

FOCUS CARE WALES

Staff Survey Results 2026

YOU SAID, WE DID



We asked staff about their experience of working at Focus Care Wales, including culture, communication, support, teamwork, development and policies.

Feedback is exceptionally positive across all areas, with significant improvements in many key areas.

	WE ASKED	YOU SAID	WE DID
 DIRECTION & CULTURE	How do you feel about your role and the organisation? We asked about purpose, clarity of role, loyalty, job satisfaction and stress levels.	EXCEPTIONALLY POSITIVE - Staff understand our purpose and are clear about their role. - Loyalty to EXPECT Group and the service has strengthened. - Job satisfaction remains excellent. - Significant improvement in stress levels – all staff are now not over stressed. All staff are not over stressed in their role (up from 77.8%).	We will continue to: - Promote a positive and inclusive culture - Maintain clarity in roles and expectations - Support staff wellbeing and a healthy work-life balance - Recognise and celebrate staff commitment and loyalty
 COMMUNICATION	How well do we communicate with you? We asked about communication across the organisation, teams and with managers.	EXCEPTIONALLY POSITIVE - Communication across the organisation and within teams is strong. - Open and honest communication from managers. - Confidence to challenge ways of working has improved. Most staff feel communication is strong and effective.	We will continue to: - Maintain open, honest and timely communication - Encourage staff to share ideas and challenge practice - Ensure regular supervision and staff engagement - Keep staff informed and involved
 	Do you feel supported by the company and management? We asked about support from managers and teams, recognition and opportunities to share ideas for improvement.	EXCEPTIONALLY POSITIVE - Support from line managers and teams has improved. - Staff feel encouraged to share ideas for improvement. - Management recognition and appreciation of staff efforts remains strong. Staff feel supported, valued and empowered to make a difference.	We will continue to: - Provide strong support from managers and teams - Encourage ideas and feedback - Recognise and appreciate the hard work of our staff - Maintain a supportive and respectful environment
 	How do you feel about teamwork and your day-to-day duties? We asked about teamwork, collaboration, problem solving and working with others and agencies.	EXCELLENT IMPROVEMENTS - Teamwork, respect and recognition have improved significantly. - Stronger focus on solutions when things go wrong. - Big improvements in working with outside agencies. Recognition of staff work and collaboration have improved across the service.	We will continue to: - Promote teamwork, respect and valuing each other - Encourage solution-focused support from managers - Strengthen collaboration with outside agencies - Maintain flexible and supportive working practices
 	Do you feel supported in your training and development? We asked about training opportunities, development and appraisals.	EXCELLENT IMPROVEMENTS - Induction experience has improved significantly. - More opportunities for training and taking on extra responsibility. - More staff now have a personal development plan in place. Induction, development opportunities and planning have all improved.	We will continue to: - Provide high quality induction for all new starters - Ensure regular access to training and development - Support career progression and personal growth - Maintain regular appraisals and development planning
 Data Protection	Data Protection We asked about data security, policies and reporting.	EXCEPTIONALLY STRONG - Confidence in data security, policies and reporting remains consistently high. - All staff understand their responsibilities and how to keep information safe. Staff feel confident we work safely, legally and in line with best practice.	We will continue to: - Maintain high standards of data security and confidentiality - Keep policies up to date and communicated effectively - Continue promoting safe and secure working practices
 Policies, Wellbeing & Feedback	We asked about policies, reporting, wellbeing and survey feedback.	EXCELLENT IMPROVEMENTS - More staff have seen last year's survey results. - Awareness and confidence in policies, wellbeing and reporting remains strong. Staff feel listened to, safe and supported in raising concerns.	We will continue to: - Ensure policies and procedures are clear and communicated effectively - Encourage staff to speak up and raise concerns - Promote staff health, wellbeing and work-life balance - Share feedback and survey results with all staff

SUMMARY

Staff feedback is outstanding across every area of the survey. There have been significant improvements in many key areas, reflecting a positive culture, strong leadership and a commitment to staff wellbeing and development.

KEY STRENGTHS

- Strong culture, clarity and loyalty
- Excellent communication and leadership
- High levels of support and recognition
- Outstanding improvements in training and development

AREAS FOR CONTINUED FOCUS

- Continue promoting wellbeing and work-life balance
- Maintain flexibility and involvement of staff
- Build on strong practice and continue to improve

NEXT STEPS

- Maintain the exceptional standards we have achieved
- Continue investing in training and development
- Keep encouraging open feedback and staff engagement
- Share survey outcomes and