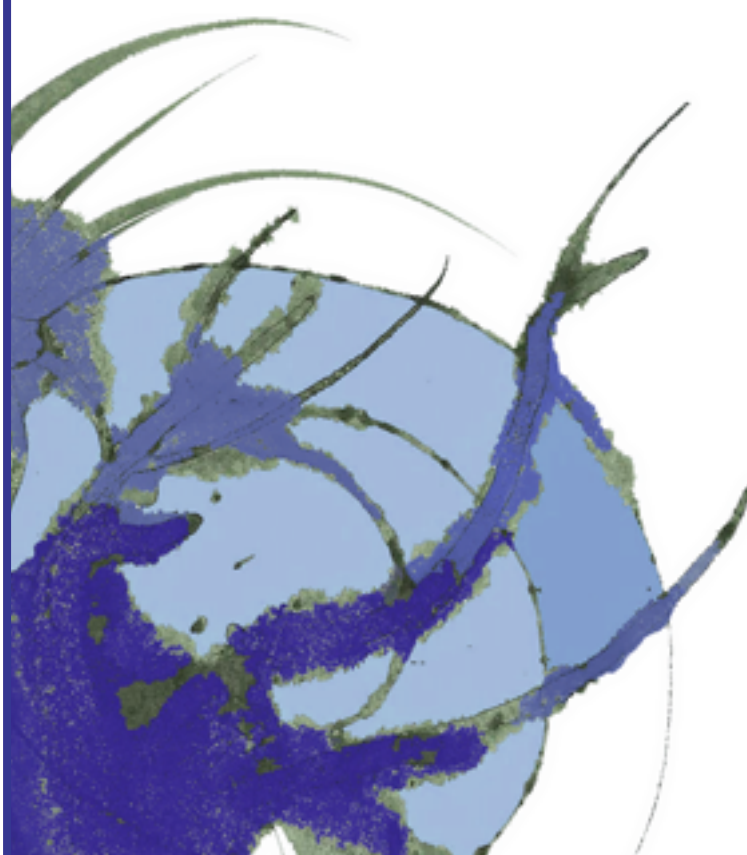


birdsong  
*charity consulting*



**Hospice Survey 2019**  
Blythe House Hospice  
Paid staff



Birdsong Charity Consulting  
The Old Bakery  
Damask Green Road  
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## Introduction

The Hospice Survey 2019 was open from 28th May – 5th July 2019. The survey was run by Birdsong Charity Consulting, on behalf of Hospice UK.

37 responses from paid staff were received for Blythe House Hospice.

Approximately 7,000 responses were received altogether, 5,000 from paid staff and 2,000 from volunteers. There were 39 participating hospices and their responses make up the *All Hospices 2019* benchmark. The list of participating hospices can be found in Appendix 1.

The responses from your hospice have been compared with the *All Hospices 2019* benchmark (paid staff only).

This report is organised into five parts:

### Survey headlines

This section provides the top ten and bottom ten total agree responses (the sum of the “Agree” and “Strongly Agree” responses) and total disagree responses (the sum of the “Disagree” and “Strongly Disagree” responses) across the survey. It also highlights the top ten and bottom ten variances with the *All Hospices 2019* benchmark.

### Summary agree responses

This section provides all the total agree responses (the sum of the “Agree” and “Strongly Agree” responses) to this year’s survey questions, compared with the *All Hospices 2019* benchmark.

### Summary disagree responses

This section provides all the total disagree responses (the sum of the “Disagree” and “Strongly Disagree” responses) to this year’s survey questions, compared with the *All Hospices 2019* benchmark.

### Detailed survey results

This section provides a detailed breakdown of the responses to each survey question, compared with the *All Hospices 2019* benchmark.

### Appendix

List of participating hospices.

## Survey headlines

In the following chart, the sum of the “Agree” and “Strongly Agree” responses to each question is compared and the chart shows how many questions are better, the same or worse. Differences of less than 5% are categorised as “Same”.

### Overall comparison with the All Hospices benchmark

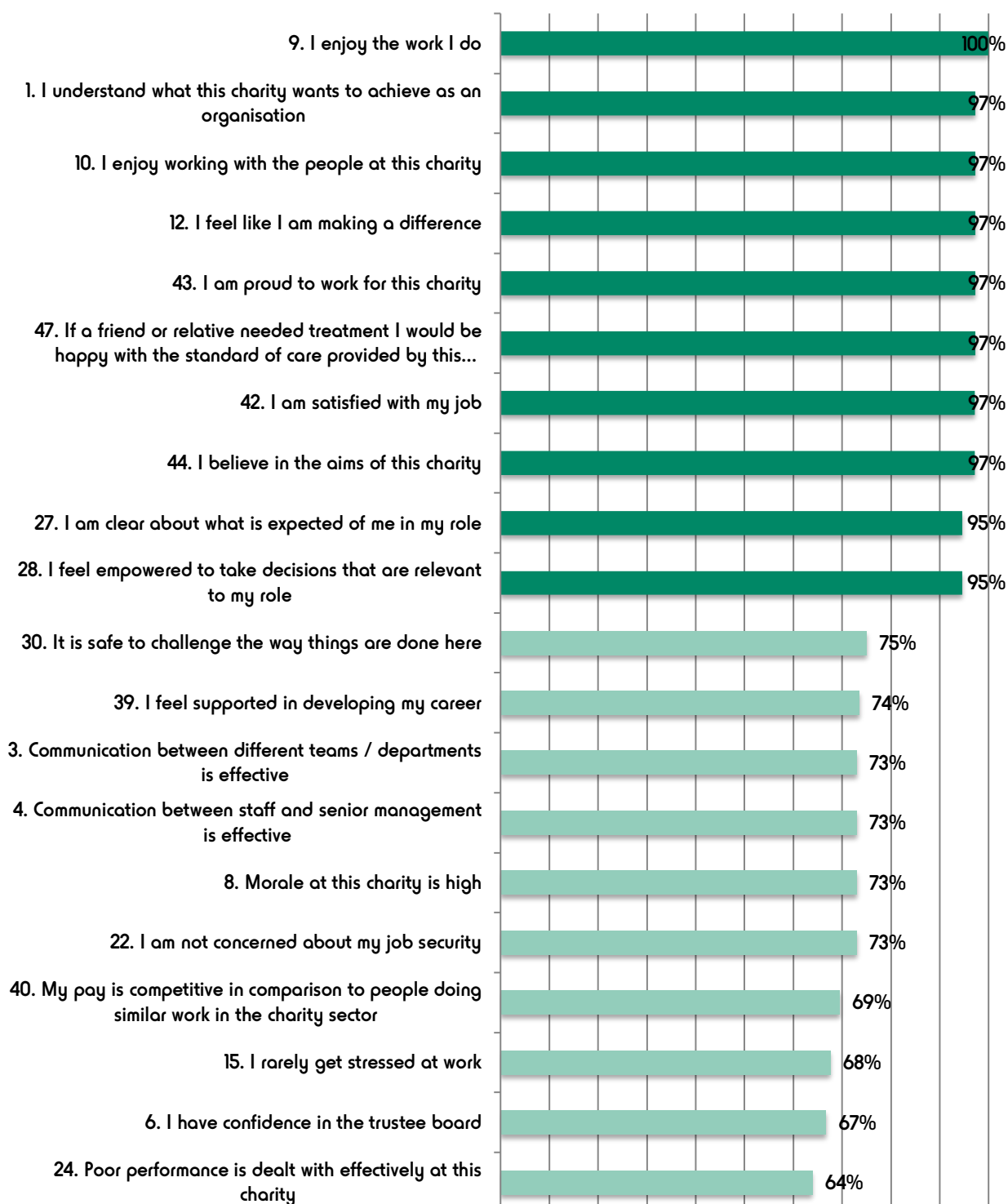
Blythe House Hospice 2019 total agree comparison with All Hospices 2019 (paid staff)



## Top and bottom responses across the survey – agree responses

This chart highlights Blythe House Hospice's top and bottom ten scoring questions - from the agree responses. This provides an indication of where staff are most and least *satisfied*.

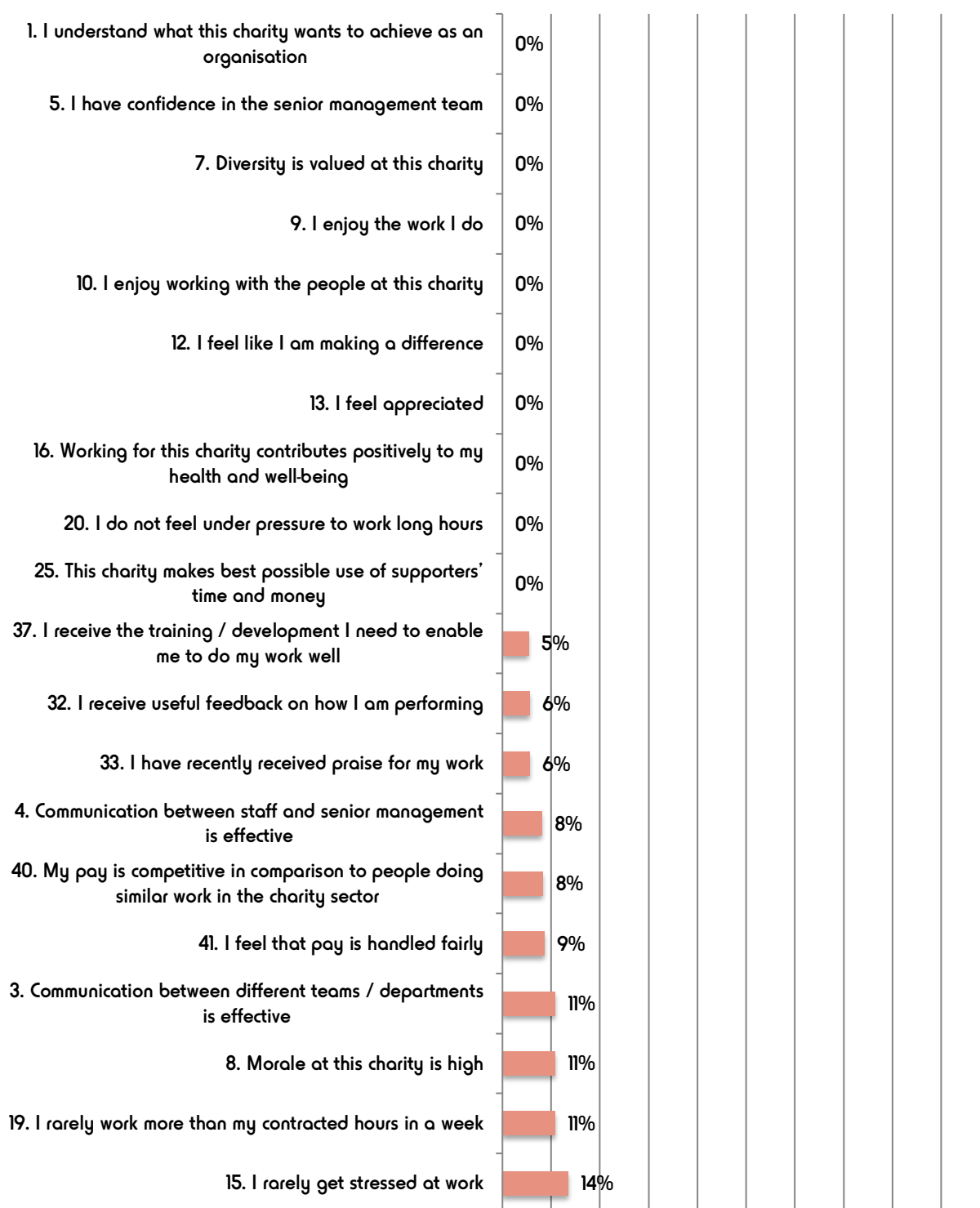
Blythe House Hospice 2019 top and bottom total agree responses



## Top and bottom responses across the survey – disagree responses

This chart highlights Blythe House Hospice's top and bottom ten scoring questions - from the disagree responses. This provides an indication of where staff are least and most *dissatisfied*.

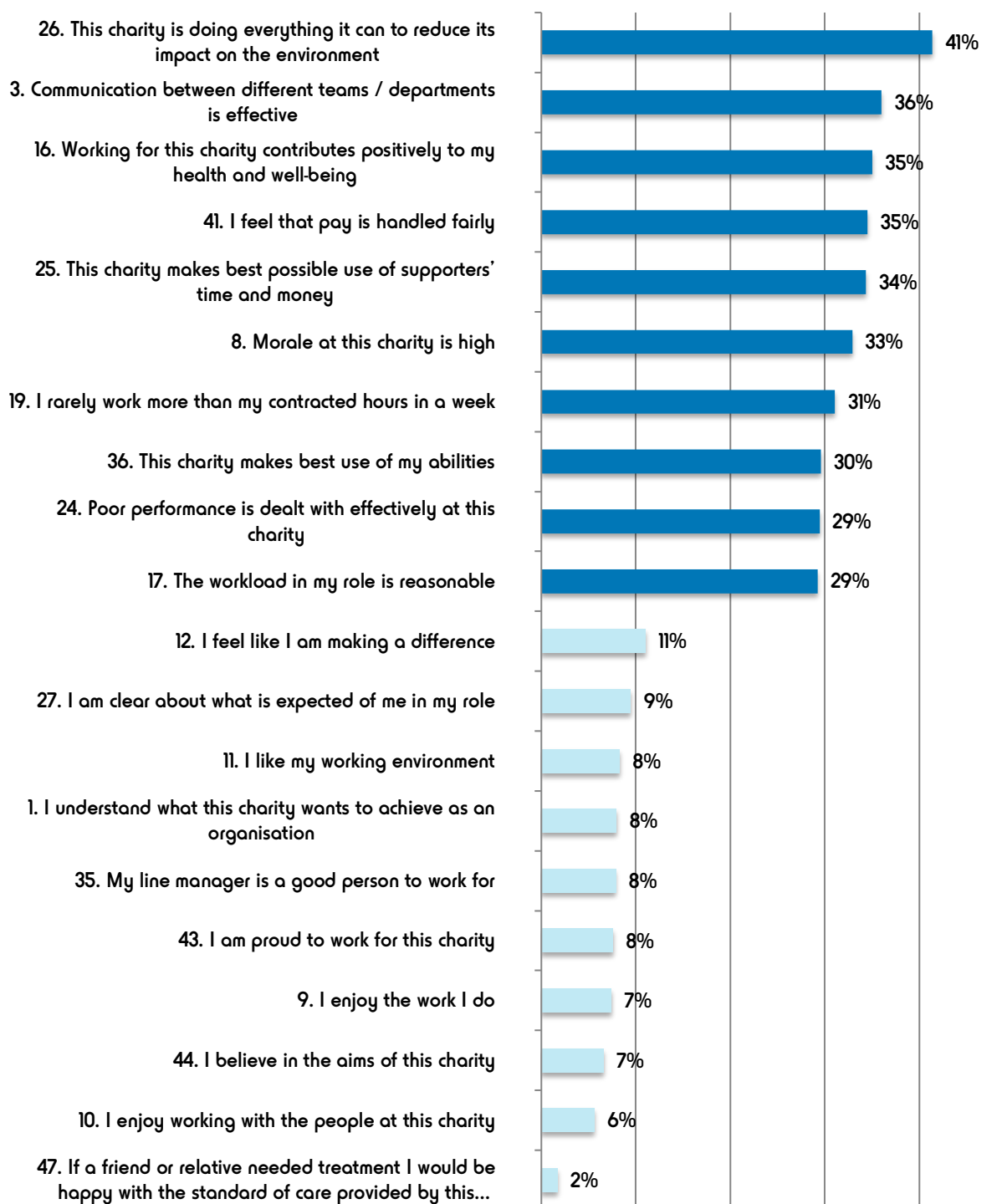
Blythe House Hospice 2019 top and bottom total disagree responses



## Top and bottom agree comparisons with the All Hospices benchmark

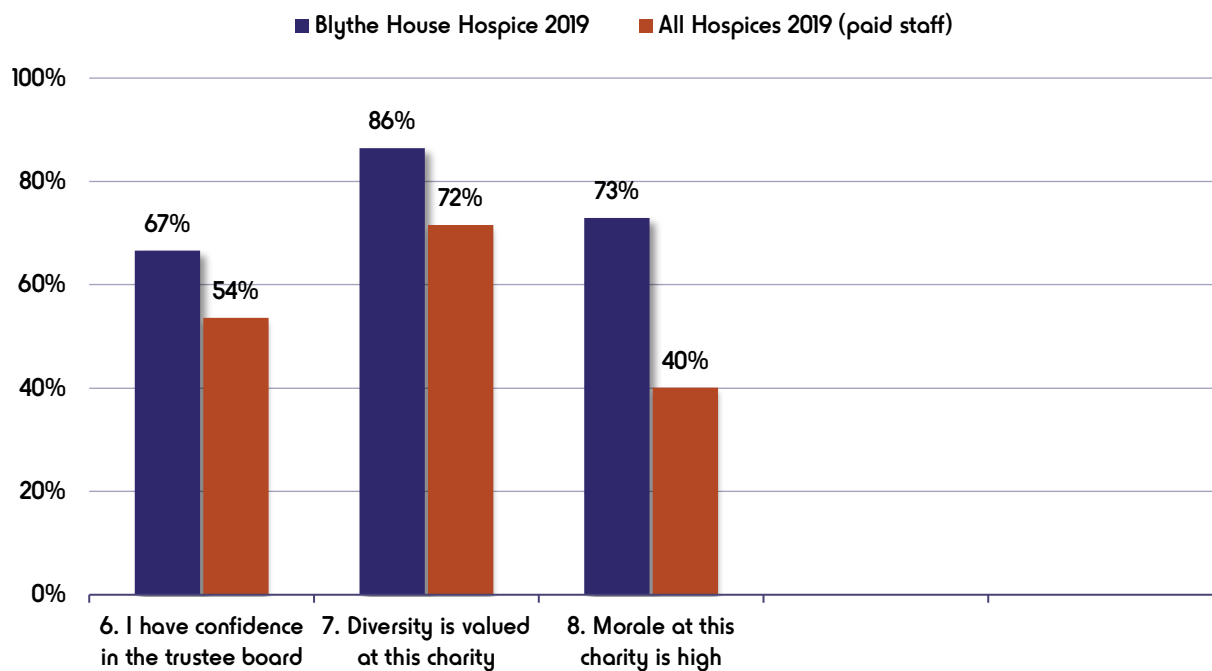
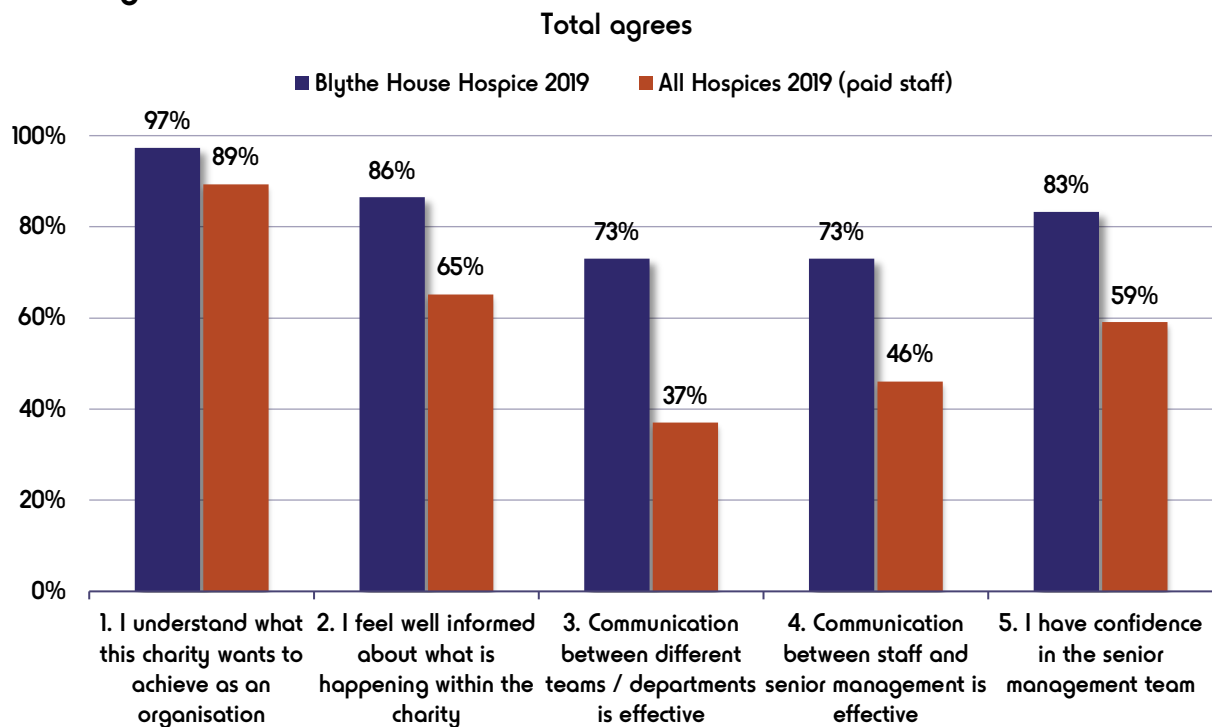
This chart highlights the top and bottom ten variances between this year's survey results for Blythe House Hospice with the *All Hospices 2019* benchmark.

**Blythe House Hospice 2019 top and bottom total agree comparison with All Hospices 2019 (paid staff)**

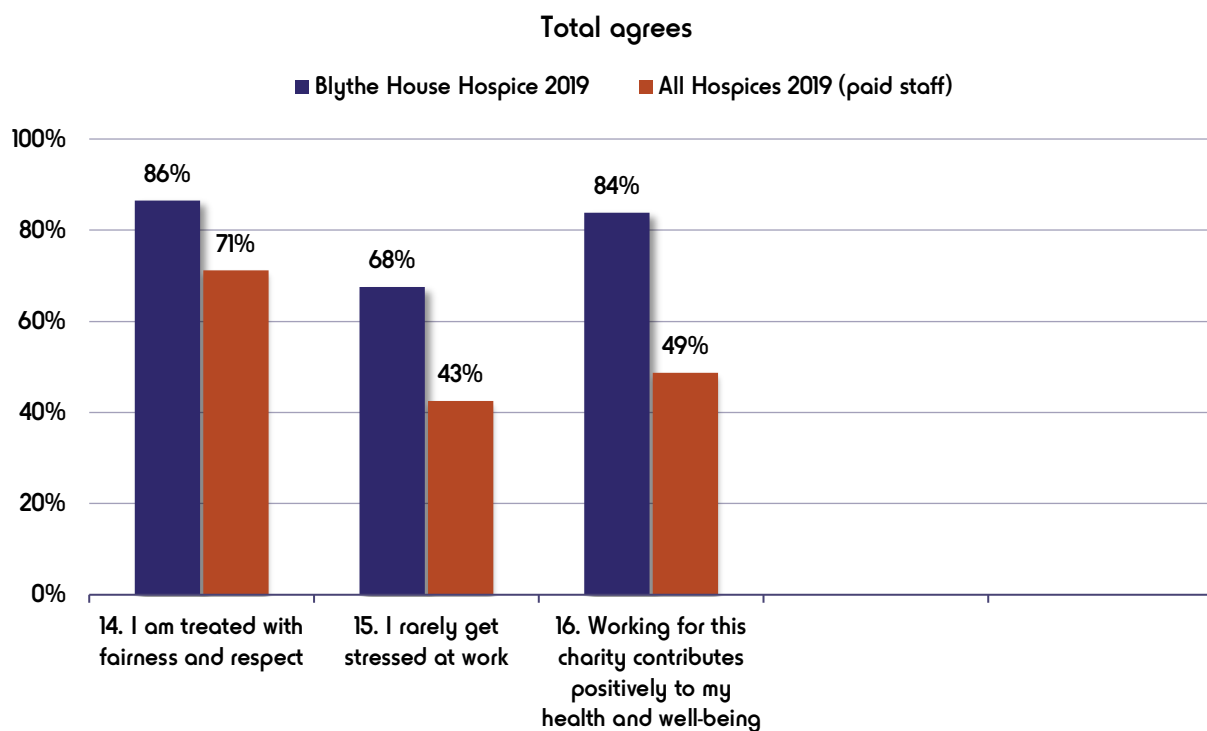
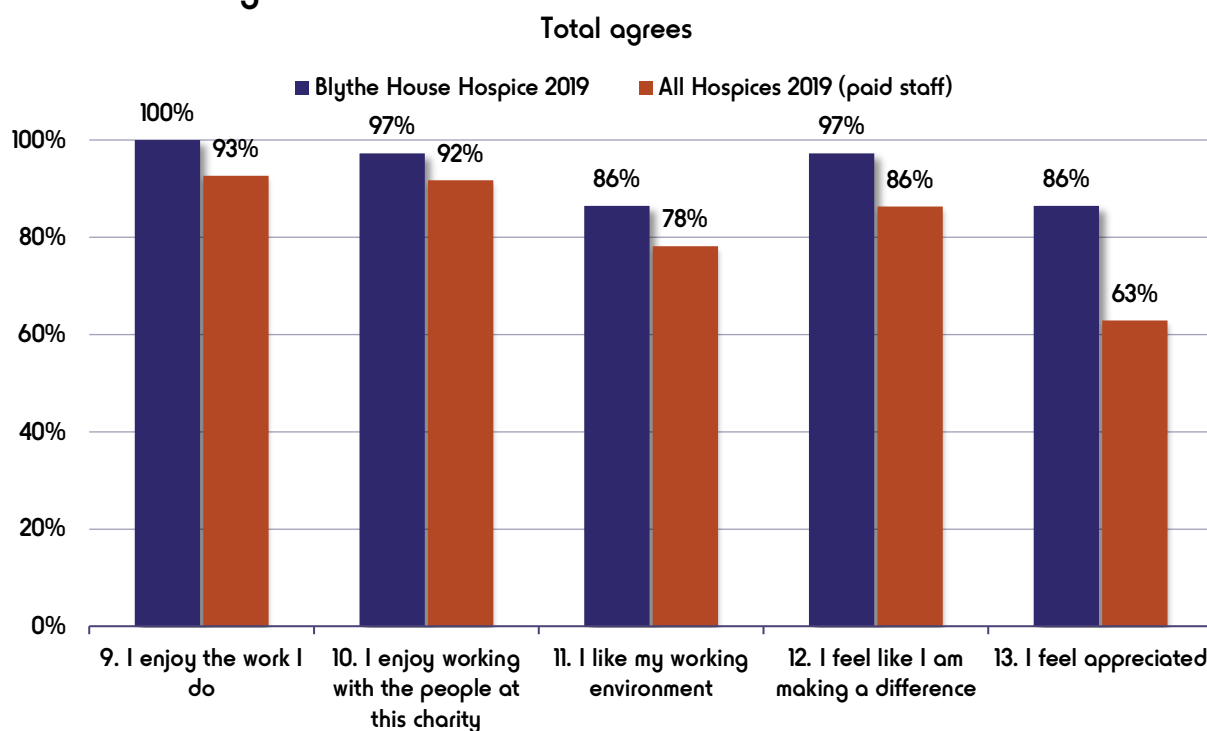


## Summary agree responses

### The Organisation

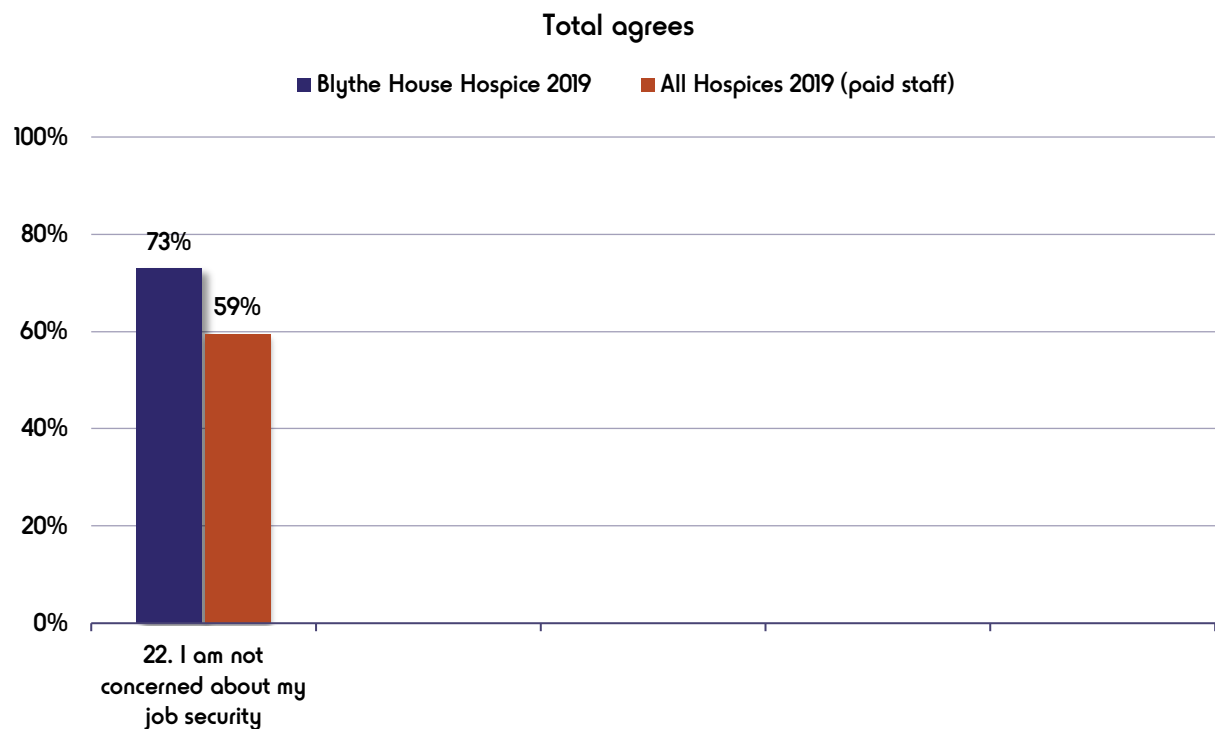
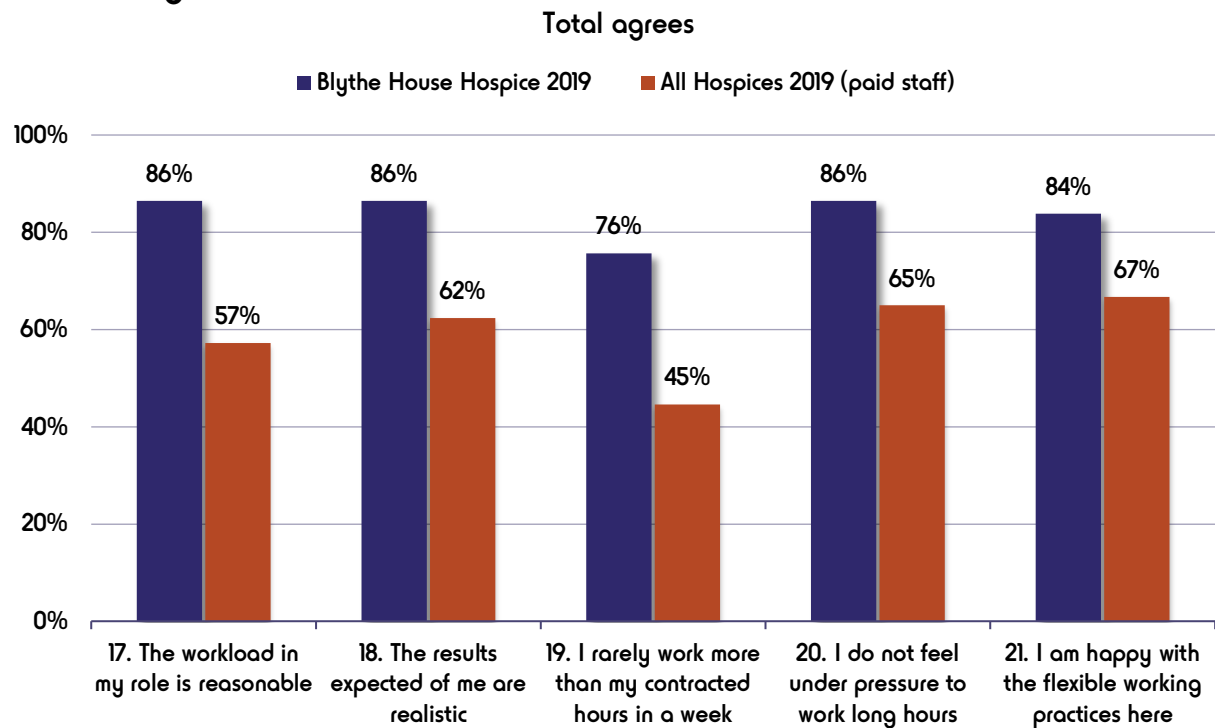


## Your Well-being

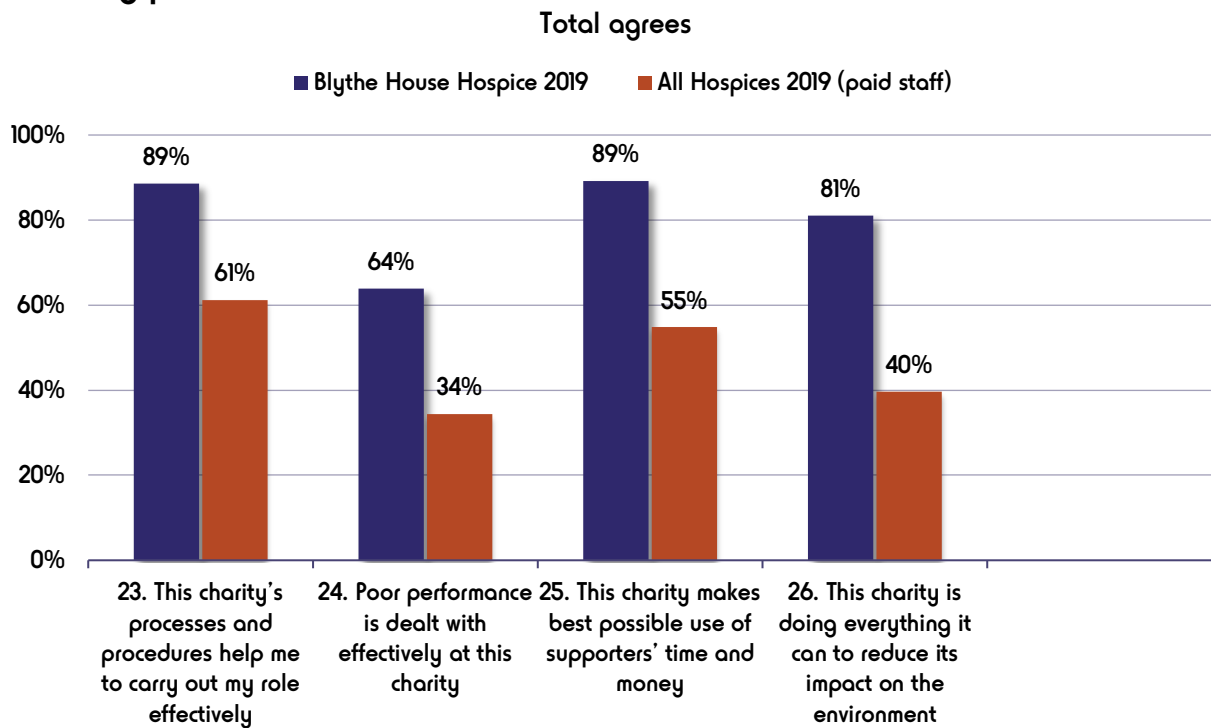




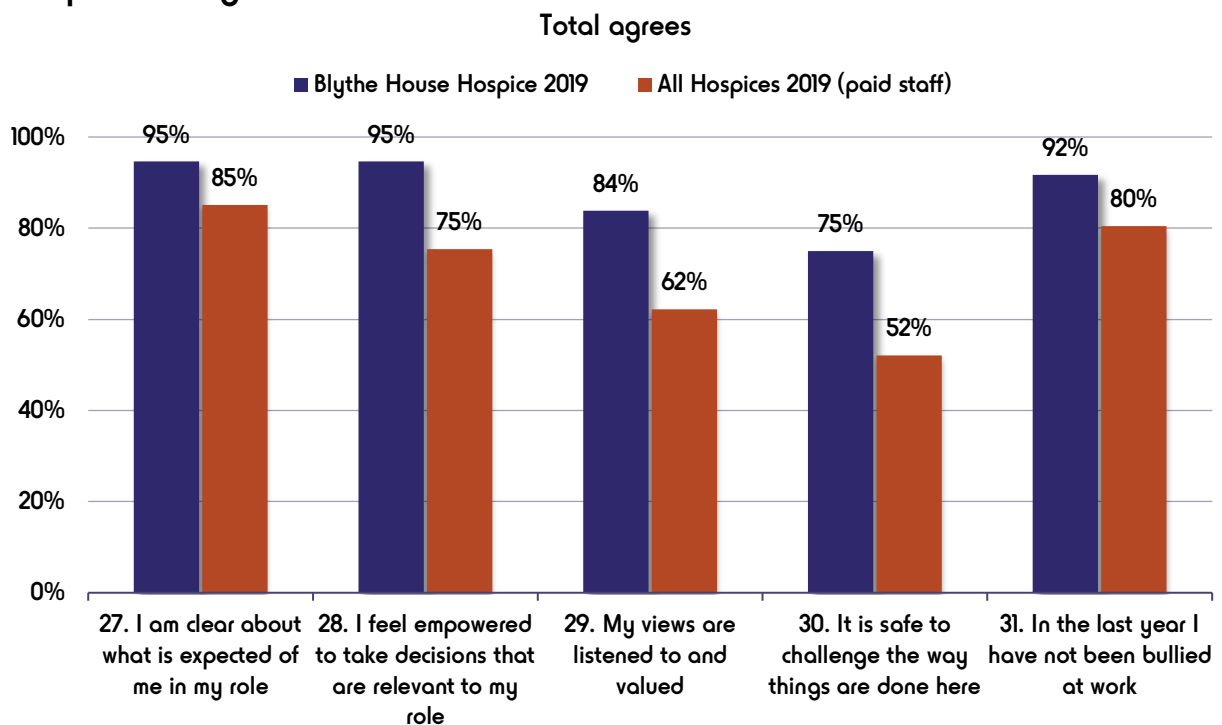
## Resourcing

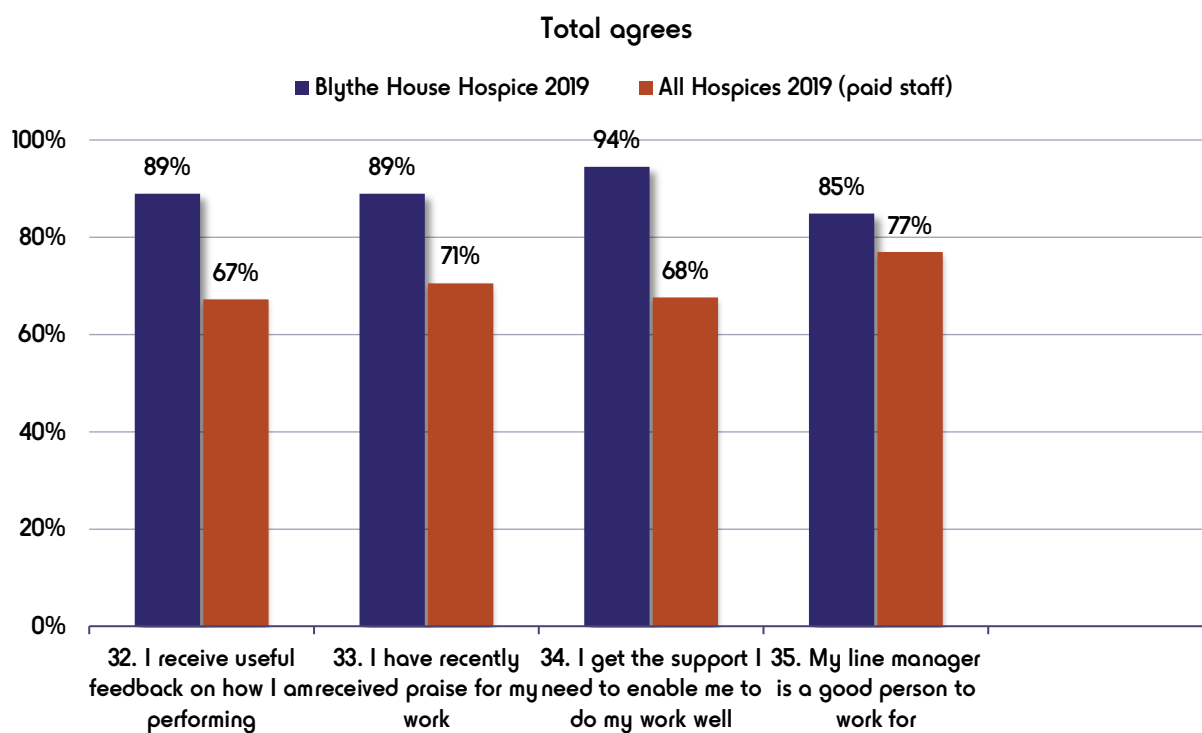


## Working practices

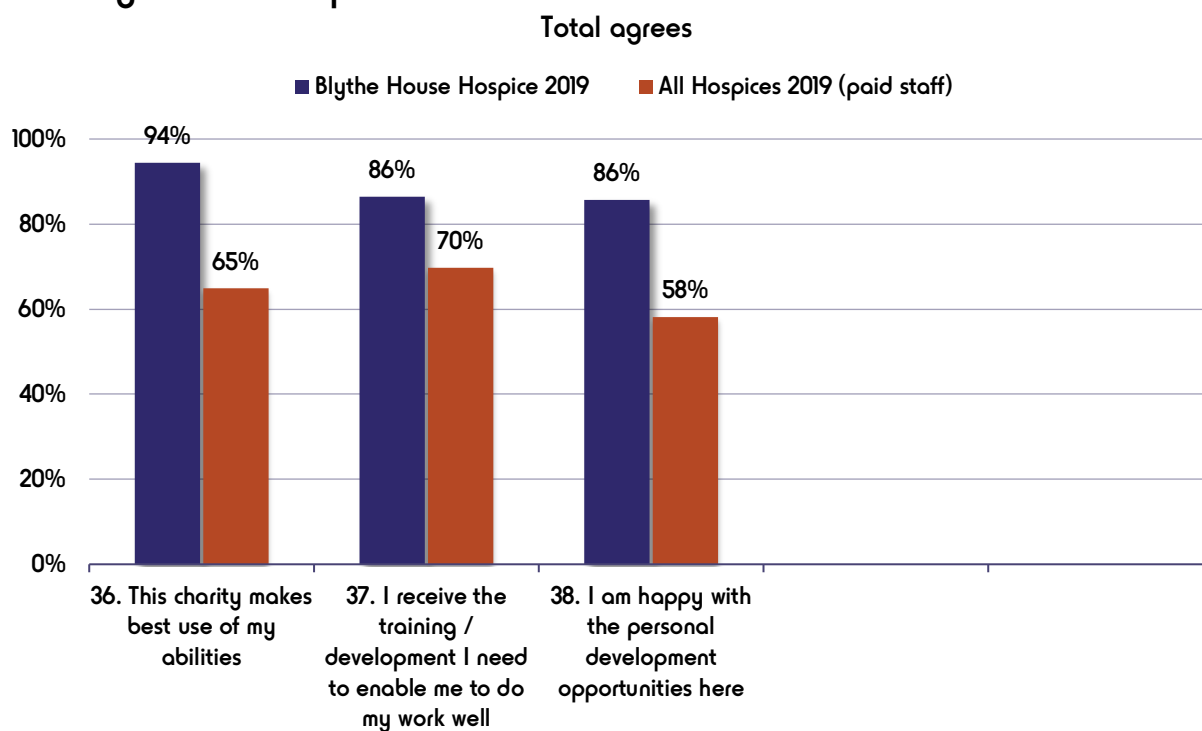


## People management

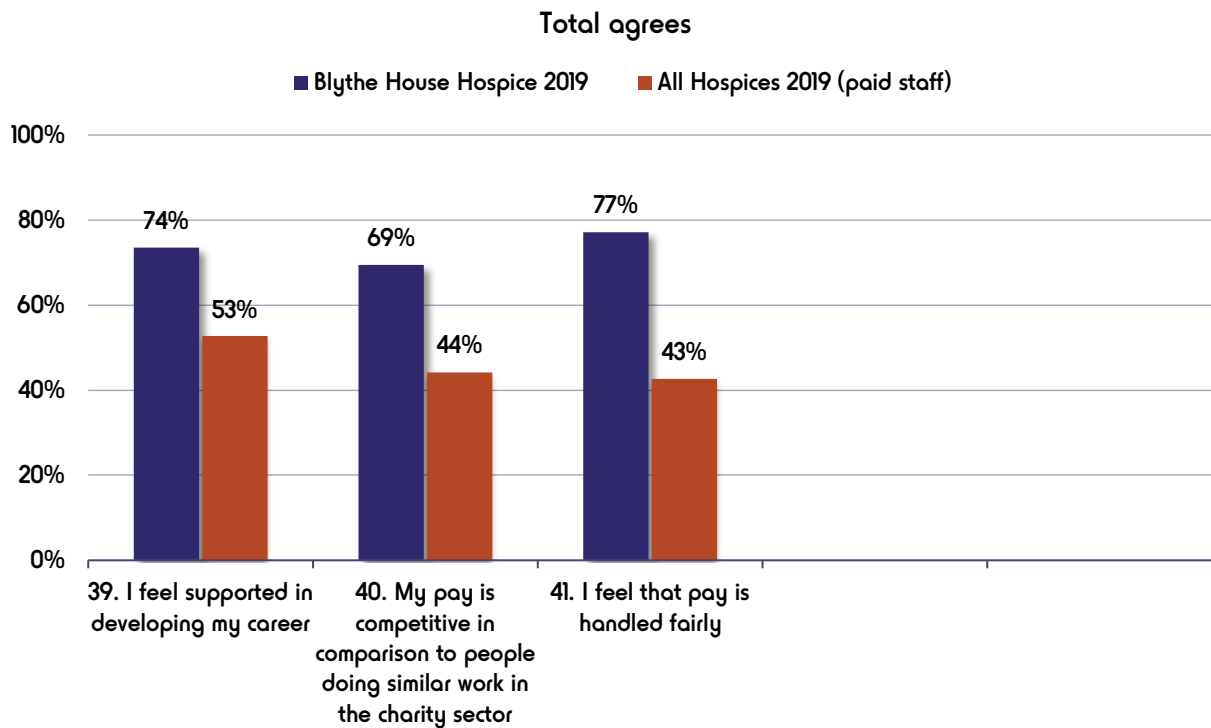




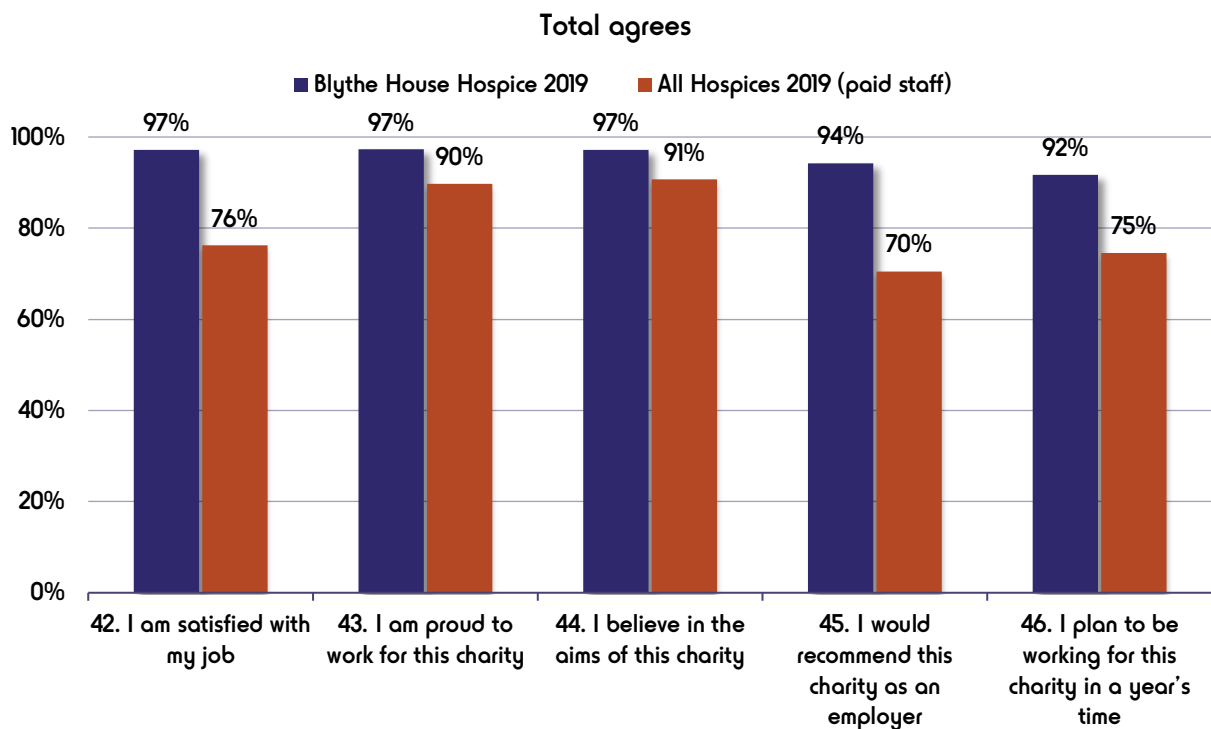
## Training and development

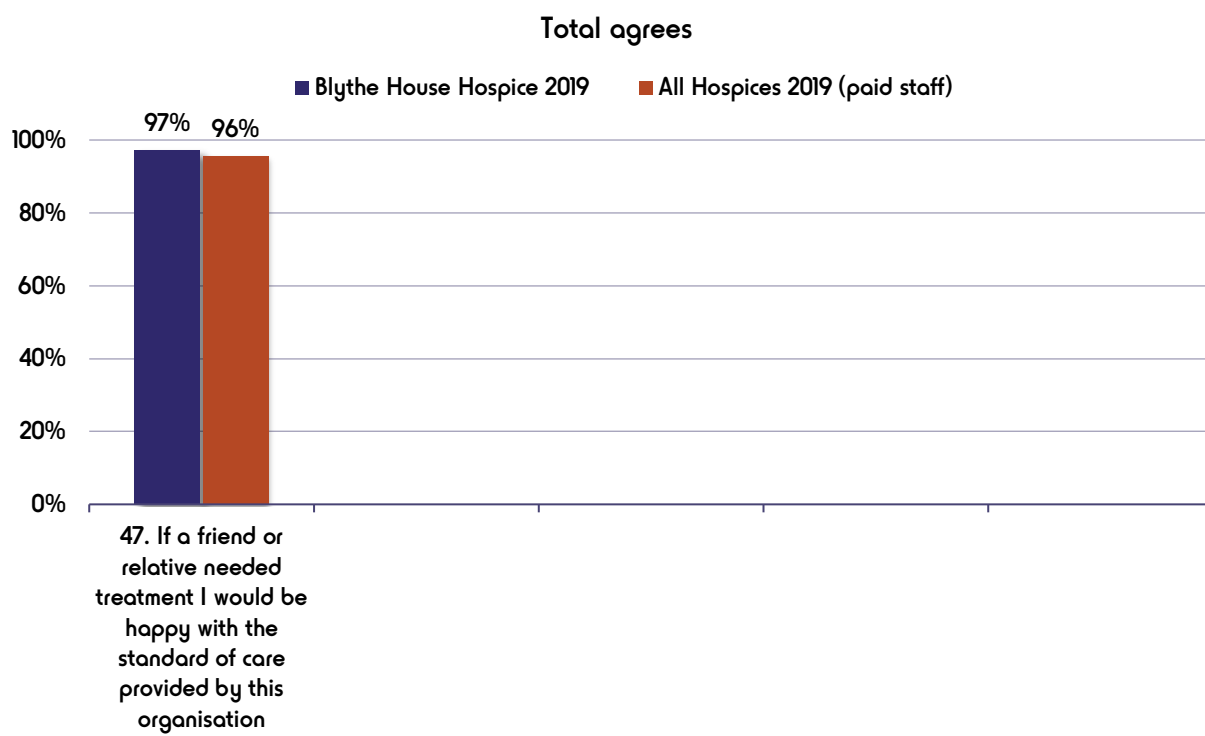


## Career and reward



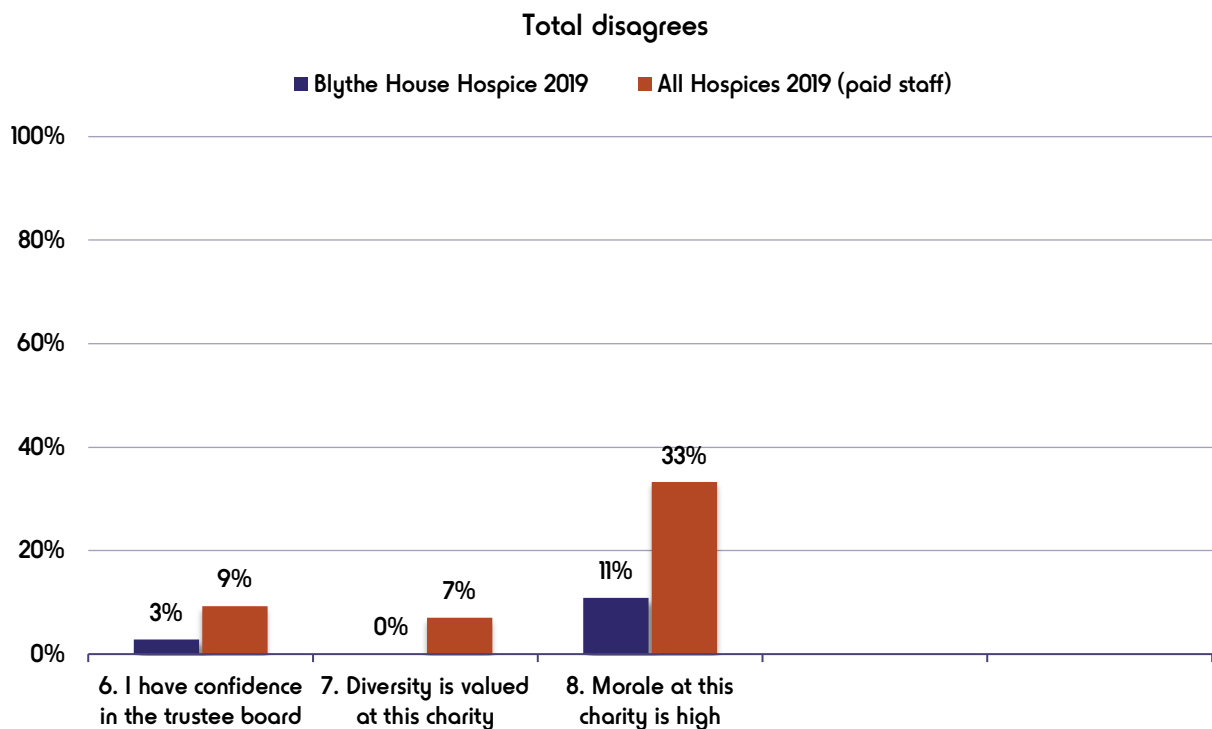
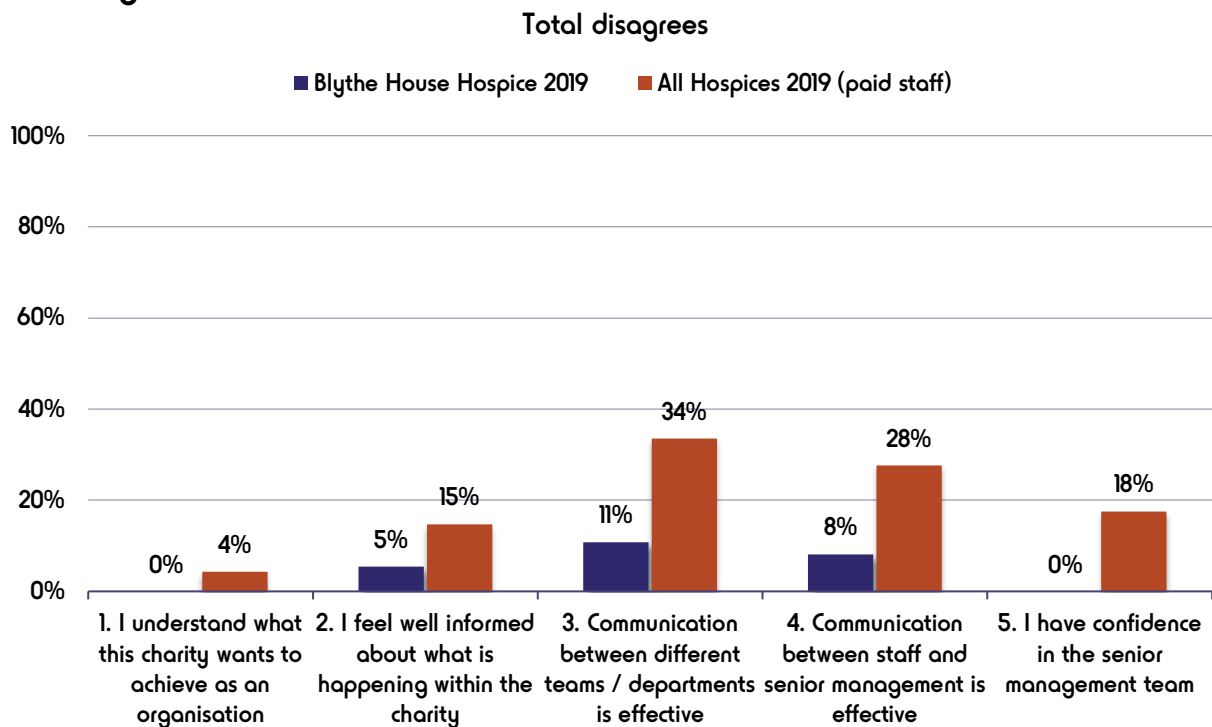
## Overall



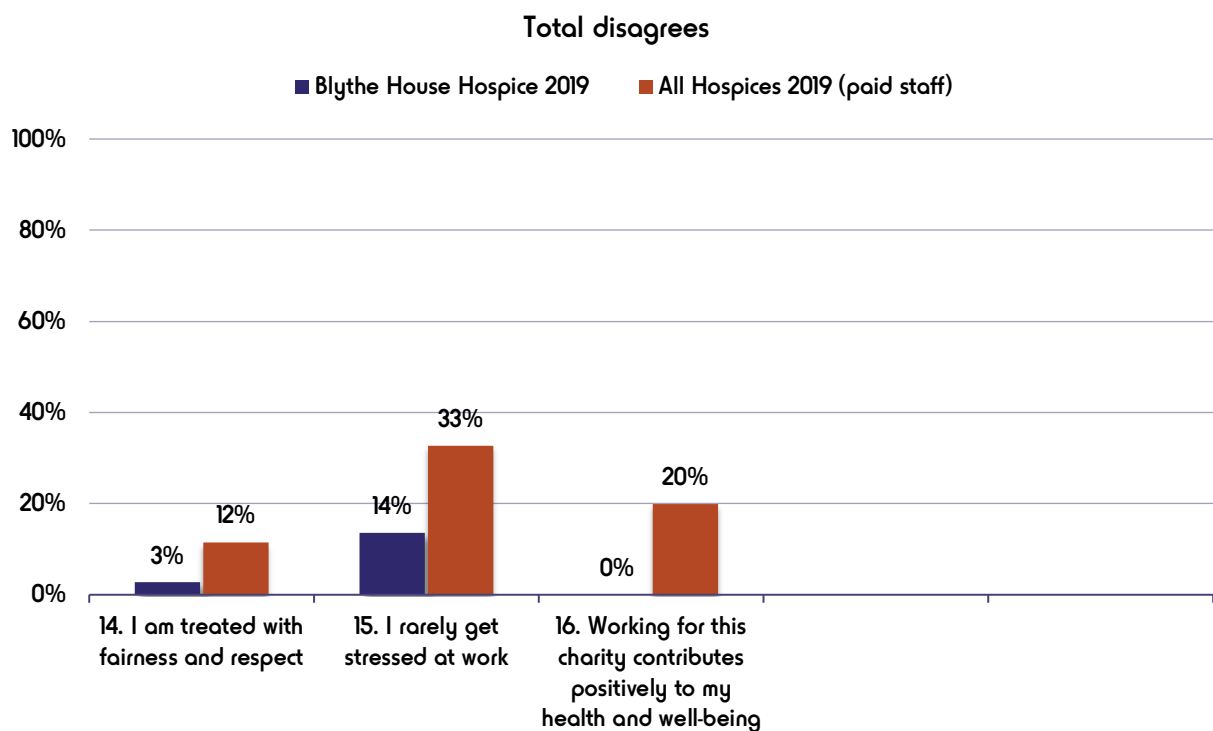
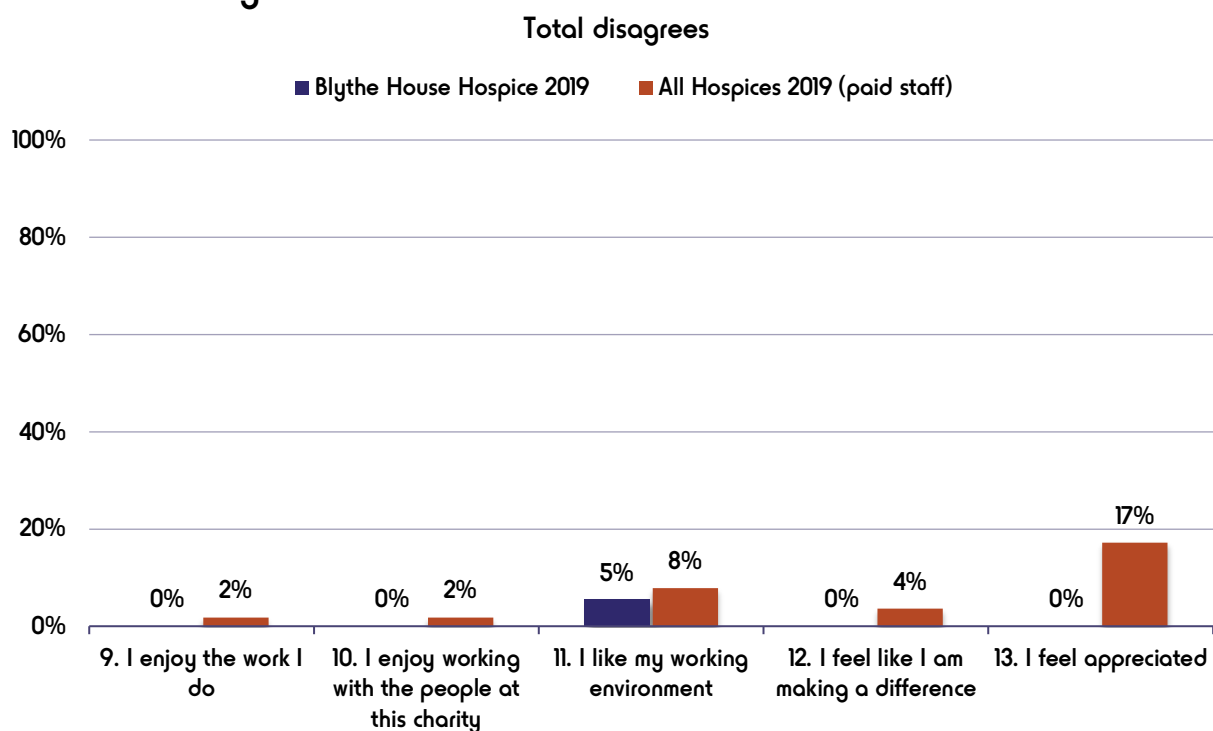


## Summary disagree responses

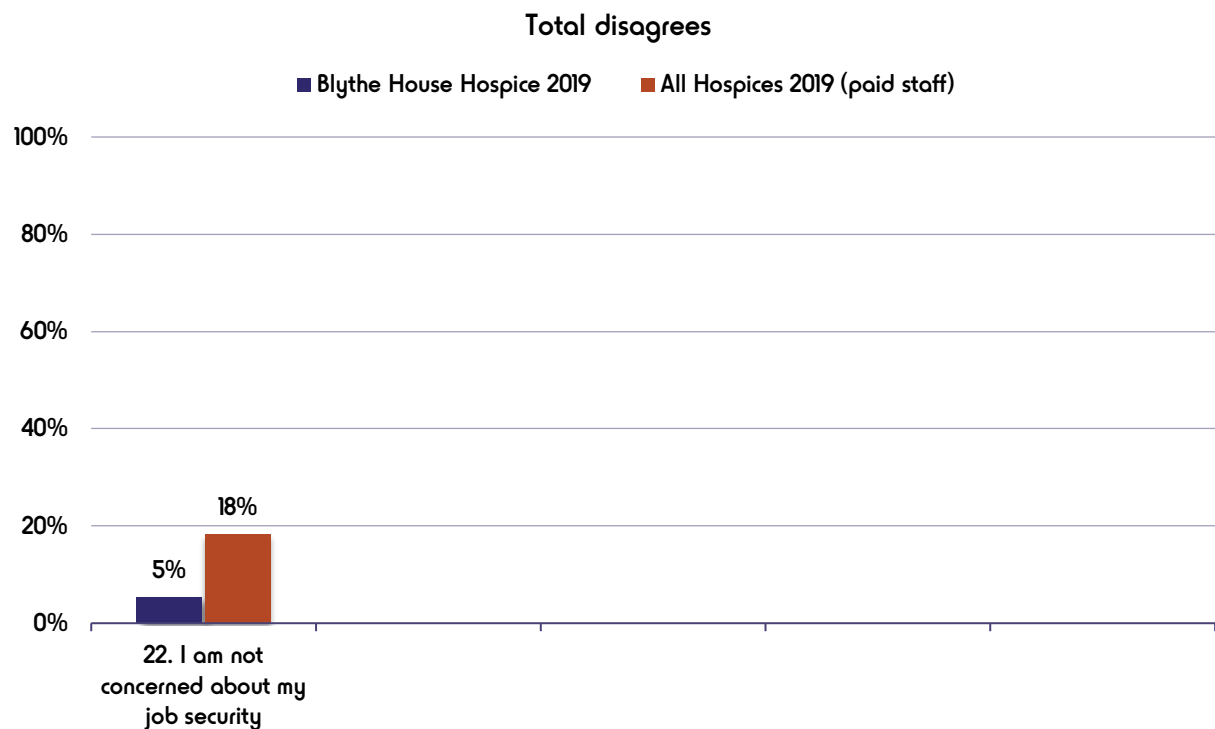
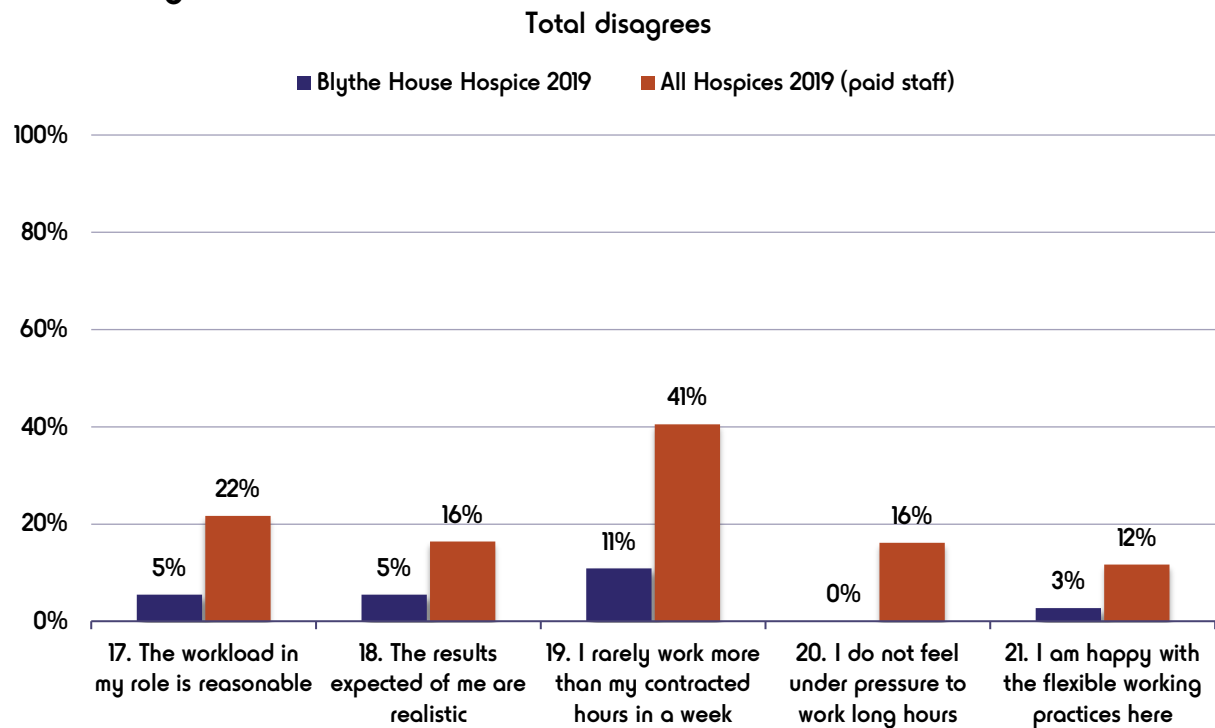
### The Organisation



## Your Well-being

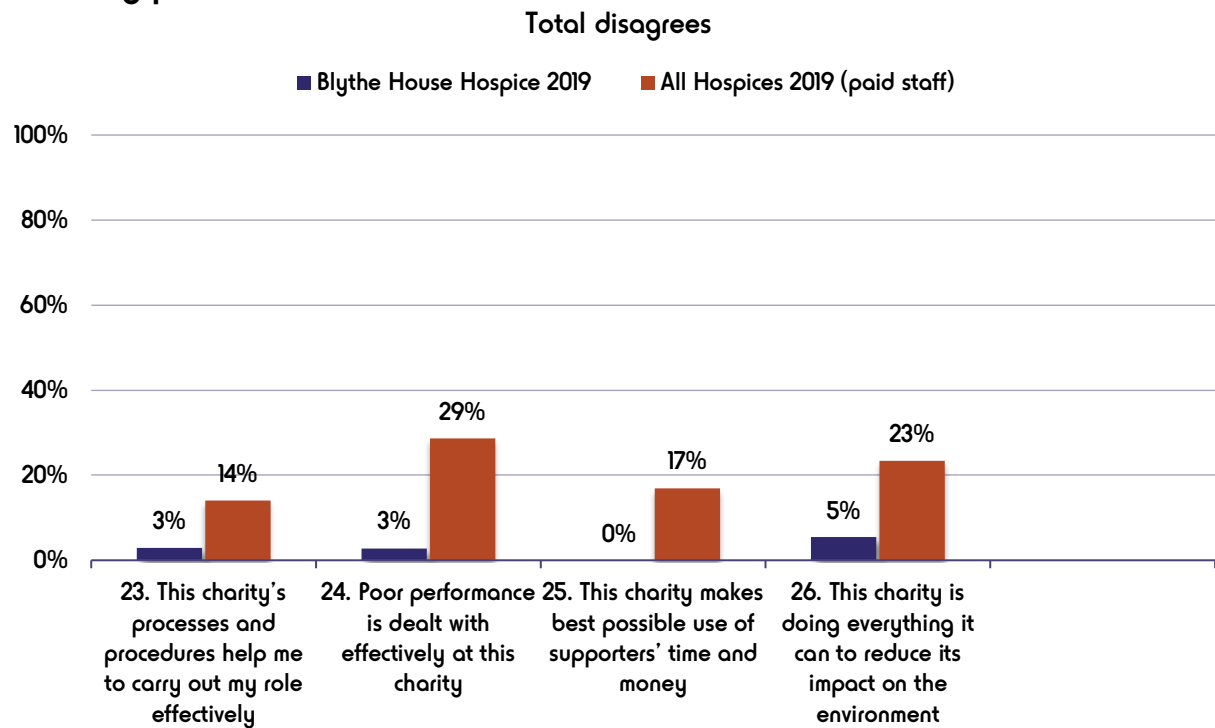


## Resourcing

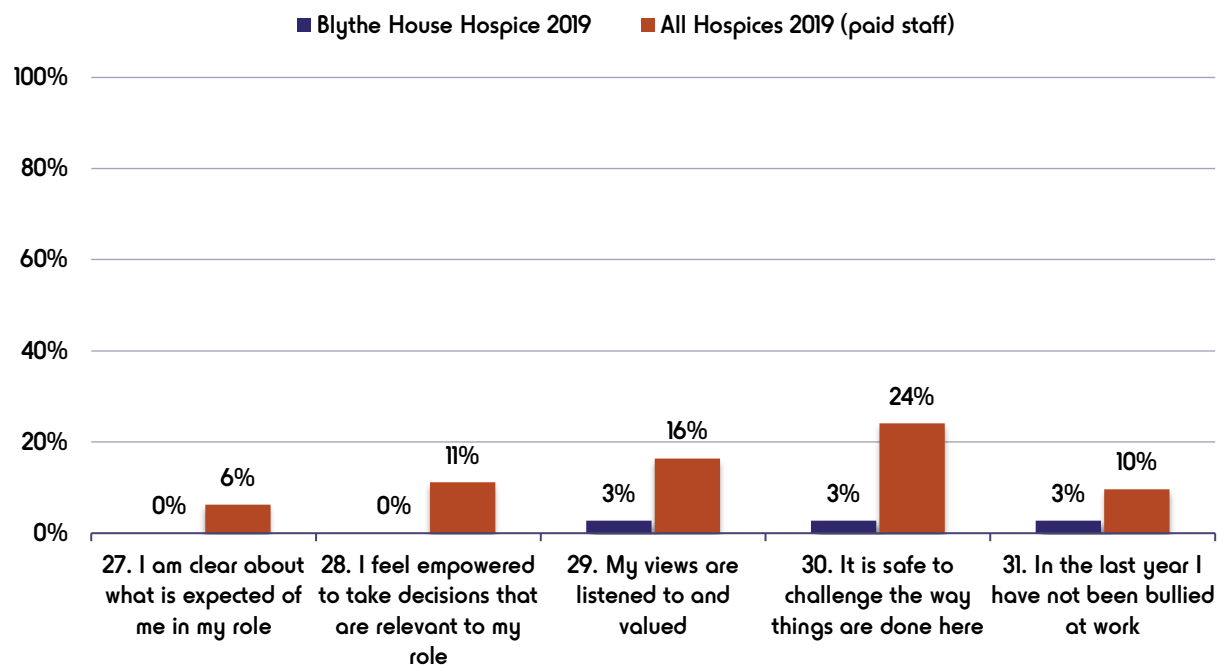


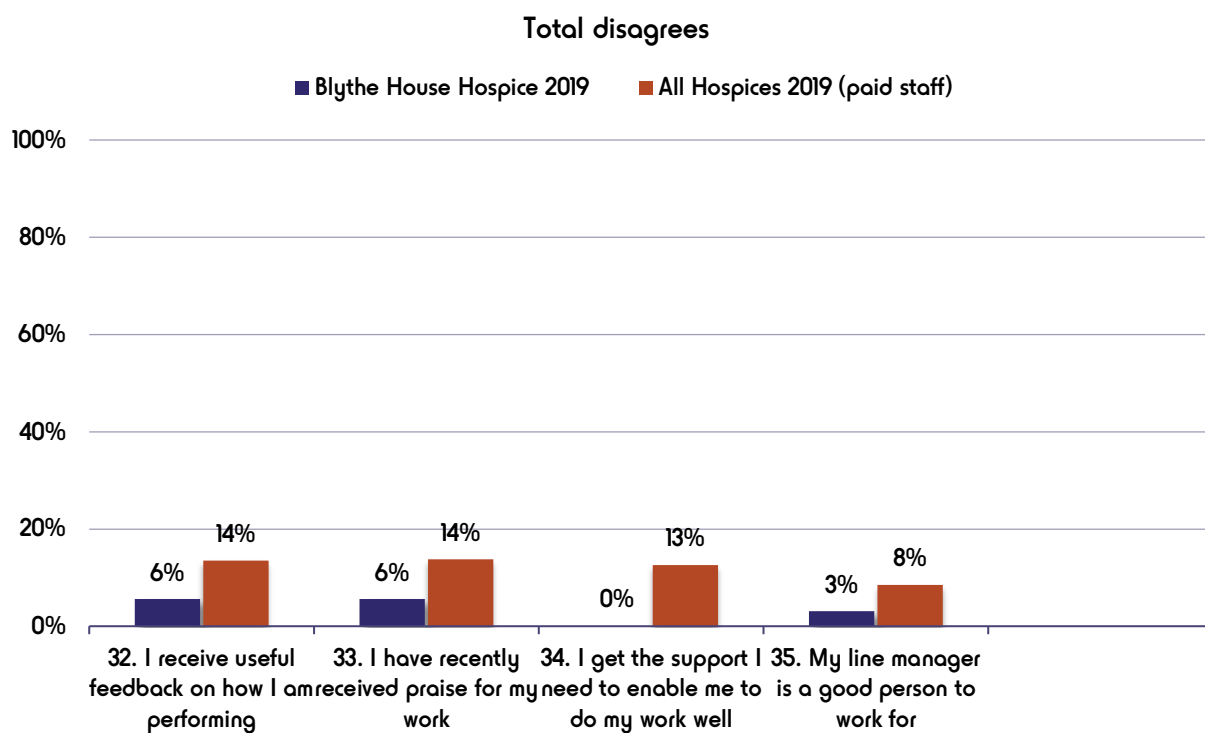


## Working practices

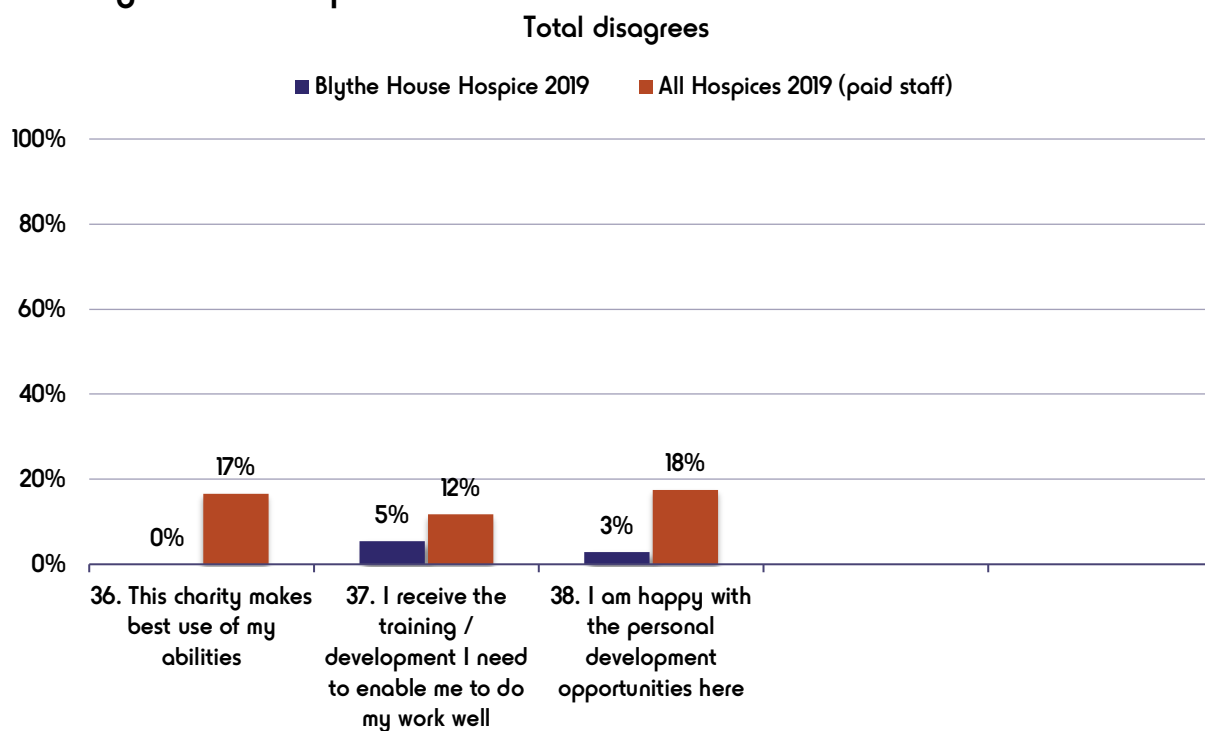


## People management

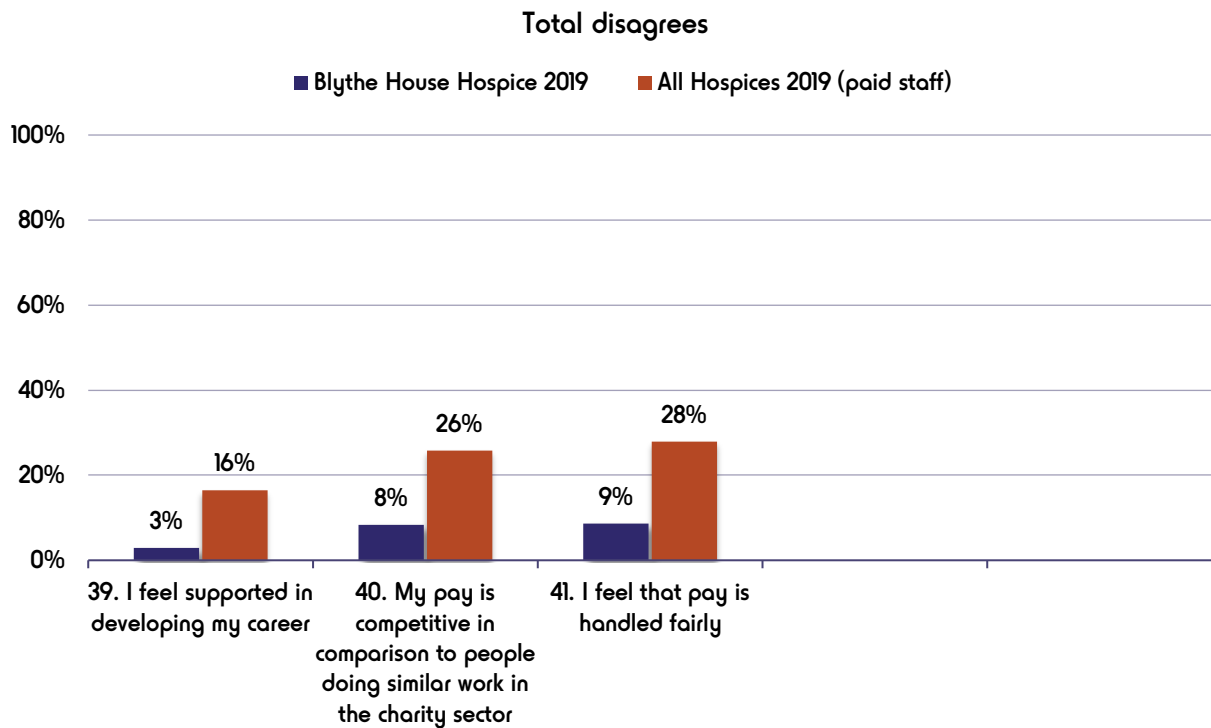




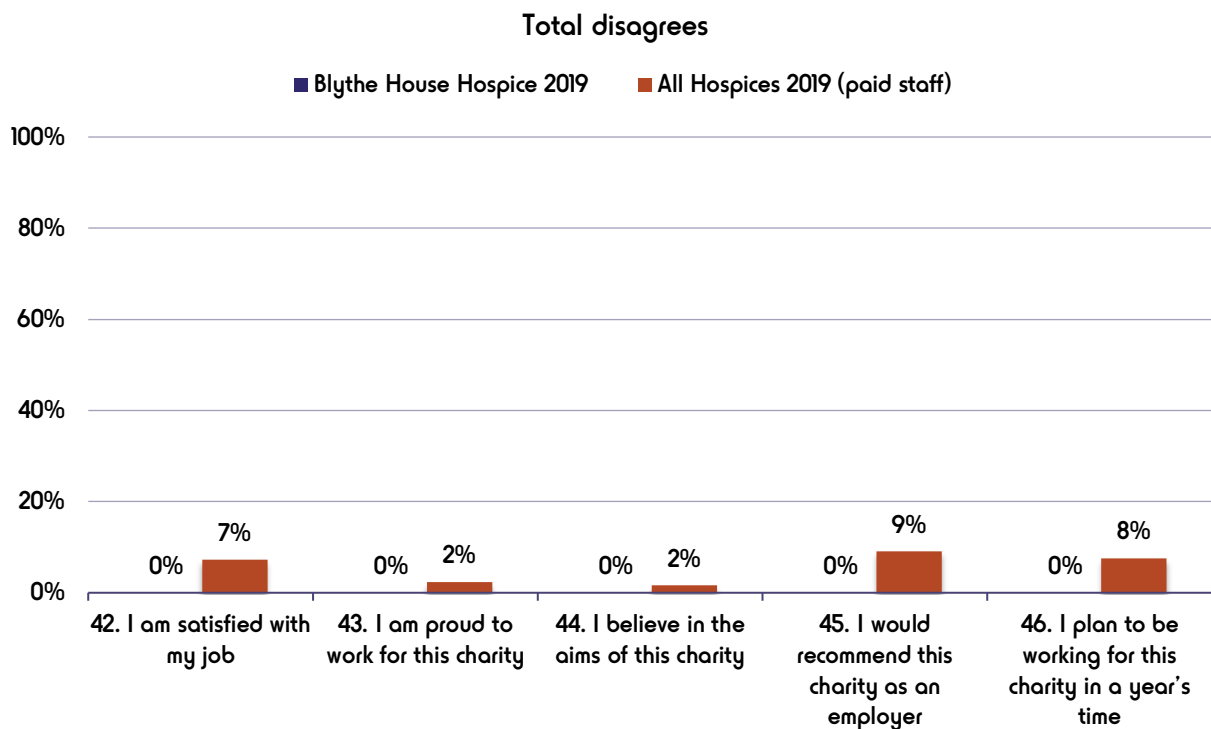
## Training and development



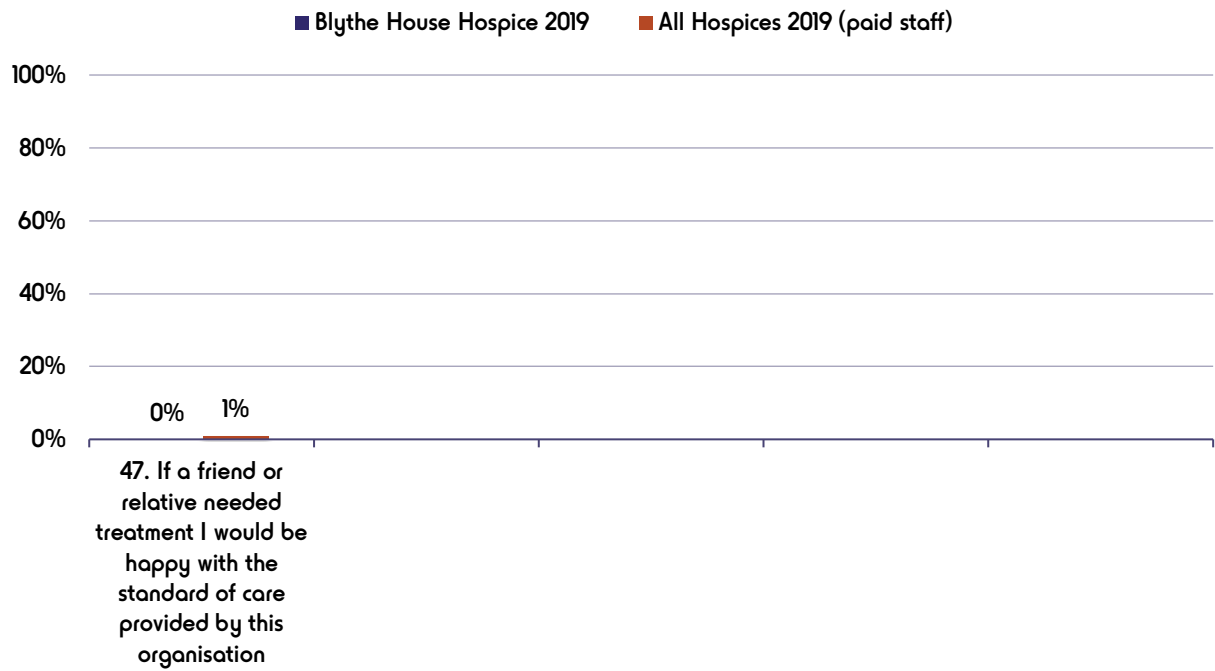
## Career and reward



## Overall



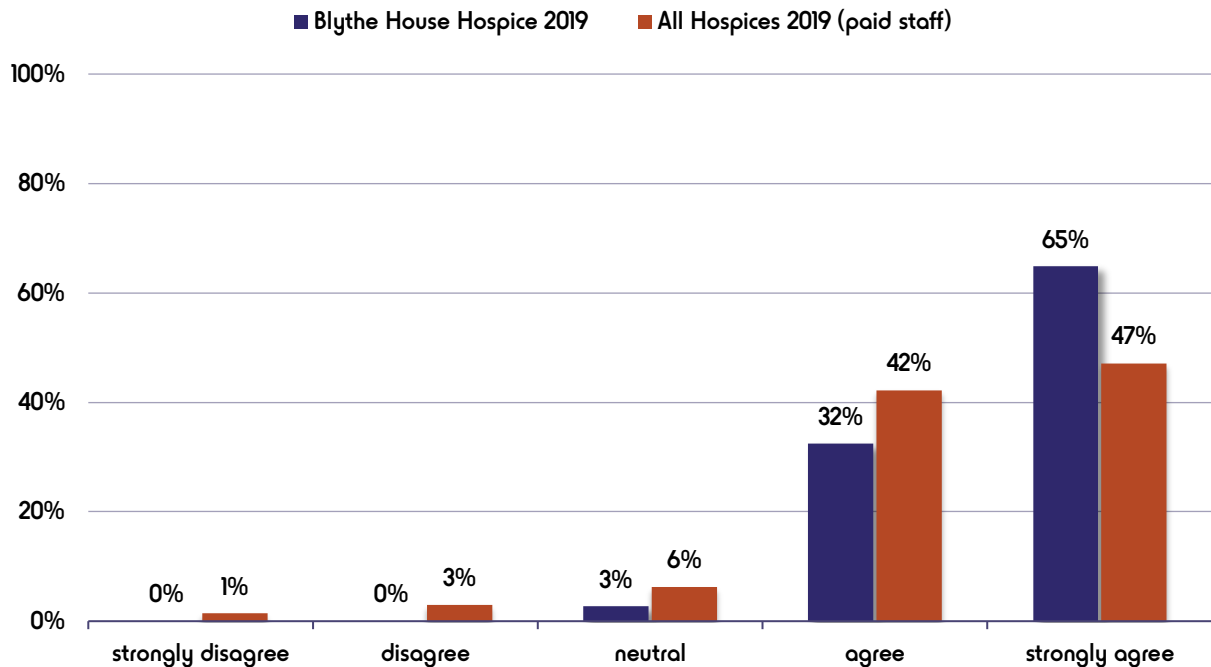
### Total disagrees



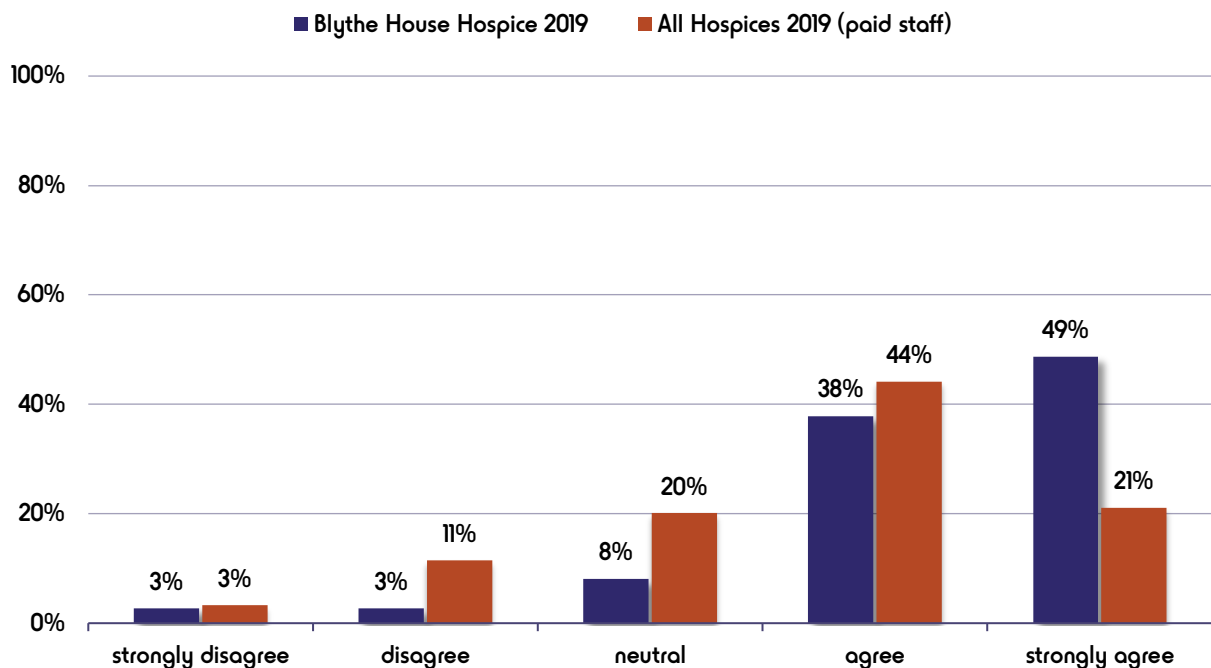
## Detailed survey results

### The Organisation

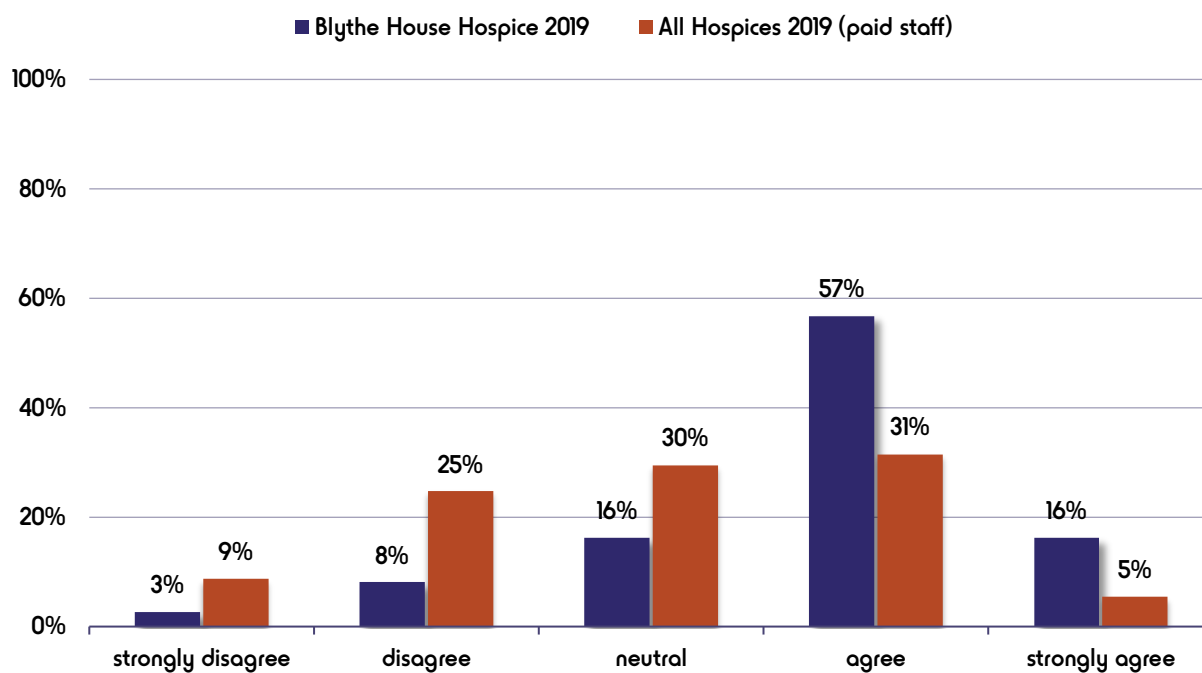
#### 1. I understand what this charity wants to achieve as an organisation



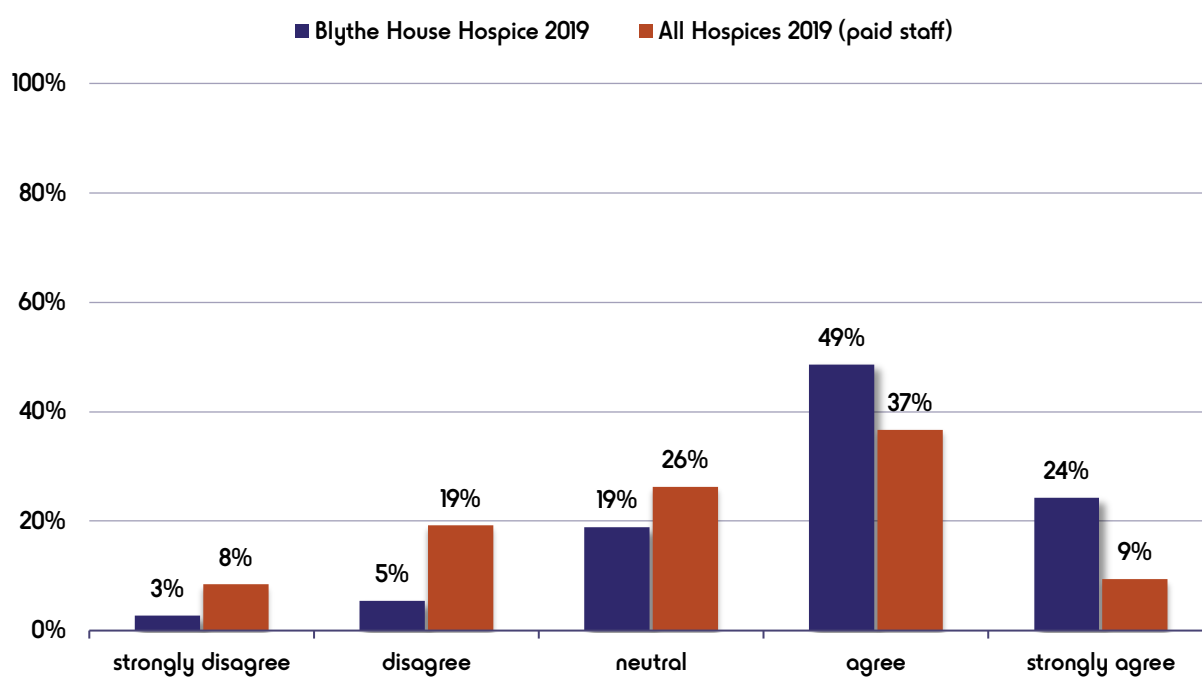
#### 2. I feel well informed about what is happening within the charity



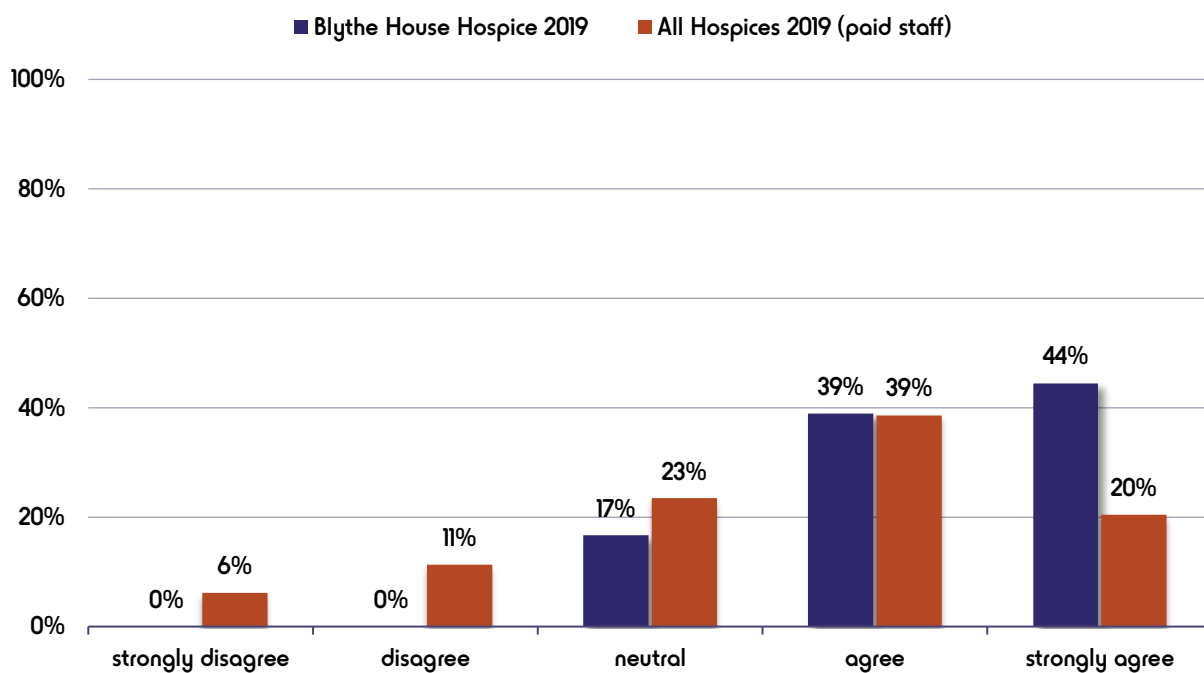
### 3. Communication between different teams / departments is effective



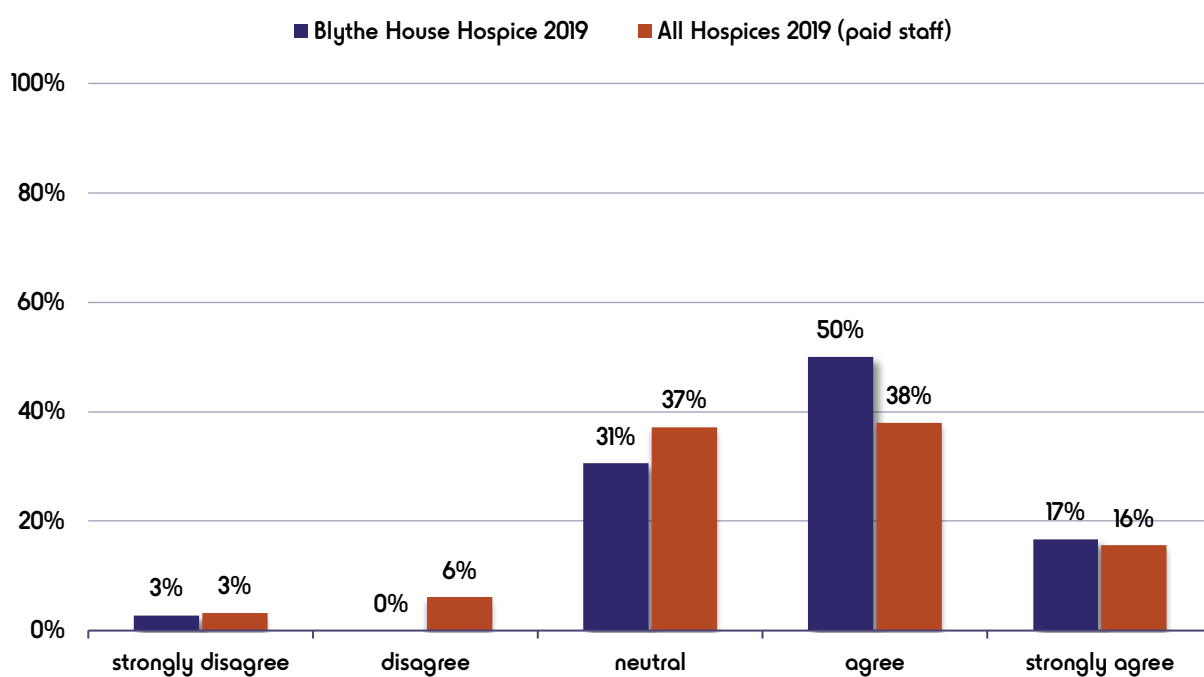
### 4. Communication between staff and senior management is effective



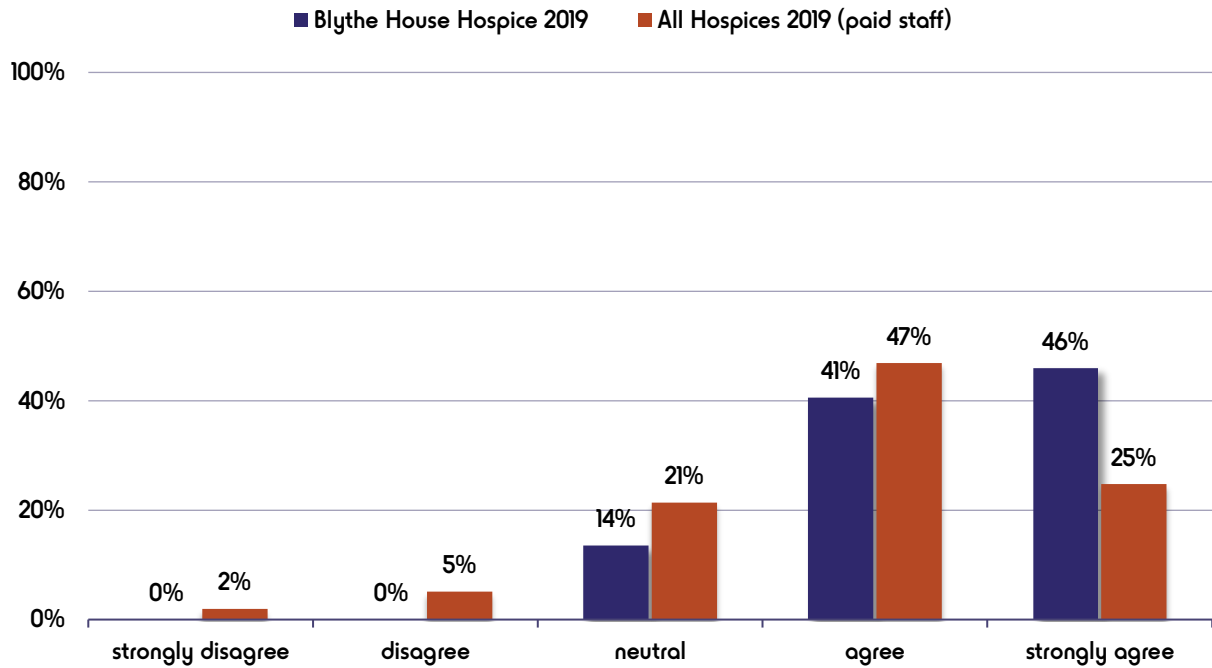
### 5. I have confidence in the senior management team



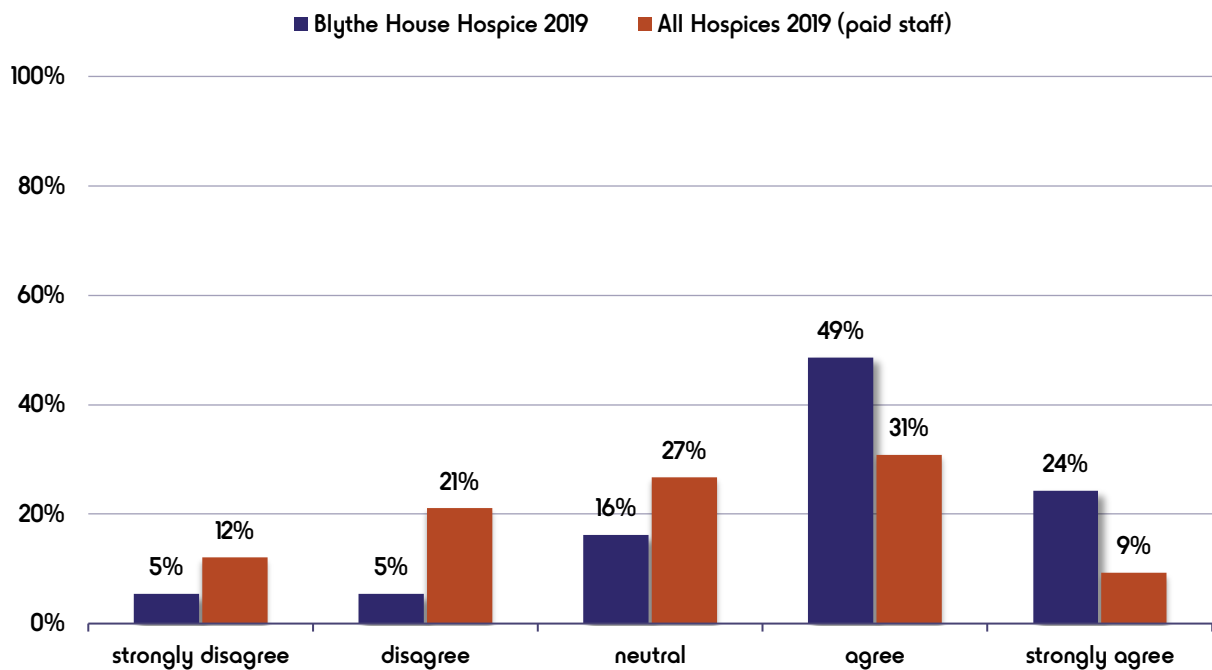
### 6. I have confidence in the trustee board



### 7. Diversity is valued at this charity



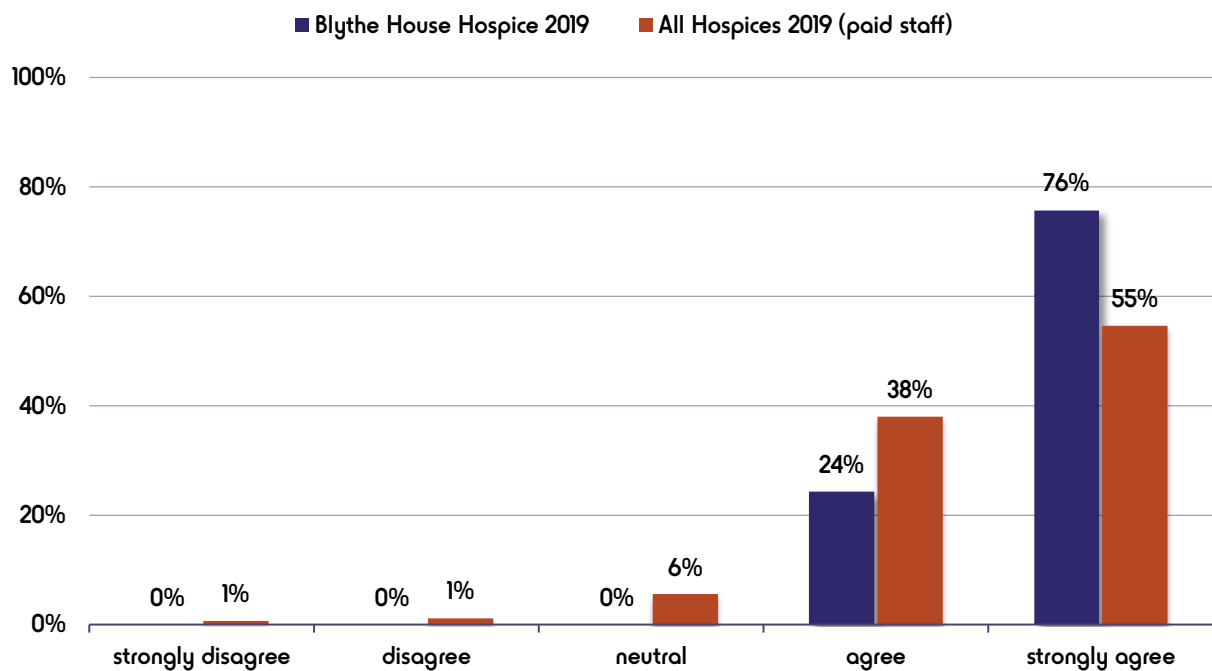
### 8. Morale at this charity is high



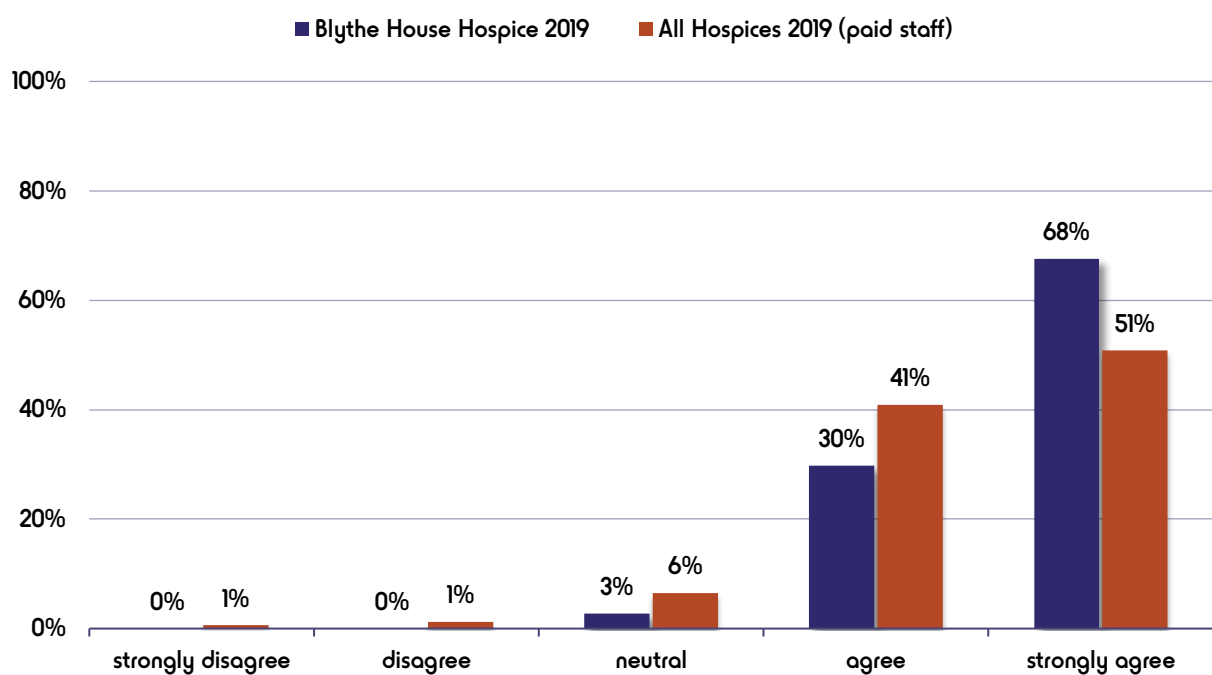


## Your Well-being

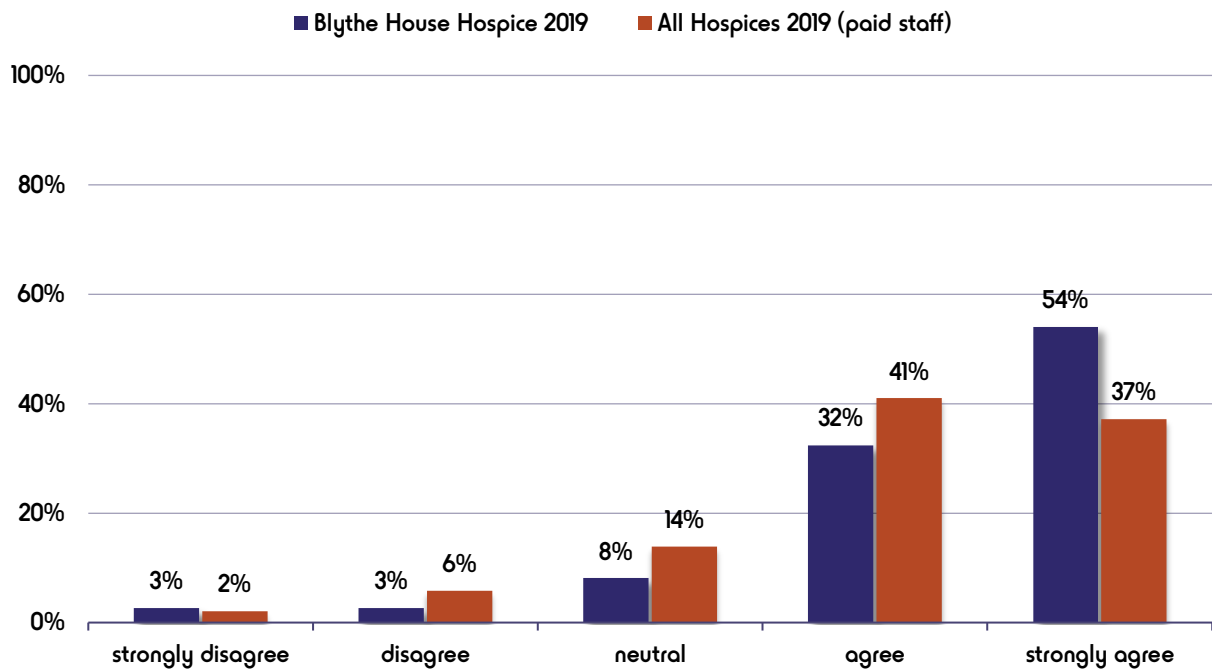
### 9. I enjoy the work I do



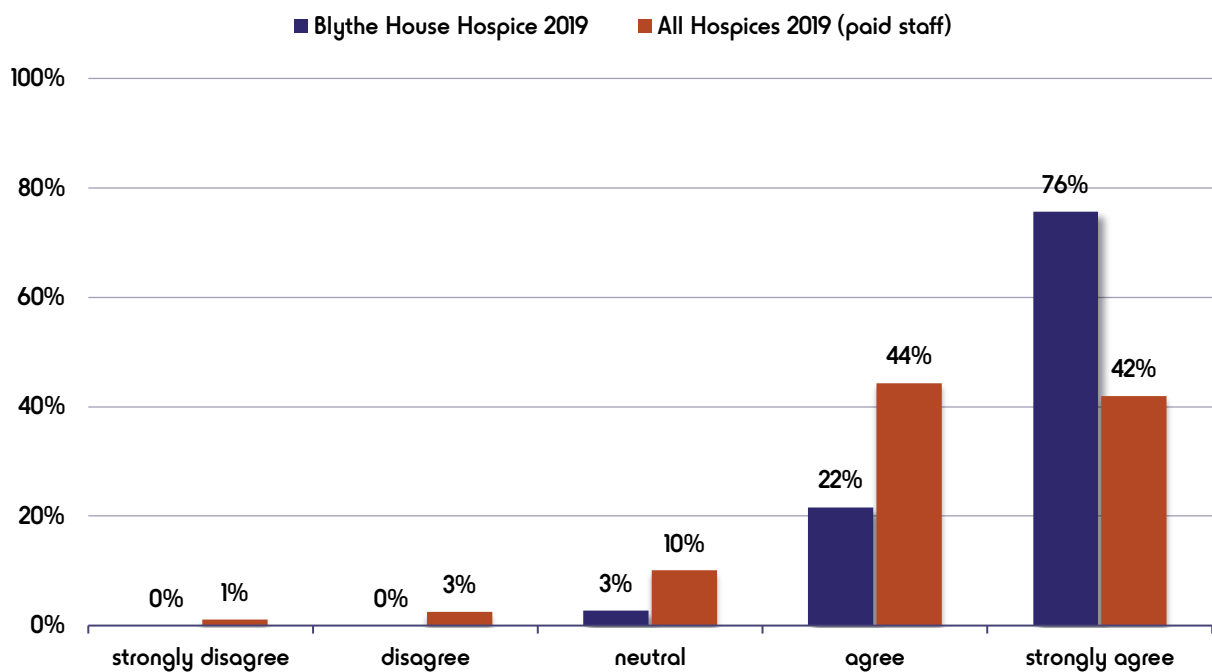
### 10. I enjoy working with the people at this charity



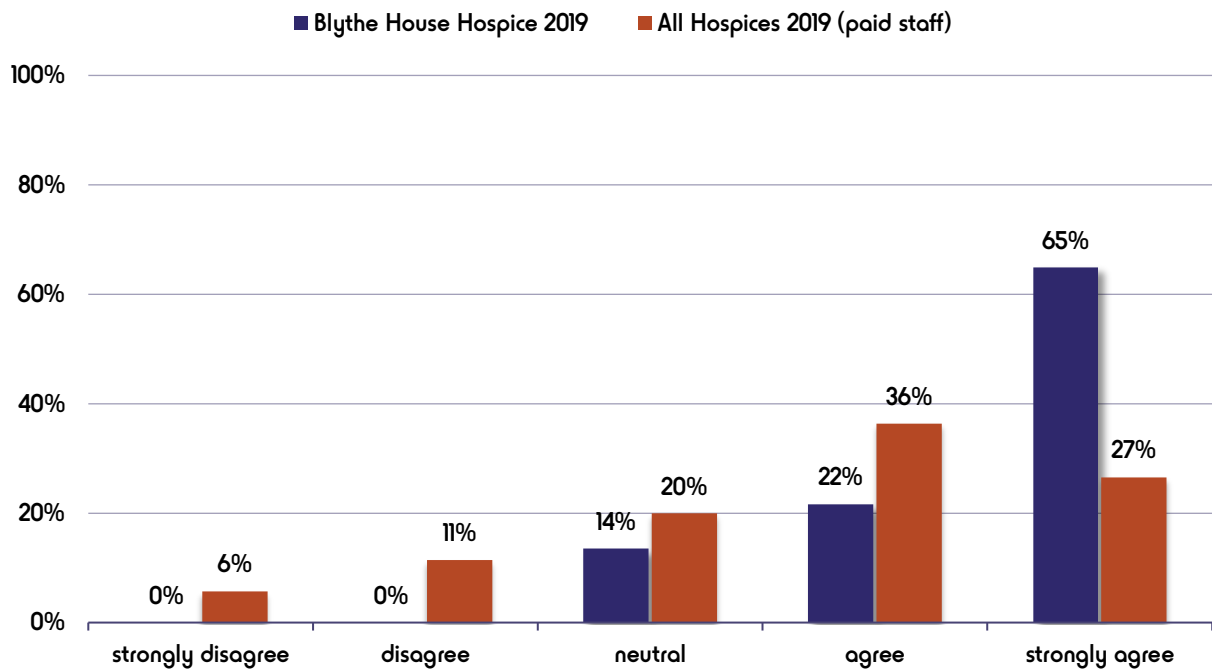
### 11. I like my working environment



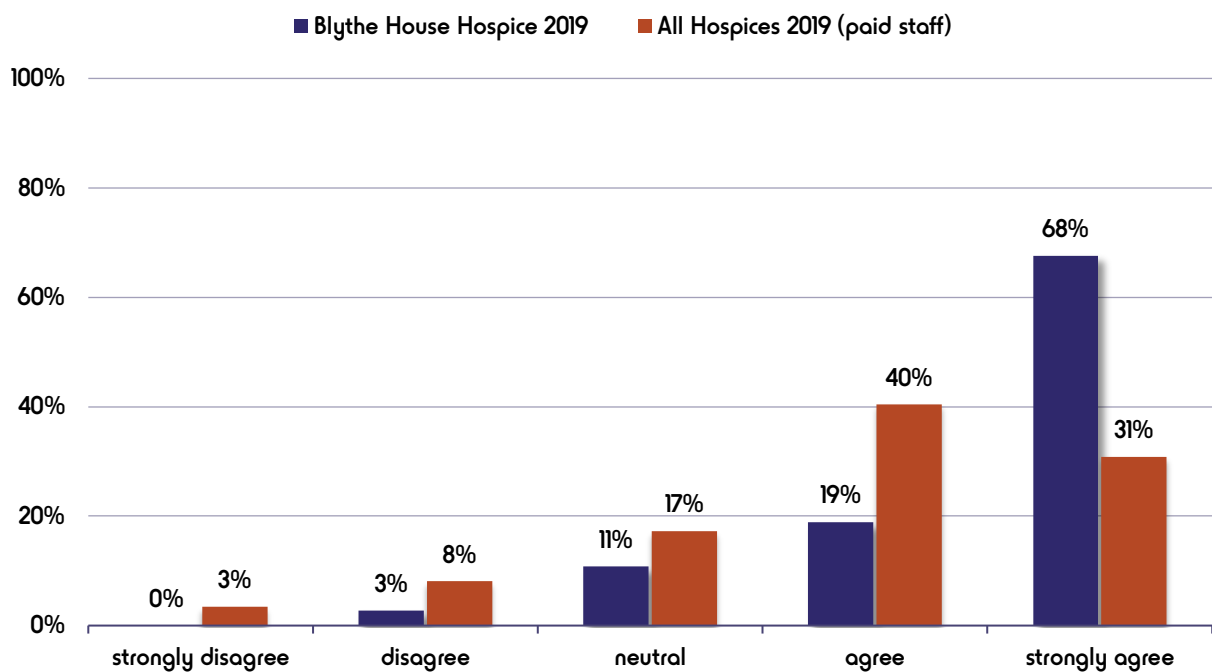
### 12. I feel like I am making a difference



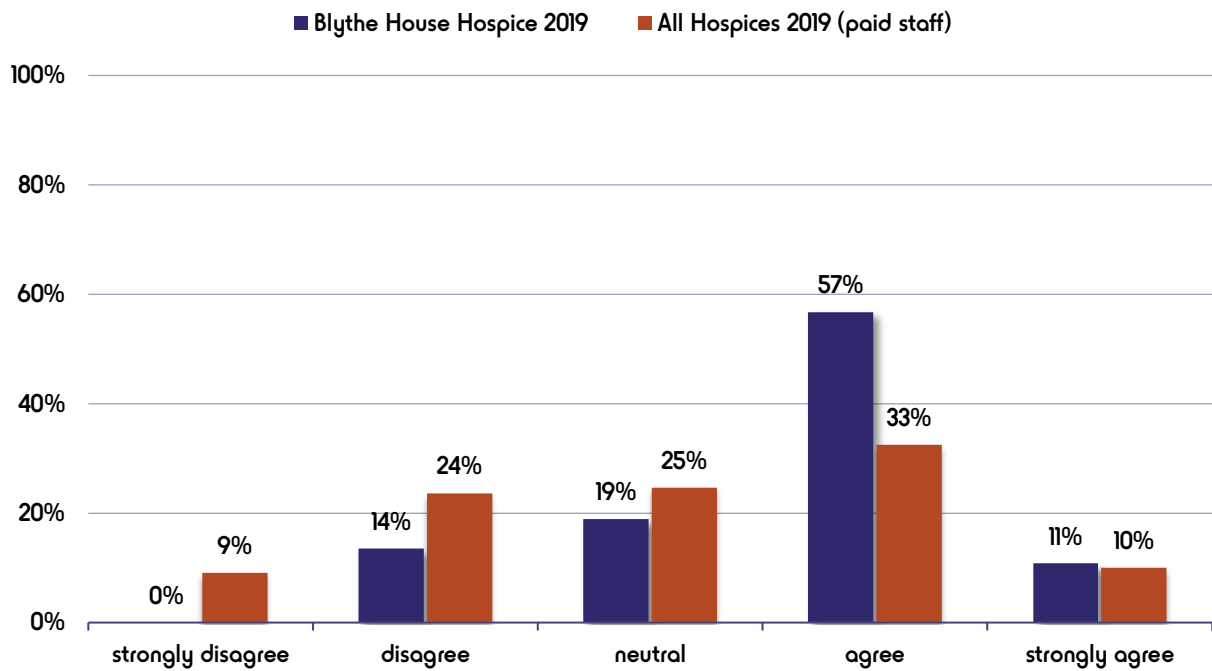
### 13. I feel appreciated



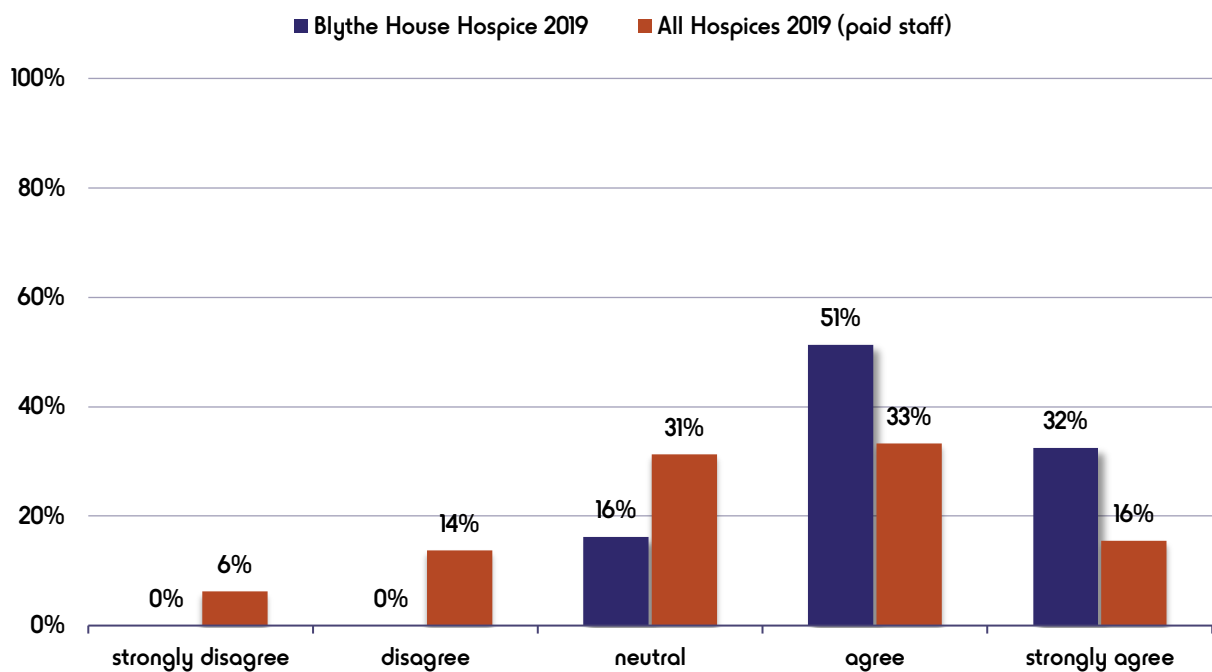
### 14. I am treated with fairness and respect



### 15. I rarely get stressed at work

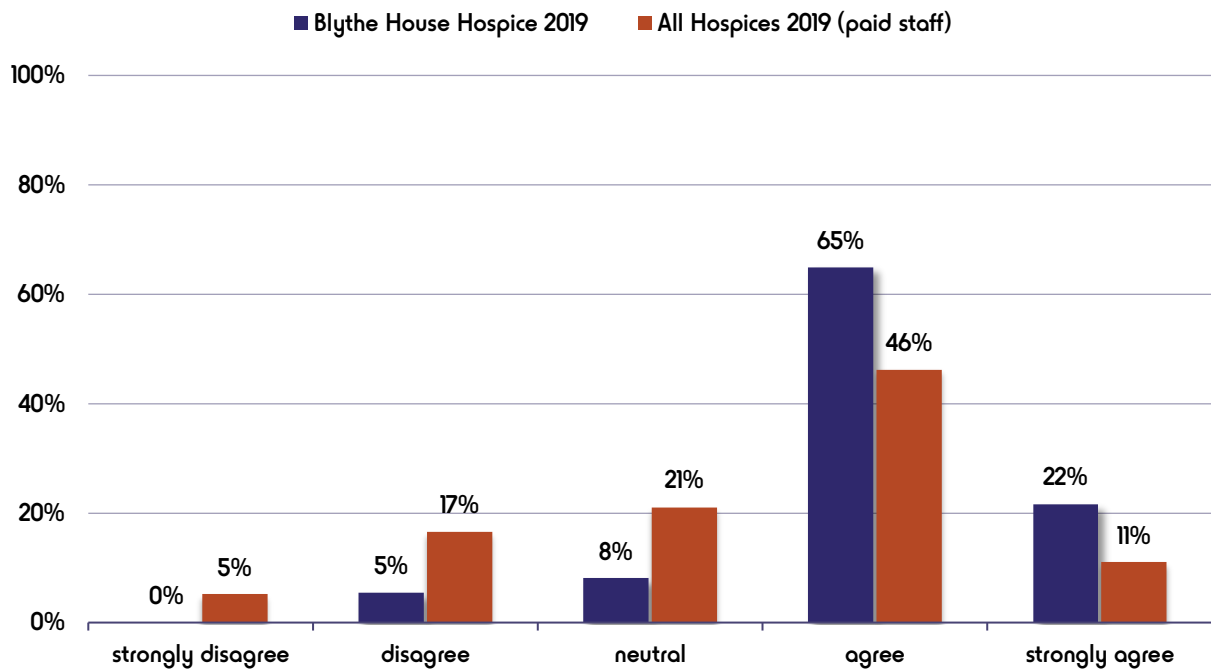


### 16. Working for this charity contributes positively to my health and well-being

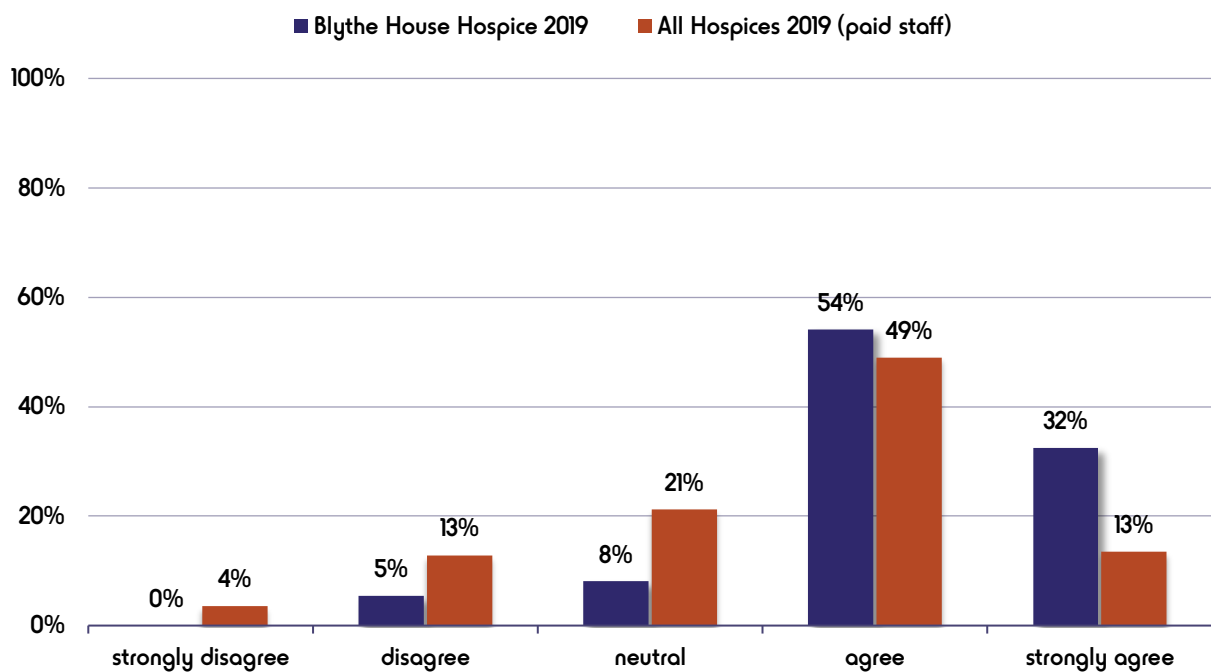


## Resourcing

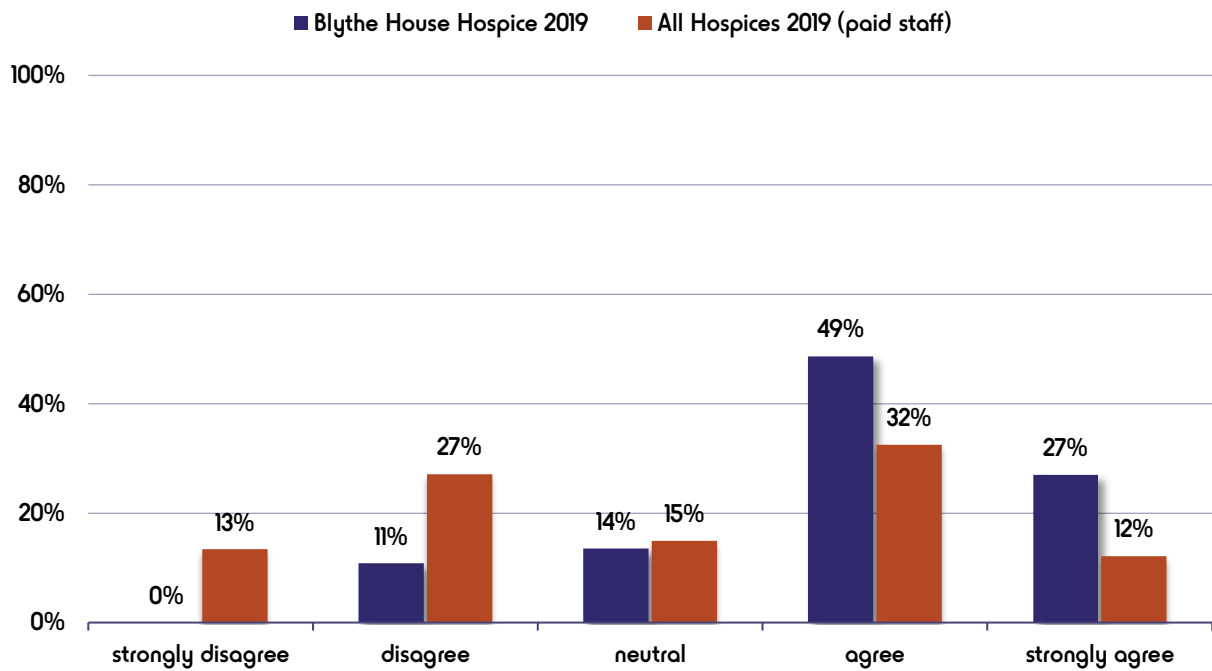
### 17. The workload in my role is reasonable



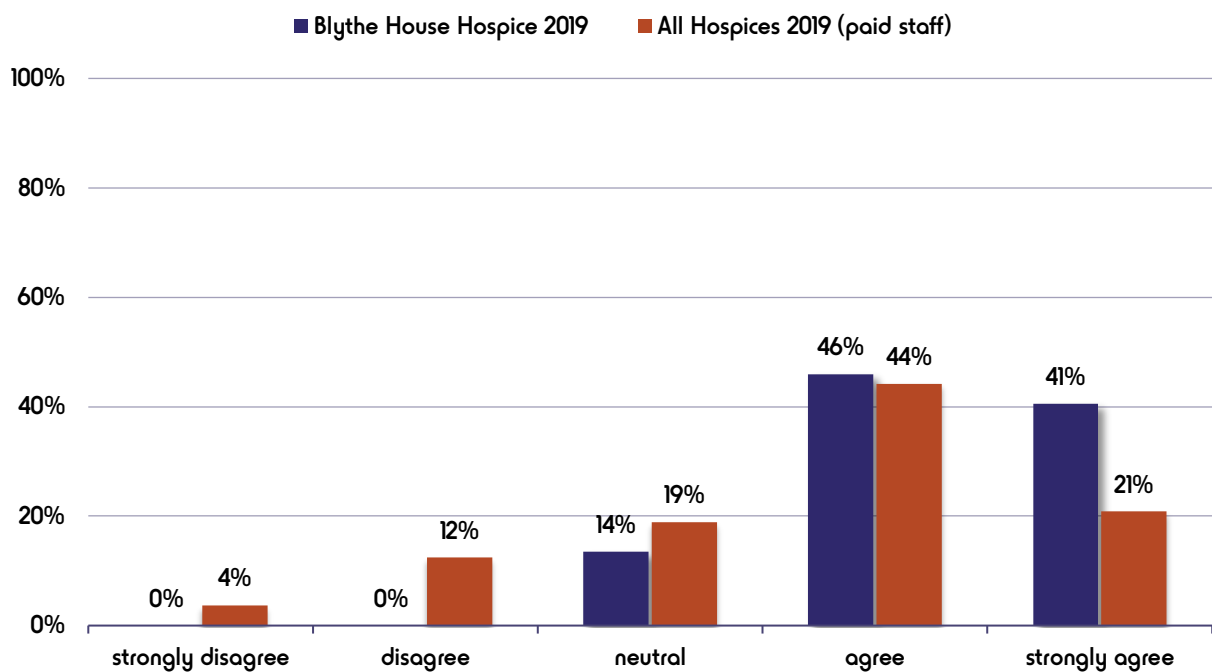
### 18. The results expected of me are realistic



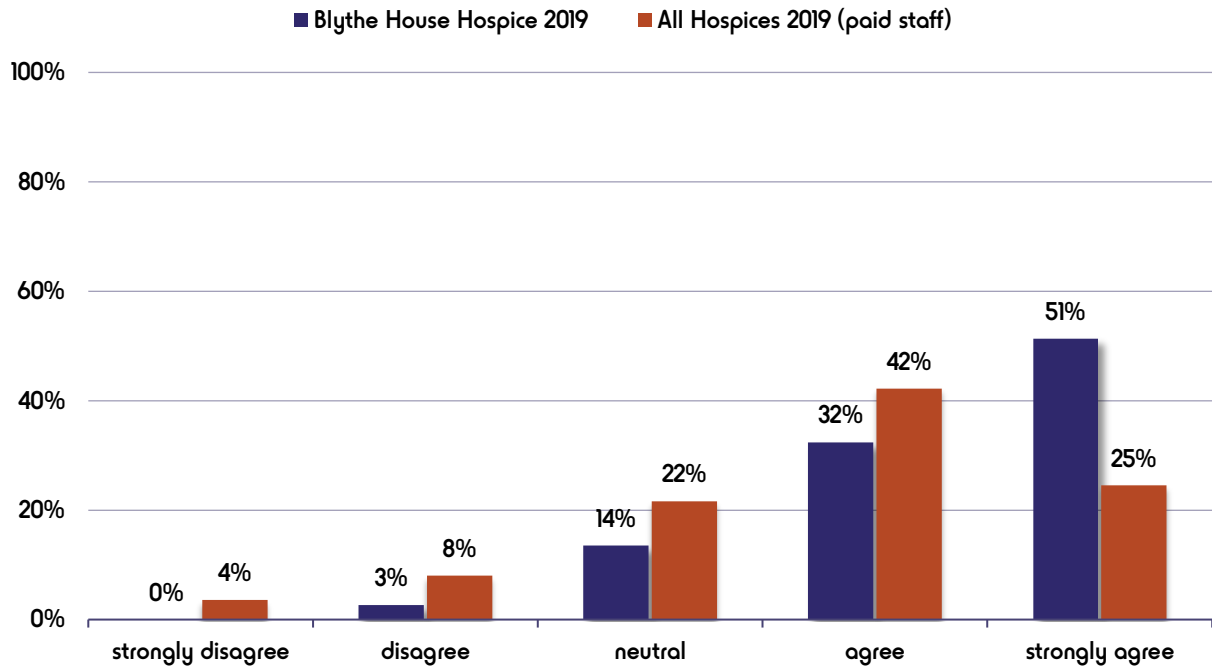
19. I rarely work more than my contracted hours in a week



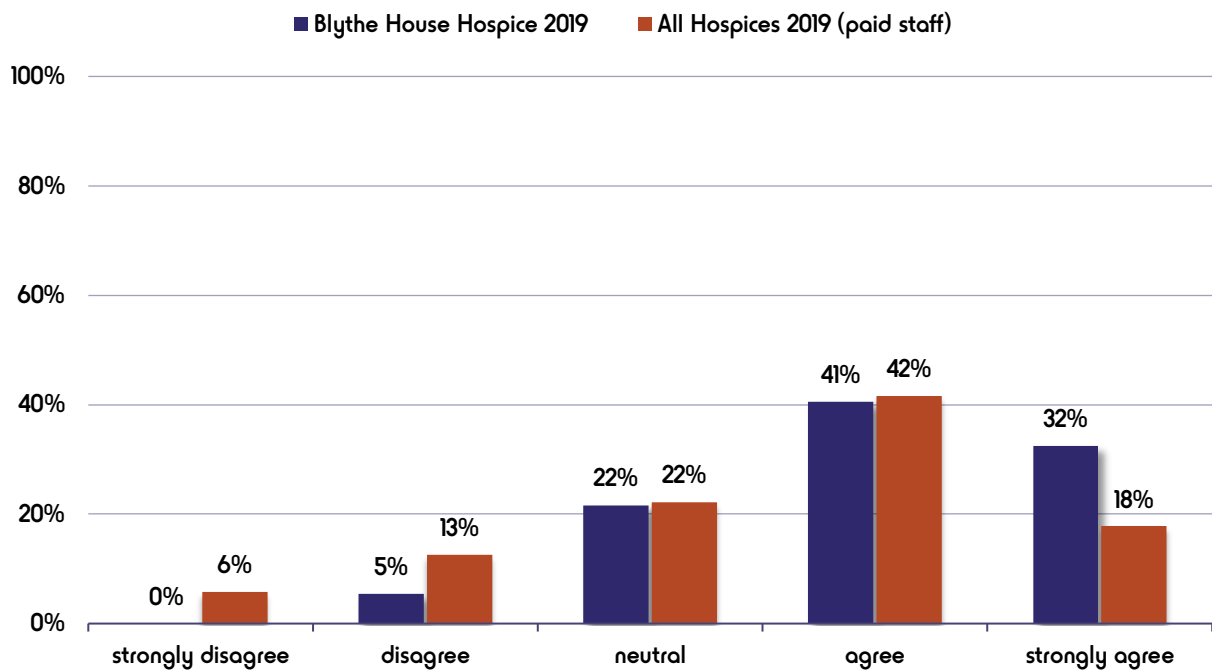
20. I do not feel under pressure to work long hours



### 21. I am happy with the flexible working practices here

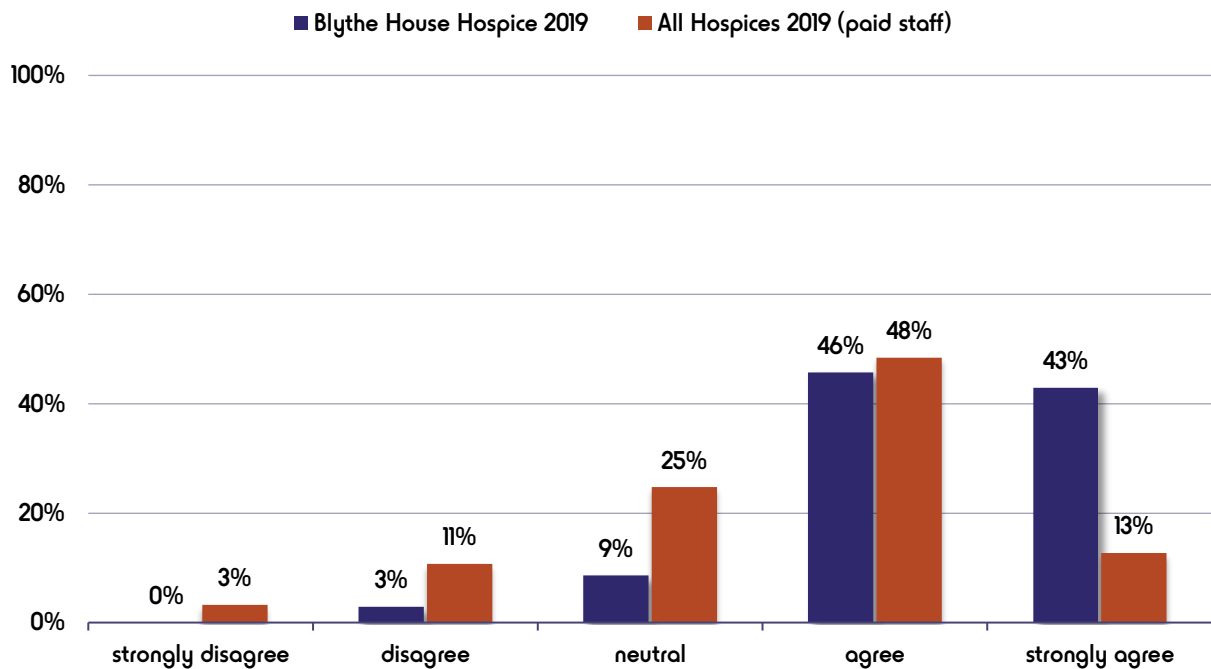


### 22. I am not concerned about my job security

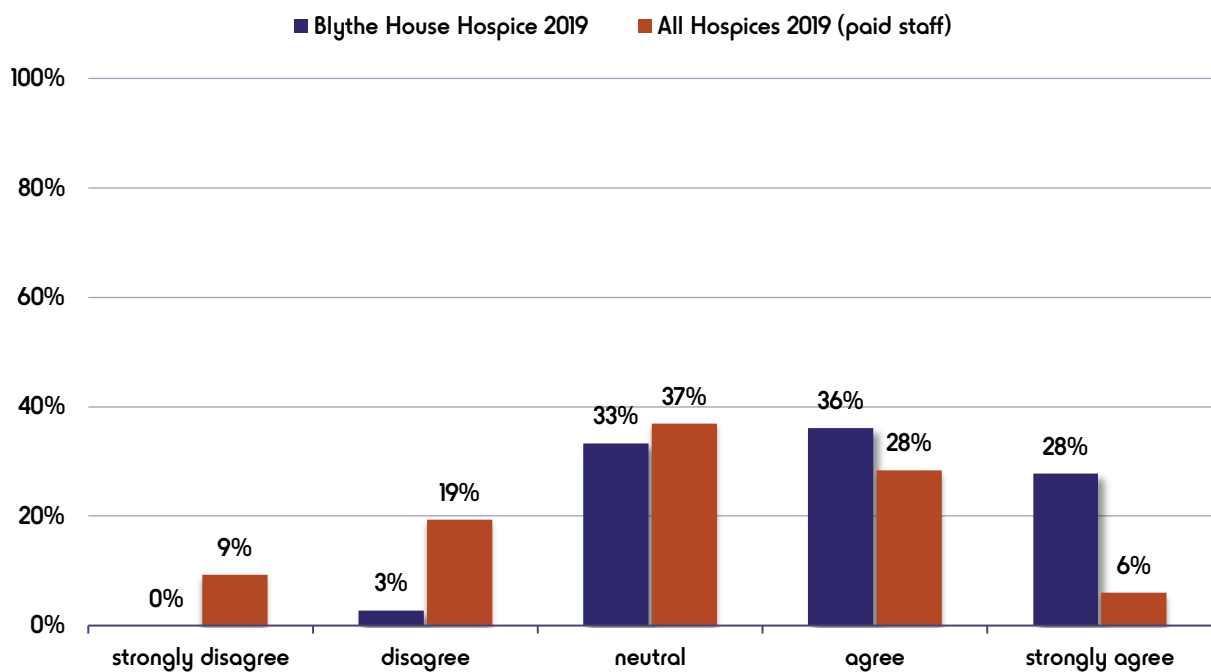


## Working practices

### 23. This charity's processes and procedures help me to carry out my role effectively

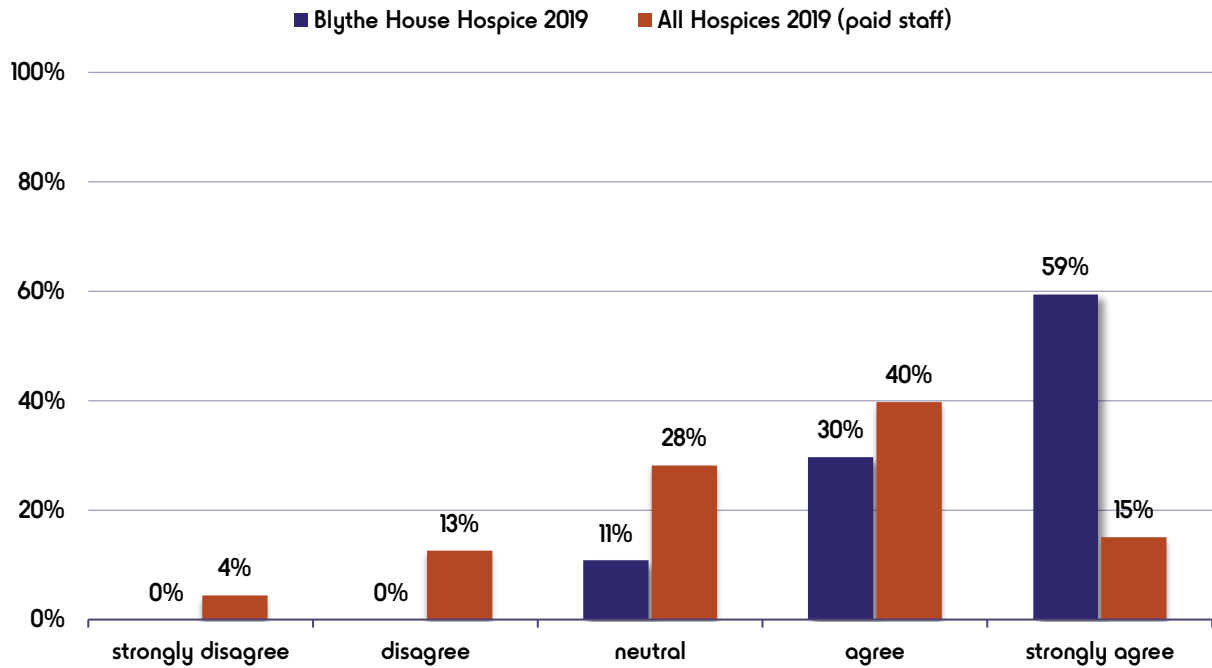


### 24. Poor performance is dealt with effectively at this charity

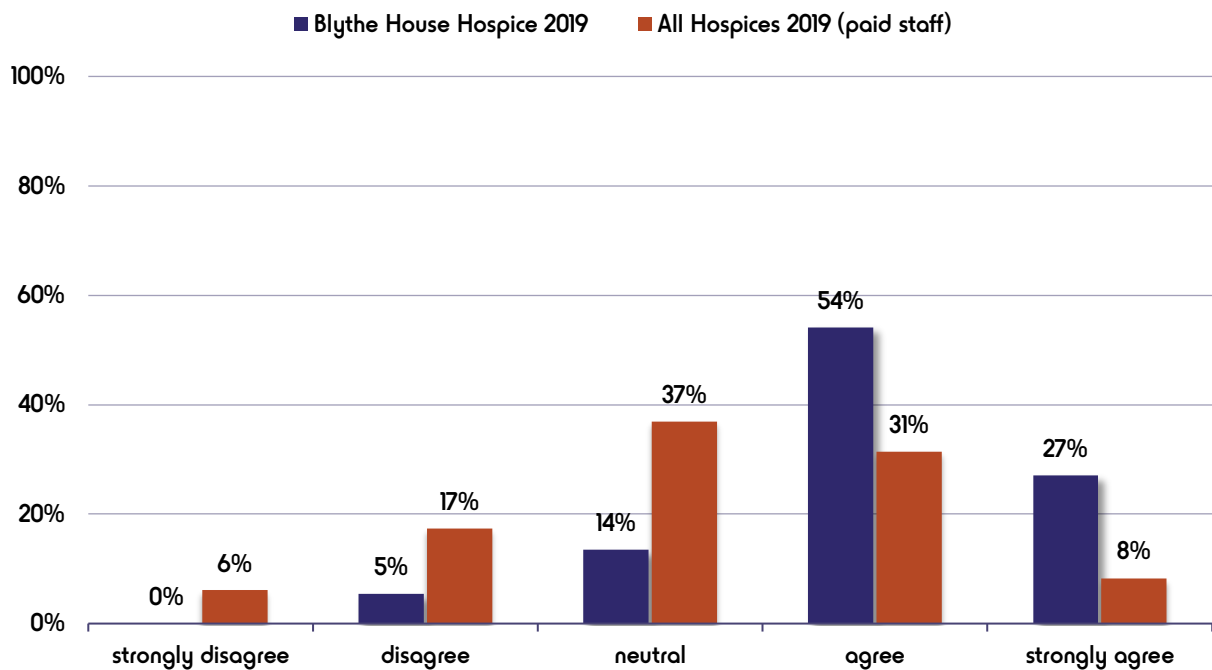




25. This charity makes best possible use of supporters' time and money

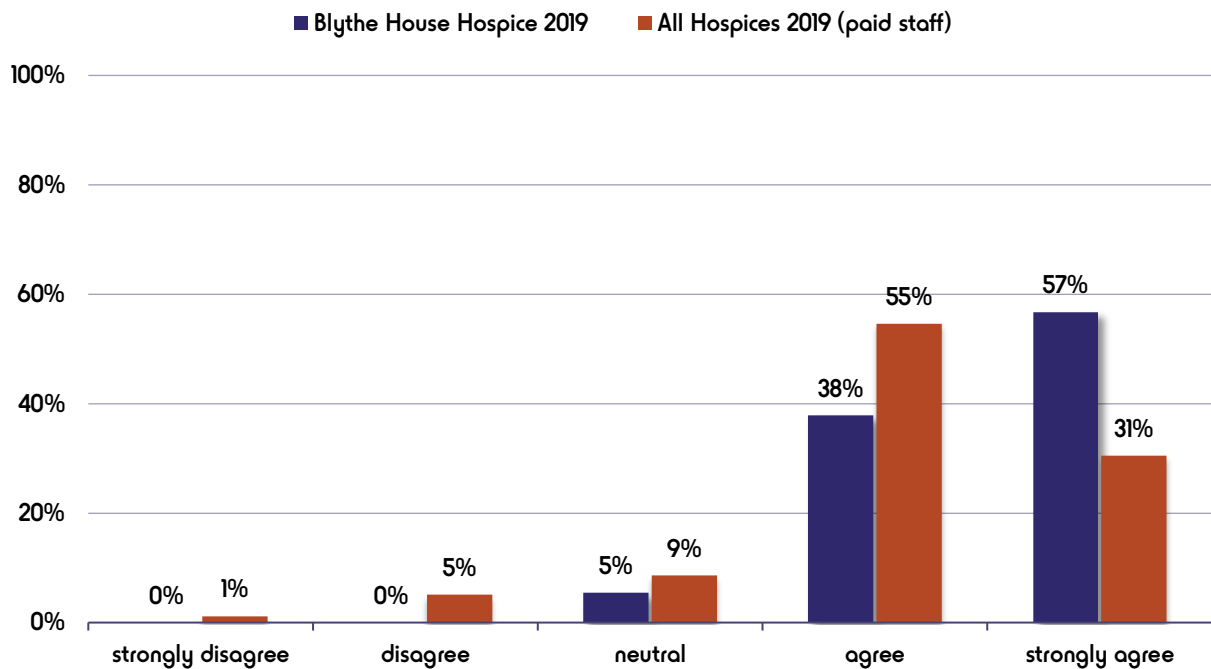


26. This charity is doing everything it can to reduce its impact on the environment

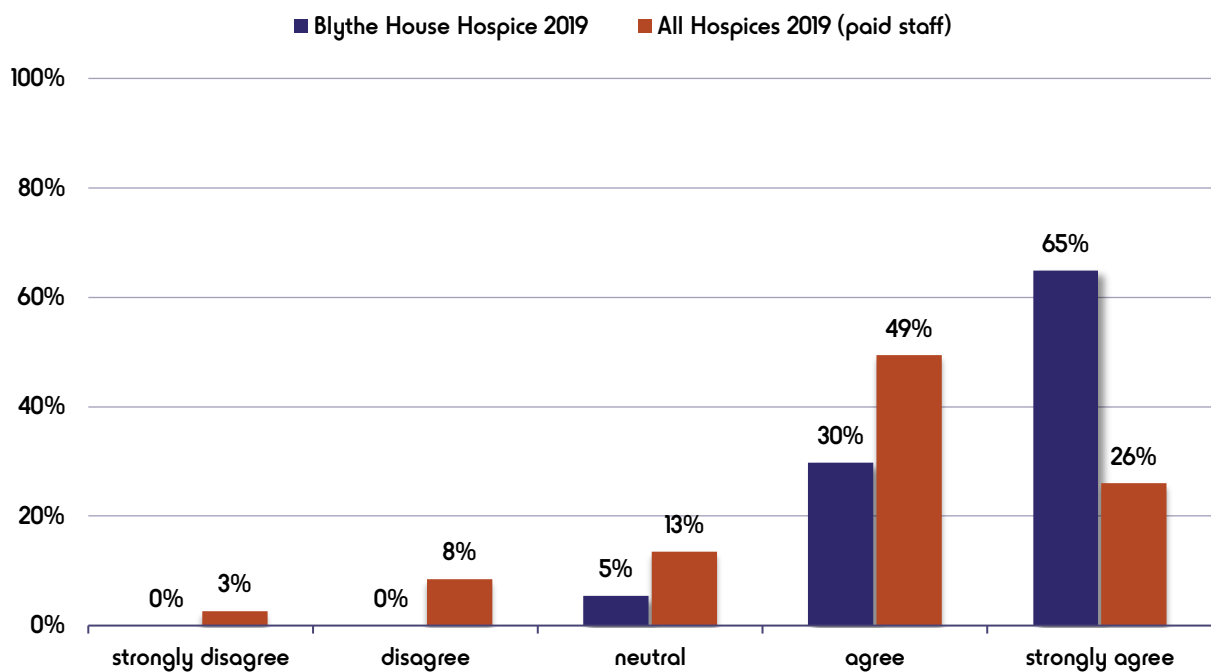


## People management

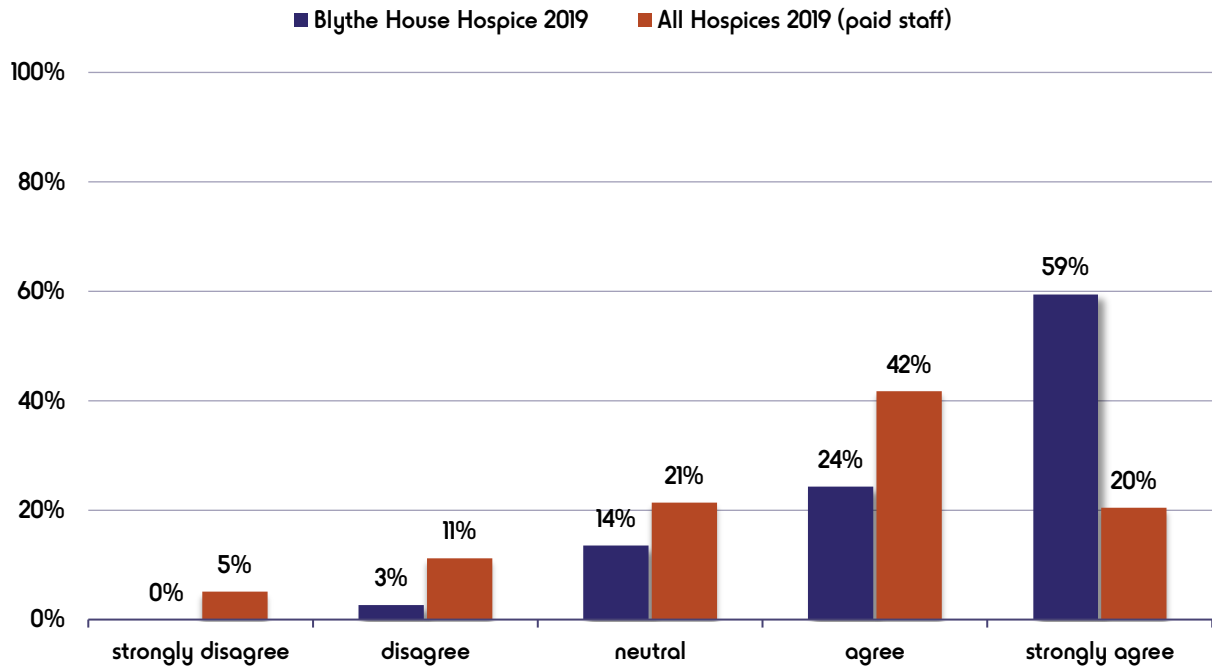
### 27. I am clear about what is expected of me in my role



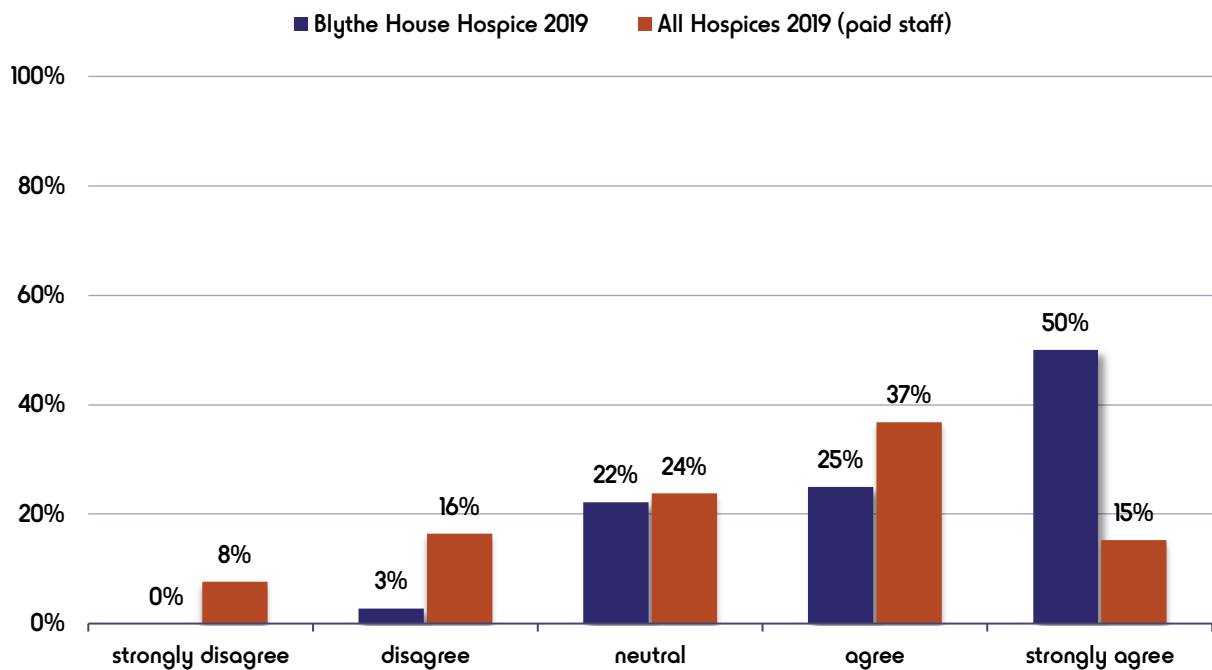
### 28. I feel empowered to take decisions that are relevant to my role



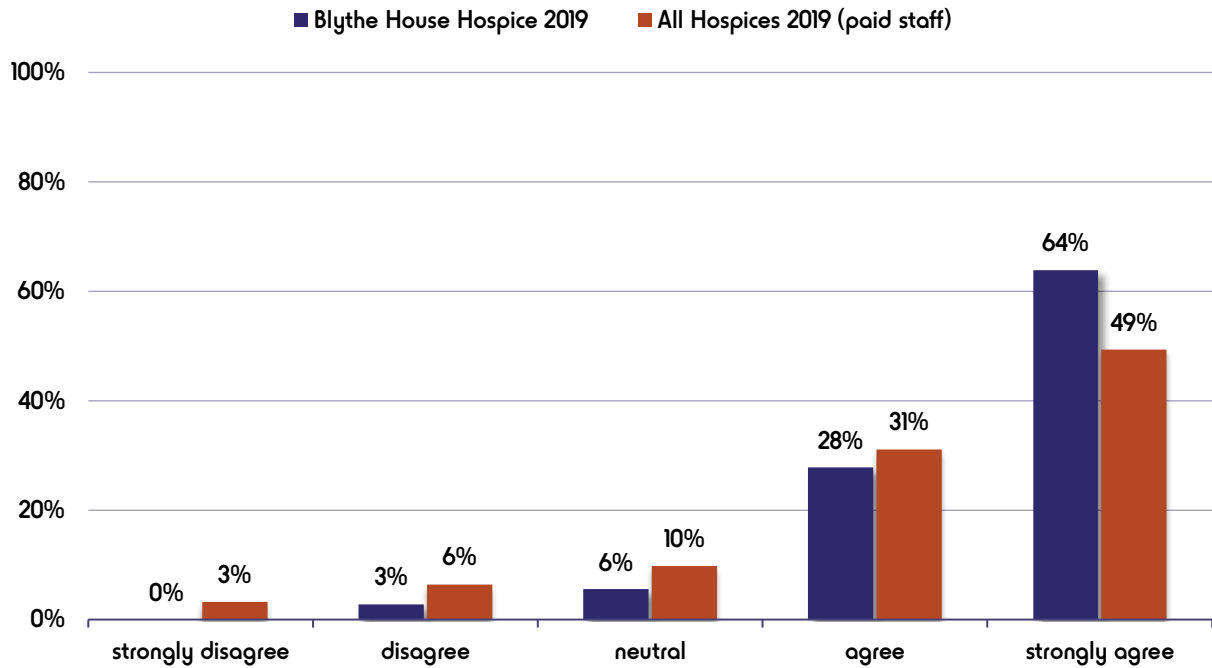
### 29. My views are listened to and valued



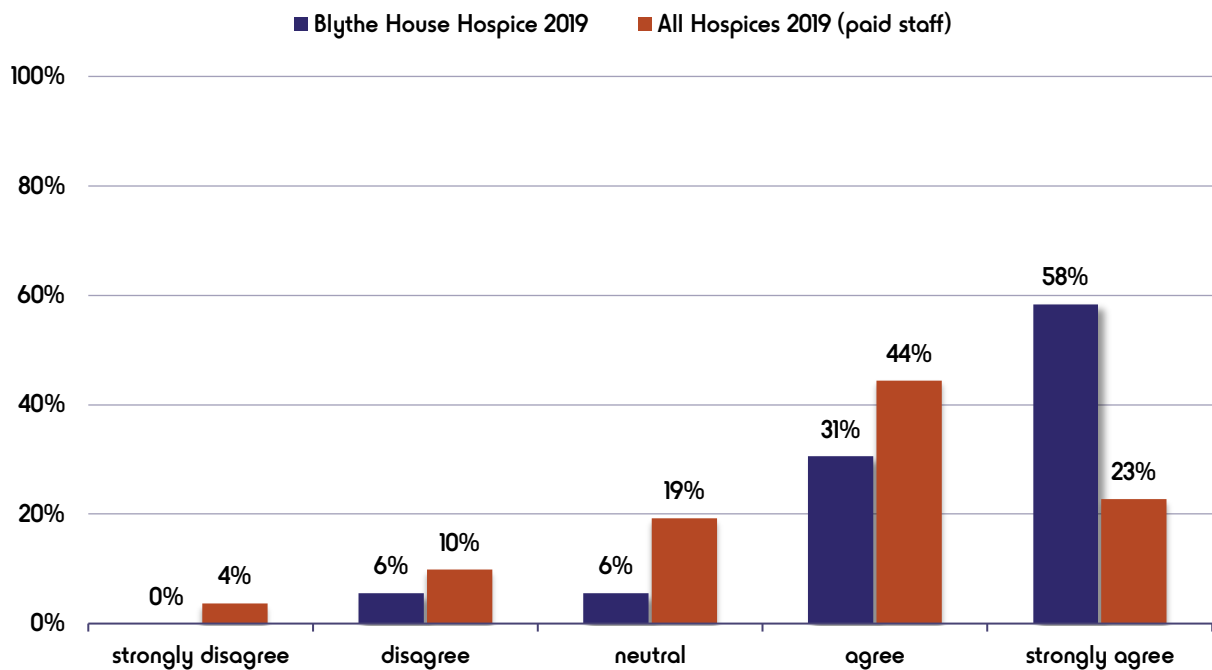
### 30. It is safe to challenge the way things are done here



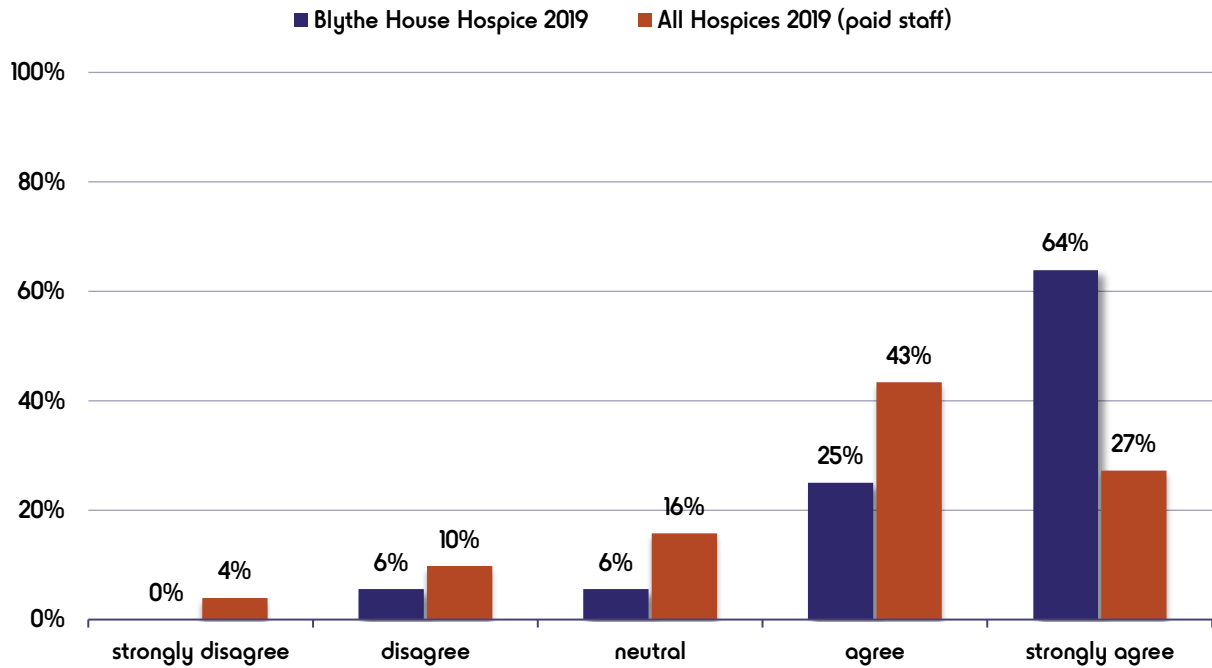
31. In the last year I have not been bullied at work



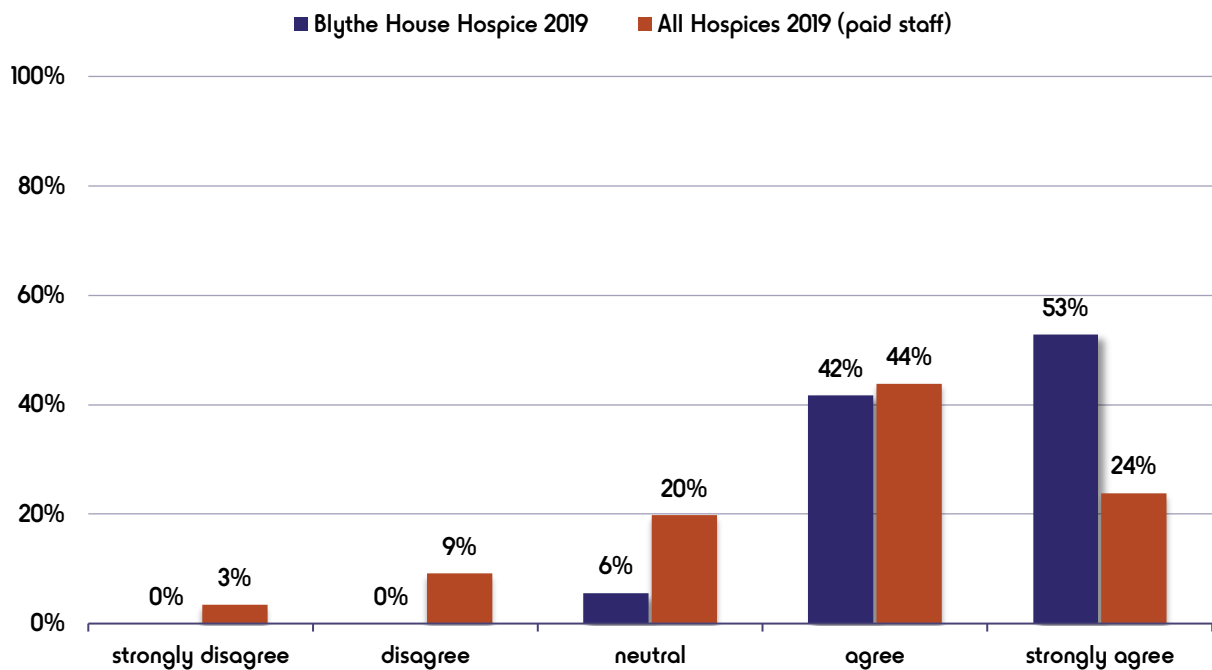
32. I receive useful feedback on how I am performing



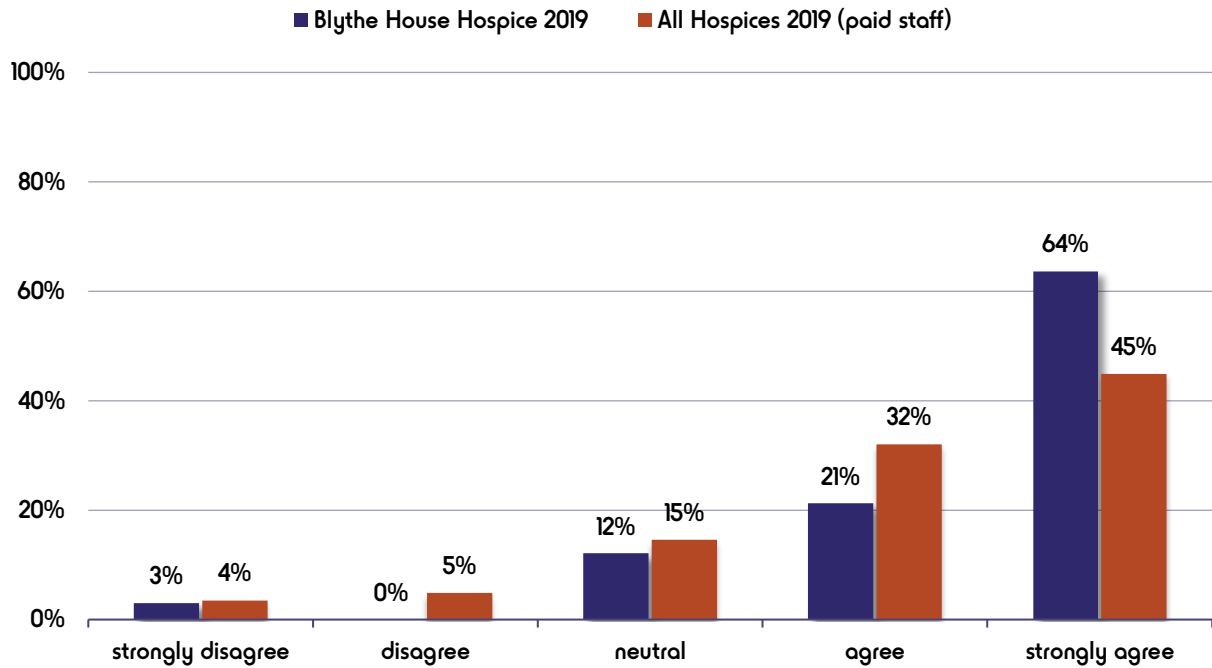
### 33. I have recently received praise for my work



### 34. I get the support I need to enable me to do my work well

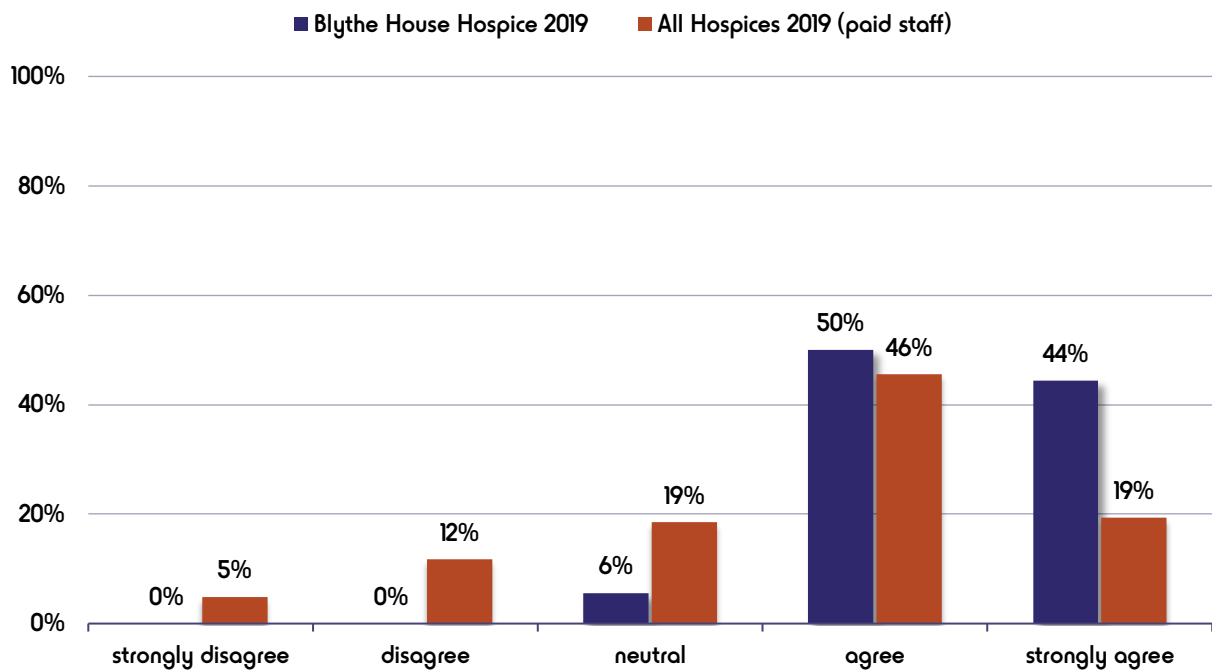


### 35. My line manager is a good person to work for

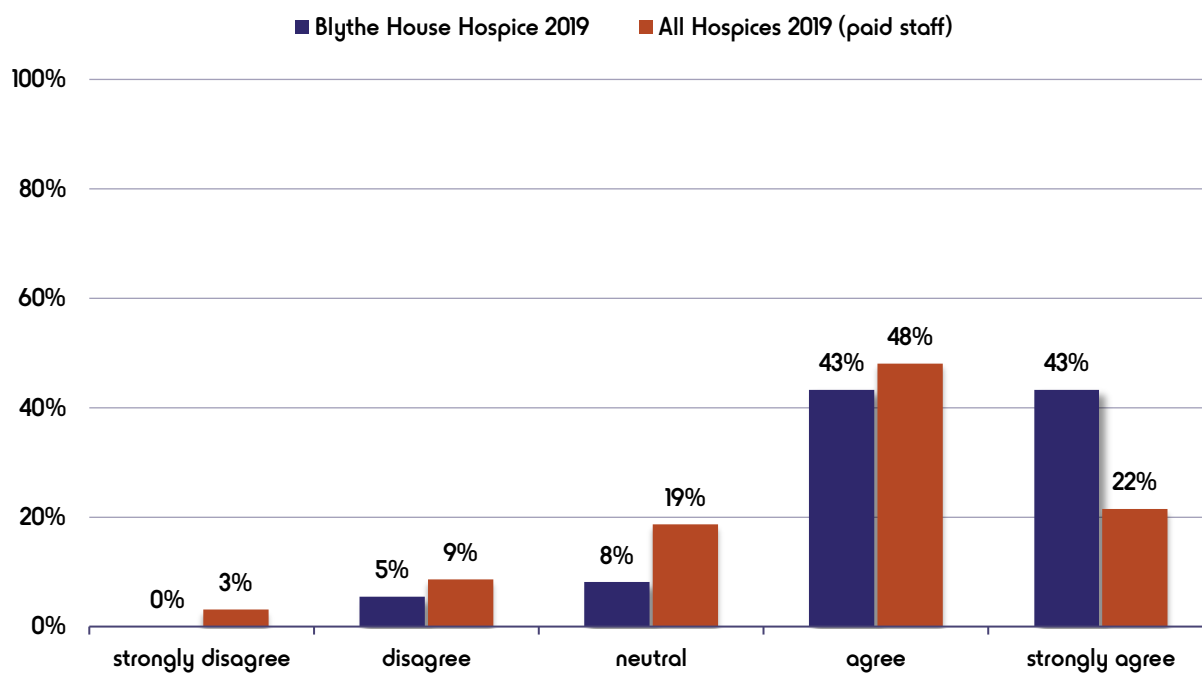


## Training and development

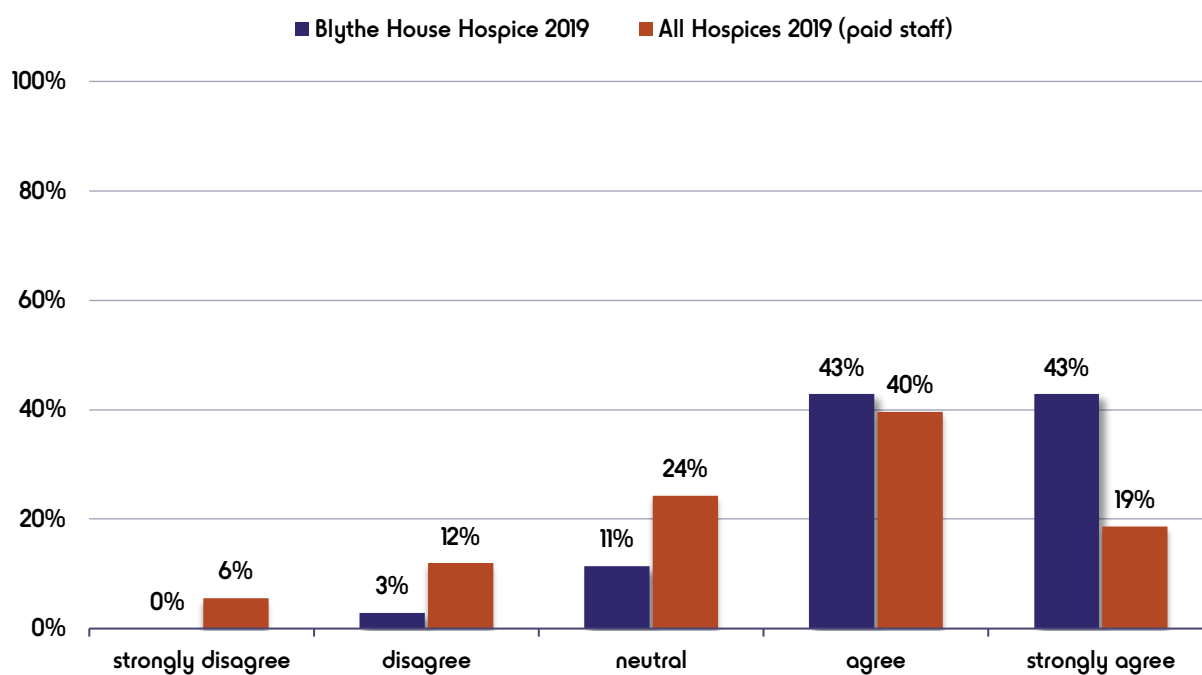
### 36. This charity makes best use of my abilities



### 37. I receive the training / development I need to enable me to do my work well

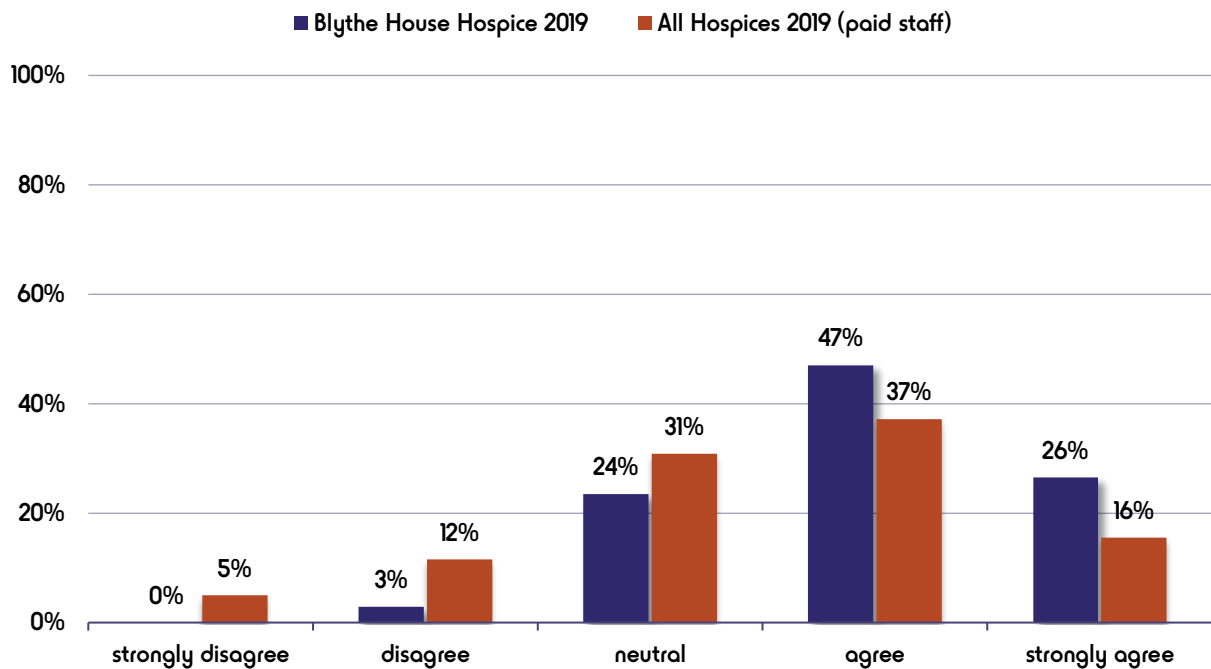


### 38. I am happy with the personal development opportunities here

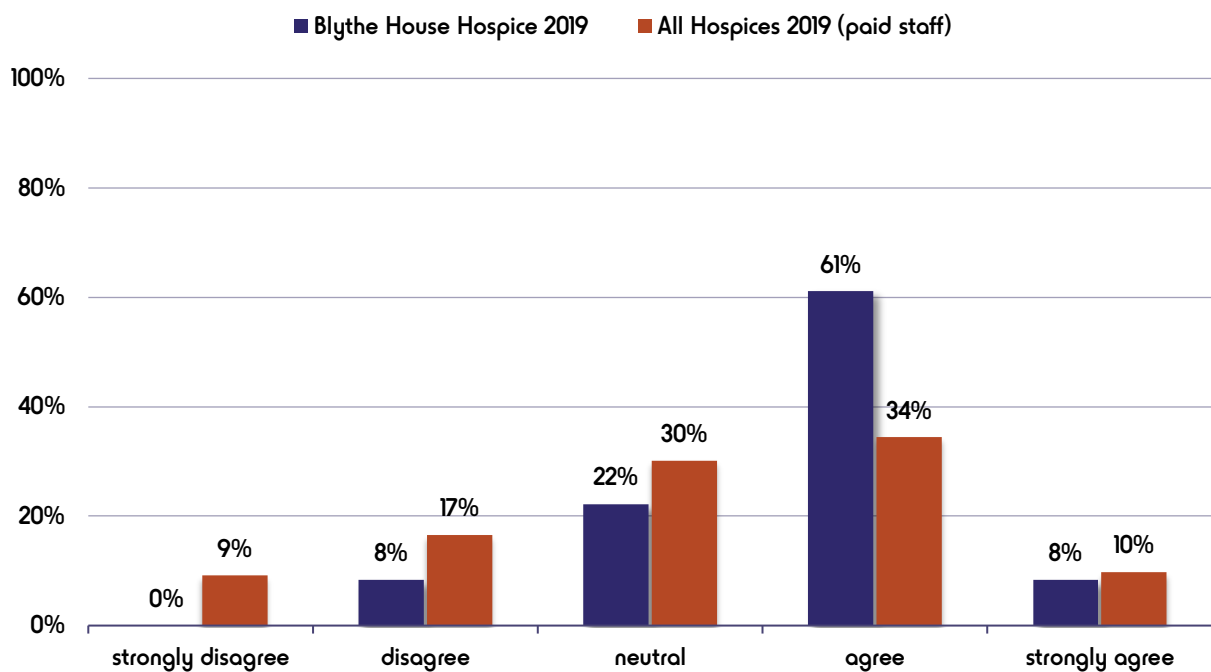


## Career and reward

### 39. I feel supported in developing my career

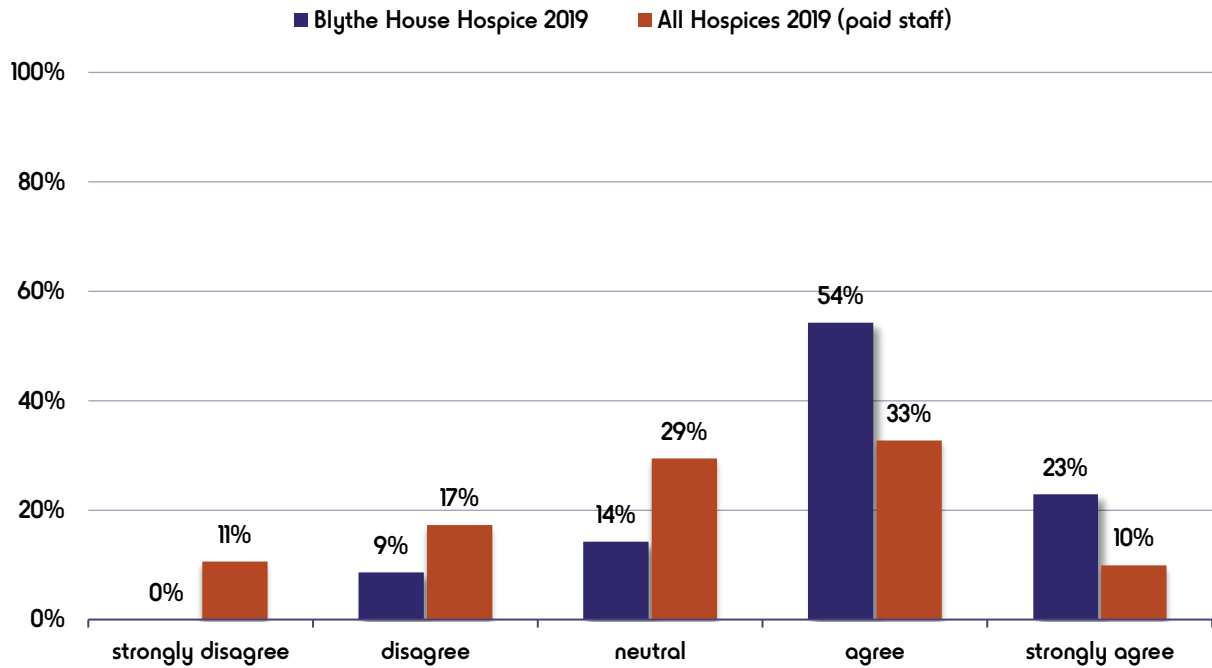


### 40. My pay is competitive in comparison to people doing similar work in the charity sector



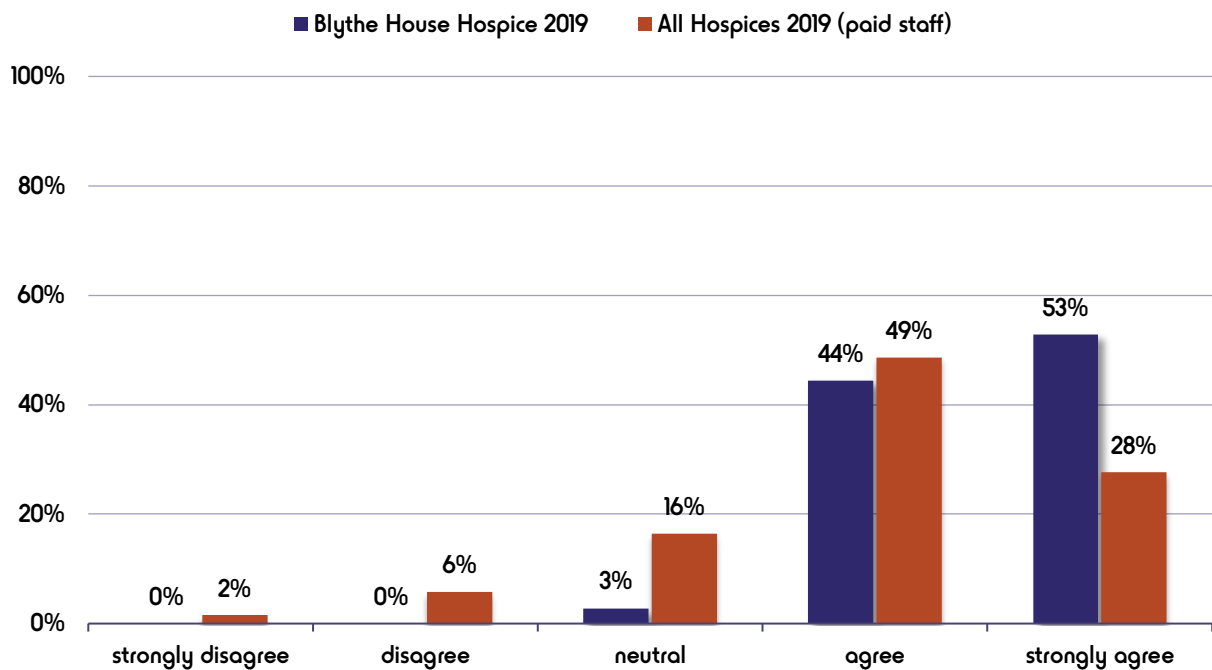


#### 41. I feel that pay is handled fairly

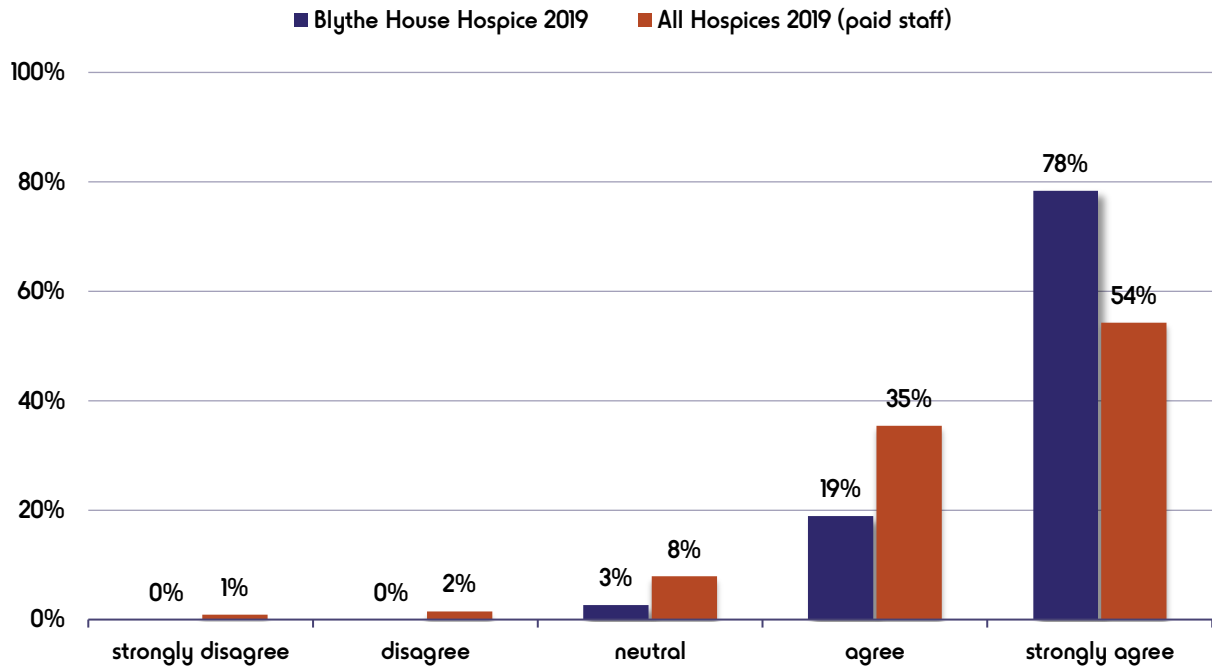


### Overall

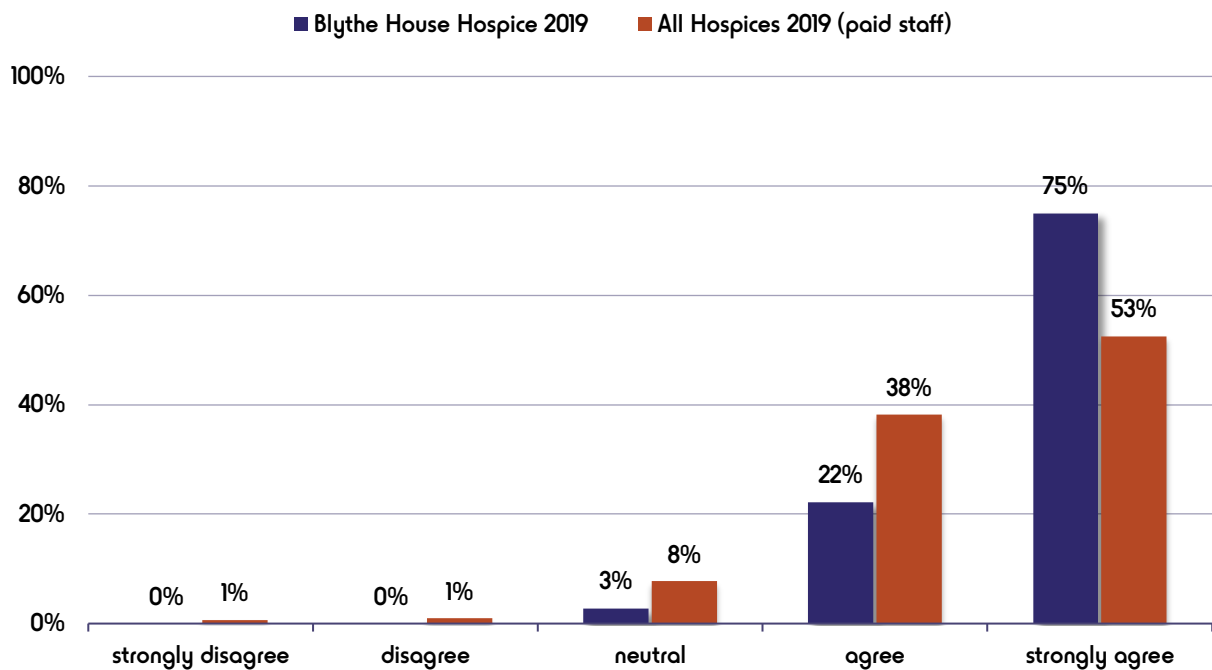
#### 42. I am satisfied with my job



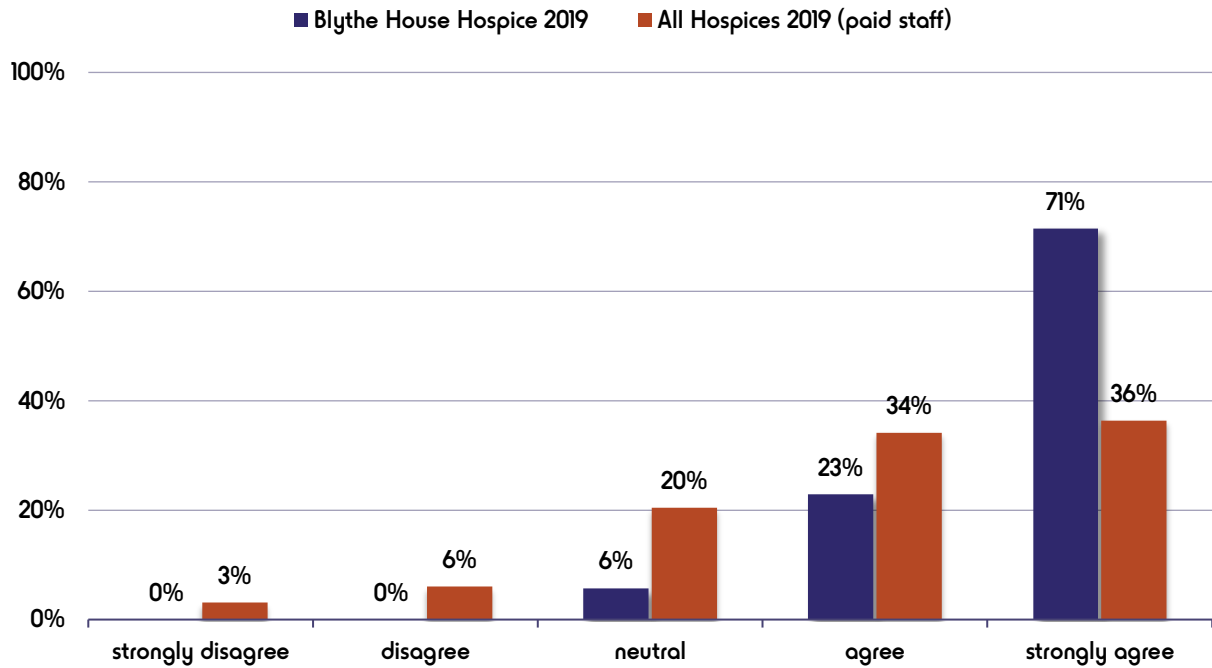
#### 43. I am proud to work for this charity



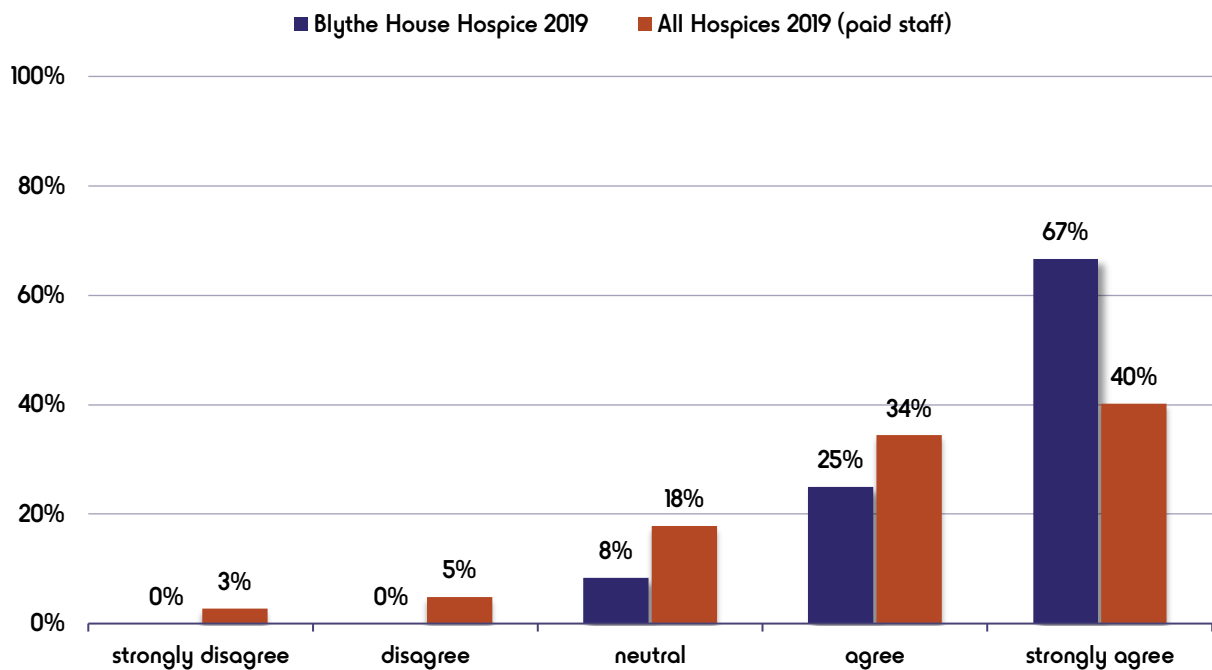
#### 44. I believe in the aims of this charity



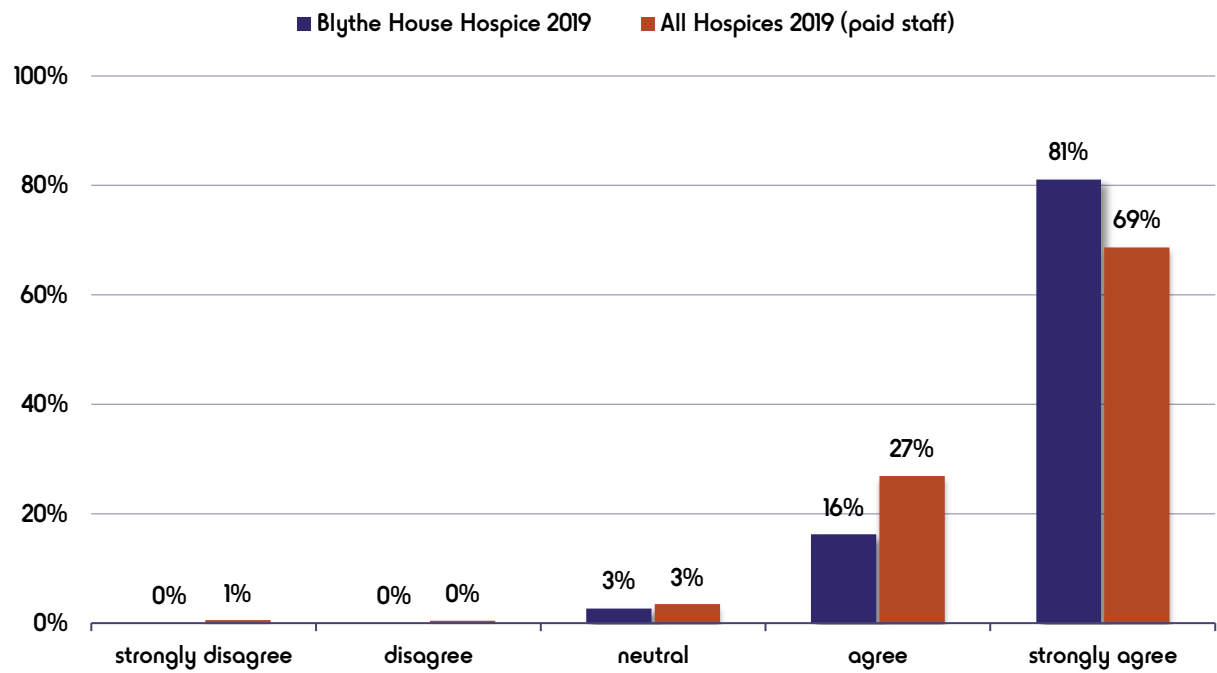
#### 45. I would recommend this charity as an employer



#### 46. I plan to be working for this charity in a year's time



47. If a friend or relative needed treatment I would be happy with the standard of care provided by this organisation



### List of participating hospices

Ayrshire Hospice	St Andrews
Blythe House Hospice	St Ann's Hospice
Children's Hospice South West	St Barnabas & Chestnut Tree House Hospice
Cornwall Hospice Care	St Catherine's Hospice, Preston
Derian House Children's Hospice	Saint Catherine's, Scarborough
East Anglia's Children's Hospices	St Christopher's
ellenor	St Clare Hospice
Hospice Isle of Man	St Giles Hospice
Isabel Hospice	St Joseph's Hospice
John Taylor Hospice	St Luke's Hospice
Katharine House	St Peter's Hospice
Kirkwood Hospice	The Rotherham Hospice
North London Hospice	Trinity Hospice and Palliative Care Services
Peace Hospice Care	Weston Hospicecare Limited
Phyllis Tuckwell Hospice Care	Wigan and Leigh Hospice
Pilgrims Hospices	Willow Wood Hospice
Prospect Hospice	Willowbrook Hospice
Rennie Grove Hospice Care	Woodlands Hospice Charitable Trust
Richard House	Zoë's place Hospice
Rowcroft Hospice	