

Attraction, Retention & Engagement

Feedback & Results



Thank you to all who took part in our 2022 'Benefits of Working for Us Survey'

It was great to read your honest and important feedback about Mariposa Care Group and how we can improve attraction, retention, and engagement. There were some fantastic ideas and suggestions, which we hope you can see we have taken on board.

We have provided specific feedback for each home to your Home Manager, but we can now share with you some key results, and what actions we plan to put in place as a Group to support our teams further.

If you would like to share any more ideas, or join our Team Committee, you can speak to your Home Manager or contact the Human Resources Team at HR@careportgroup.com.

Why does all this matter?



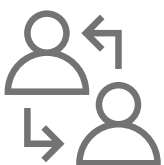
Attraction

Attracting the right people to work in our care homes is vital. We wanted to know what attracted staff to care, and what attracted them in choosing to work for us.



Retention




Retaining our current team members is really important. It not only allows our residents to have continuity of personalised care but also allows us to invest in learning and development for employees who remain part of our teams.



Engagement

We think it is important for our teams to remain happy, values and motivated in their role. We asked staff how we could continue to keep employees feeling valued.

Key Results

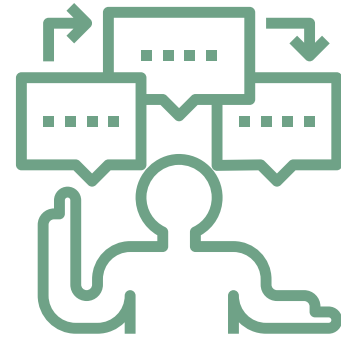
 <h2>Attraction</h2>	 <h2>Retention</h2>	 <h2>Engagement</h2>
<ul style="list-style-type: none"> • 82% of you think that Mariposa Care Group has a good reputation • 61% of you think that working in social care is an attractive job/career • 91% of you like our current incentives and benefits • 59% of you were understanding of your current rate of pay (either happy or had no view) 	<ul style="list-style-type: none"> • 85% of you feel that people leave jobs in care homes because of the rate of pay • 75% of you also think that people leave jobs in care because the job is physically demanding • 76% of also felt that 'working hours' was a factor • 47% of you don't think new starters understand the realities of working in a care home 	<ul style="list-style-type: none"> • 87% of people agreed that 'making a positive difference to the lives of the residents' they cared for keeps them engaged and motivated at work • 84% of you said that they felt part of a team • 77% of you said they would like to take part in more organised team-based events and team celebrations

Other key themes identified

From your feedback, you also said:

- Some of the current incentives reward new starters only, so current people working here already don't see the benefits of these incentives
- You want to feel more valued and appreciated with verbal recognition
- You want more communication from our central support team.

We heard all your feedback, and now we are...



Enhancing our induction to help new starters



We heard your feedback that sometimes new starters don't understand the realities of working in a care home, but that the 12-week induction is good and effective.

You suggested new starters should have more shadow shifts, as well as a mentor or buddy to support them during their induction period.

We have taken on your feedback and we will be implementing the following;

- Engaging with the new starters right through the recruitment process, supporting active interviews, such as walk arounds in the care home, and introducing trial shifts.
- An improved and more detailed, professional induction pack; providing them with all the information they need about their role, their training and development, frequently asked questions and answers, and what incentives we can offer them.
- More shadow shifts – if it's needed, we have recommended that a new starter has more time to feel comfortable in their role by doing more supernumerary, shadow shifts.
- Mentor system – engaging with current team members who would make great mentors to support new starters during their induction programme.

Our aim is to ensure that new starters feel welcomed, valued, competent, and can engage in a fulfilling and successful career in our care homes.



Recognition

We heard your feedback, that our more longer serving team members don't feel as valued and rewarded as new starters do, due to the incentives being focused on new starters.

We want to continue to recognise the dedication and hard work all of our employees provide day in, day out to care for our residents, to help retain our current team.

Recognition of Service:

We have taken on your feedback and with effect from 1 May 2022 have implemented the following;

- We have removed the Golden Hello incentive for new starters, and instead we are increasing the continuous service dates and financial rewards under a Recognition of Service Award Policy.
- Employees will be recognised for their commitment to the Company at the following service milestones – 6 months, 1 year, 2 years, 3 years, 5 years, 10 years, 15 years and 20 years. Rewards start at £250, going up to £2,000 at 20 years' service.

Recognising each other:

There are lots of ways we can tell one another that they are valued! We are encouraging everyone to take more opportunities to say 'thank you', 'well done' and 'good job' to one another! We are also doing more to share ideas for activities or events as a team, and to celebrate individual and team achievements.



Rates of Pay

We heard your feedback when we asked you about your rate of pay.

Overall, you said that the pay for workers in care homes is a sector-wide issue, and not personal to Mariposa.

You commented to say that the sector should pay better, and that other local employers (e.g., supermarkets) pay a higher rate of pay.

- We pay at least the National Living Wage rate of pay or above for all roles, even if you are under the age of 24, we pay the same rate of pay for the job, regardless of your age.
- We increase wages in line with yearly government increases but have also increased rates of pay further to be competitive against other care home providers.
- We have to work in line with budgets and funding that we can access from local authorities for our homes, but we are continually reviewing pay and working hard to ensure we remain a competitive care home employer.



Communication

You shared with us that you would like more communication and engagement from our central support team. We have taken on your feedback and have created the MCG Team Committee!

We are committed to adopting a supportive and effective team committee, to create a place for open communication and meaningful conversations to be held with its team members, in order to work collaboratively together to discuss many key areas of interest, such as:

- MCG company vision, values, strategy, or business changes or developments
- Pay and benefits
- Reward and recognition
- Staffing and recruitment
- Training and career development
- Working conditions

The MCG Team Committee will contribute towards us working together to continue to be a good employer supporting our teams to achieve our vision - to be outstanding in our care for individuals who happen to be living with additional health and care needs.

We will also be promoting and regularly using the internal “Team Mariposa & Papillon” Facebook group to communicate updates, celebrate achievements, and share what our homes are doing across the MCG group!

You can join this closed Facebook group by scanning this QR code.

