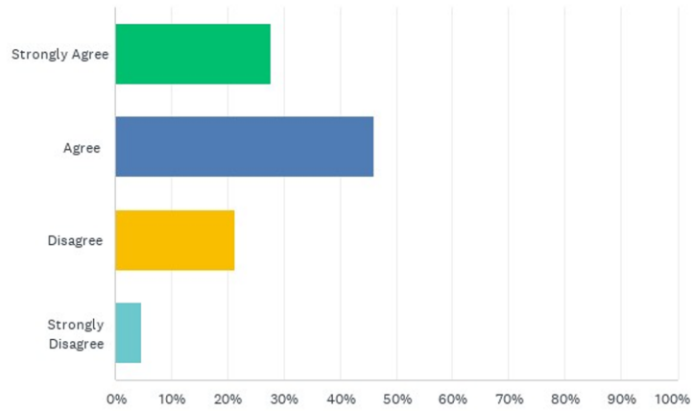
Answered: 126 Skipped: 0



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Q7: I have regular supervision with the branch, and I am able to ask for extra support if needed?

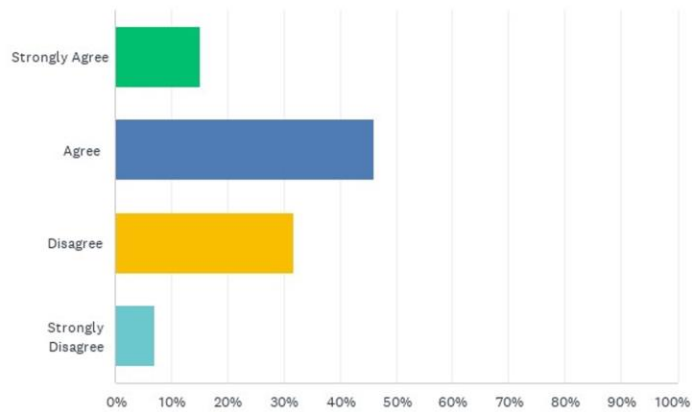
Answered: 126 Skipped: 0



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Q8: I believe issues raised are dealt with efficiently by the branch team

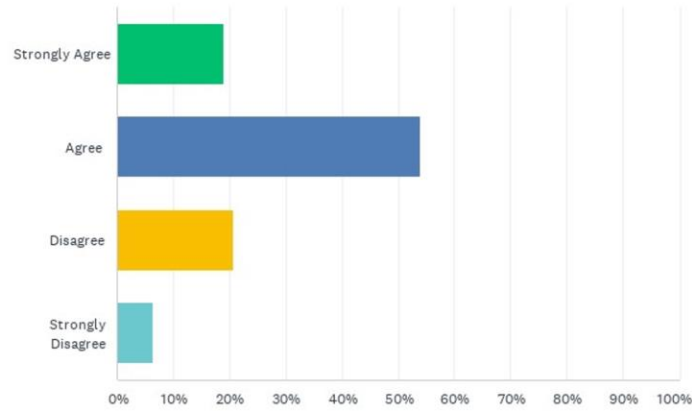
Answered: 126 Skipped: 0



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Q9: I would recommend Nexxus care as a place to work to family and/or friends

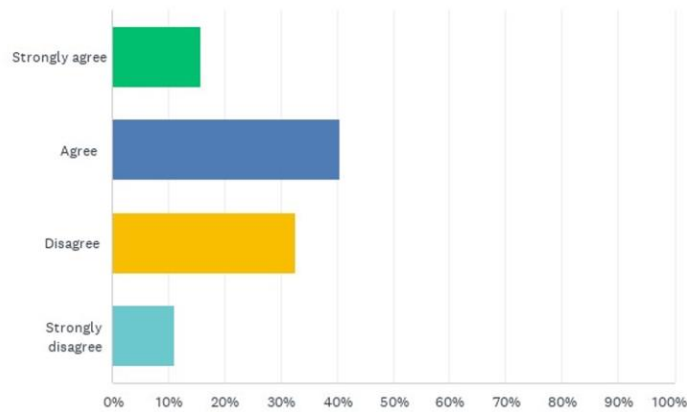
Answered: 126 Skipped: 0



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Q10: Do you feel valued for the work you do?

Answered: 126 Skipped: 0



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Service User Survey November 2021

Thursday, January 20, 2022

Powered by  SurveyMonkey

74

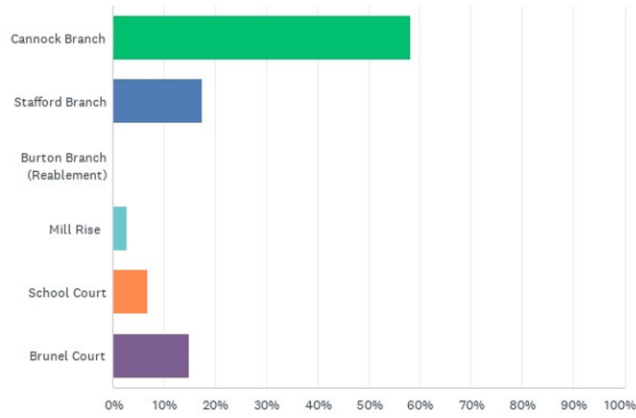
Total Responses

Date Created: Monday, January 10, 2022

Complete Responses: 74

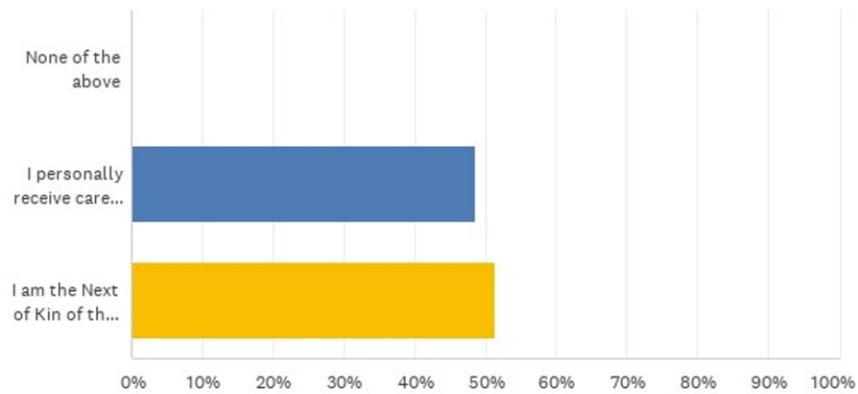
Q1: Which of the following is your local branch?

Answered: 74 Skipped: 0



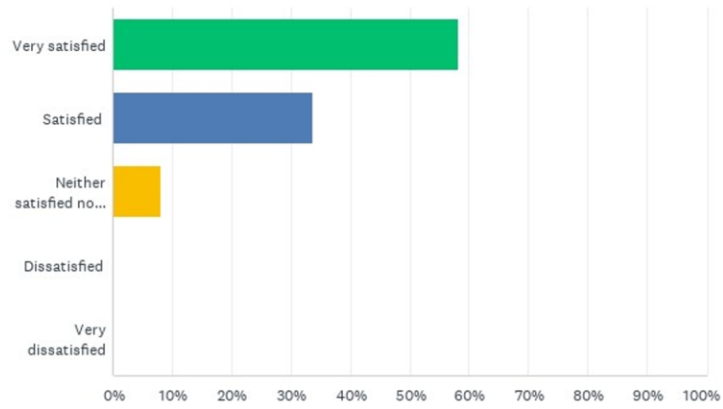
Q2: I am completing this survey as

Answered: 74 Skipped: 0



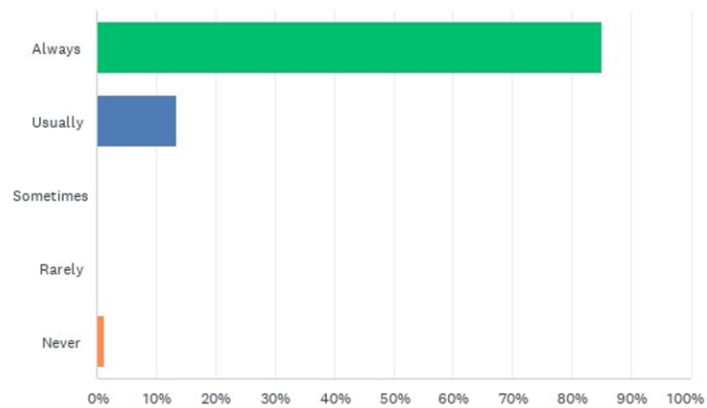
Q3: I am satisfied with the care I receive from Nexxus Care

Answered: 74 Skipped: 0



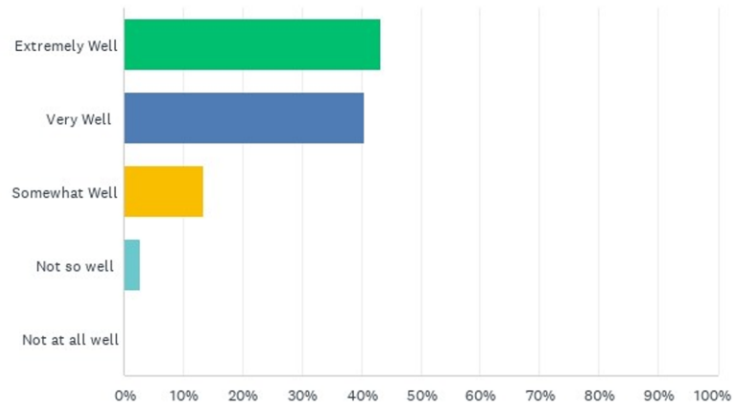
Q4: My care staff always treat me with dignity and respect

Answered: 74 Skipped: 0



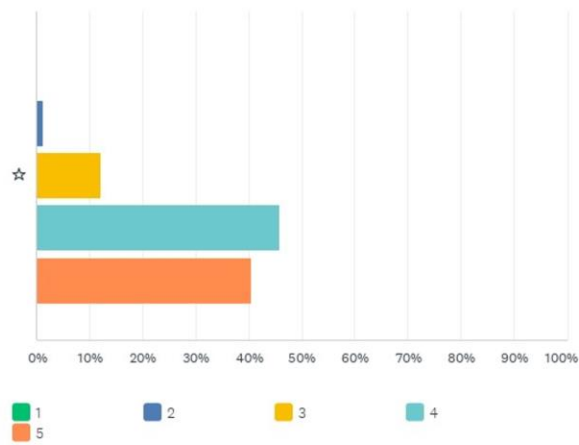
Q5: How well does our service meet your needs?

Answered: 74 Skipped: 0



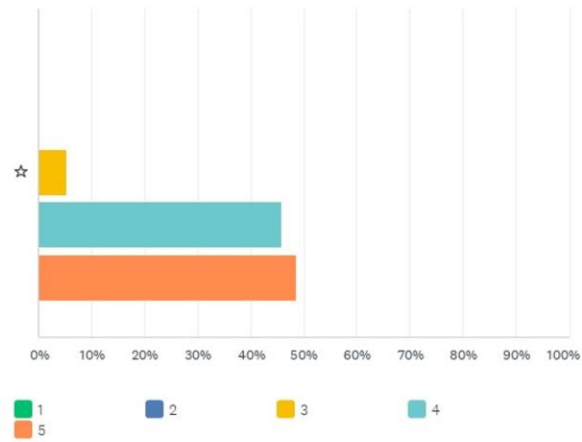
Q6: How would you rate the quality of our care service?

Answered: 74 Skipped: 0



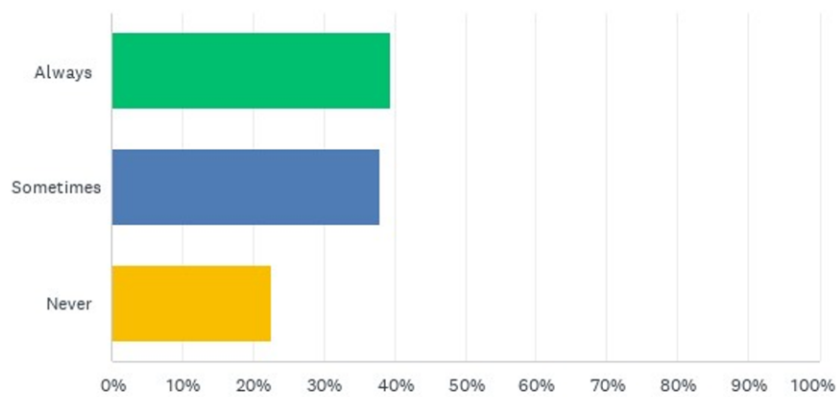
Q7: How do you rate the professionalism of your carers? Including attitude and appearance

Answered: 74 Skipped: 0



Q8: Are you made aware of any changes to your call/expected carers?

Answered: 71 Skipped: 3



Q9: Would you recommend Nexxus Care to family/friends?

Answered: 73 Skipped: 1

