TURNOVER – AND OUT

If the staff don’t know the residents, how can they care for them properly?

Good homes keep their staff and do not work them to death.

Bad homes have constant turnover, zero hours’ contracts and no sick pay.

If they cannot retain or recruit staff, it’s a really bad sign.

The presence of agency staff is also really worrying. They may not even know residents’ names.

What experience/qualifications do staff have?

Some homes will literally allow anyone to put on a uniform and start work.

Do not believe claims of in-house staff training. That may be the intention – what is the reality?

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