

The Climate for Care Questionnaire for staff

How to complete the questionnaire

For the purposes of this questionnaire we are interested in the ward on which you work. In order to respond to the questions, please circle the number which best represents your view. For example, this question below is about the levels of training on the ward.

	Strongly Disagree	2	Neither Agree nor Disagree	4	Strongly Agree
These questions are about the ward					
a. We receive enough training on this ward to provide good quality care for patients	1	2	3	4	5

Now you have read the instructions, please begin the survey below. Please read every question carefully before responding and answer every question. Thank you.

Section 1: Your ward

1. The following questions refer to the MDT (including therapists and medical staff on the ward where you work).					
How much do you agree with each of the following about your ward?	Strongly Disagree	2	Neither Agree nor Disagree	4	Strongly Agree
a. The team share an explicit philosophy of care	1	2	3	4	5
b. The psychological aspects of care are highly valued on this ward	1	2	3	4	5
c. Values and expectations for care are communicated to new members of the team	1	2	3	4	5
d. We have a culture on this ward about caring for patients and supporting them rather than being about 'doing tasks'	1	2	3	4	5
e. Involving patients and their carers is considered very important on this ward	1	2	3	4	5
f. We have sufficient basic equipment and supplies to deliver good levels of care	1	2	3	4	5
g. There are adequate support services to allow us to spend time with our patients	1	2	3	4	5
h. There are sufficient staff with the knowledge and skills to provide quality patient care	1	2	3	4	5
i. We regularly take time to figure out ways to improve our care delivery	1	2	3	4	5

2. These questions are about how the MDT is able to do its job.

	A little of the time	Some of the time	All of the time		
a. Our team treat patients with dignity and respect on this ward	1	2	3	4	5
b. Our team put in extra effort to improve the quality of care that patients receive	1	2	3	4	5
c. Our team does a good job in meeting family member's needs	1	2	3	4	5
d. Our team meets its patients' care needs	1	2	3	4	5
e. Although there are a variety of patients, our team's outcomes are very good	1	2	3	4	5
f. Our patients experience very good individualised care	1	2	3	4	5
g. We work well with other members of the MDT	1	2	3	4	5
h. There is good communication among people on the MDT	1	2	3	4	5

Section 2: Nursing team, including auxiliary staff

3. These questions are about support within your nursing team.

	Strongly Disagree	Neither agree not disagree	Strongly Agree		
a. Colleagues show concern and support to help each other deal with stresses at work	1	2	3	4	5
b. Colleagues provide each other with emotional support	1	2	3	4	5
c. The emotional demands of care-giving are acknowledged in this nursing team	1	2	3	4	5
d. Members of this ward team feel confident about the competence and abilities of other nursing team members	1	2	3	4	5
e. There is a great deal of trust among members of the nursing team	1	2	3	4	5
f. The nursing team can really count on each other to help out with any difficult tasks at work	1	2	3	4	5
g. People feel safe to be themselves in this nursing team without fear of criticism, censure or feeling foolish	1	2	3	4	5
h. This is a ward where it is safe to bring up problems and tough issues	1	2	3	4	5
i. This is a nursing team where anyone can challenge poor practice without fear of being rejected	1	2	3	4	5

4. These questions are about <u>roles and decision making</u> within your nursing team.					
	Strongly Disagree	2	Neither Agree nor Disagree	4	Strongly Agree
a. Our team discusses performance objectives	1	2	3	4	5
b. We discuss ways to make our team vision a reality	1	2	3	4	5
c. Our team makes the time to share task-related information	1	2	3	4	5
d. When mistakes or errors happen we discuss how we could have prevented them	1	2	3	4	5
e. The team takes the time to reflect on its performance	1	2	3	4	5
f. We can influence what goes on in the ward	1	2	3	4	5
g. We have a say in how work is managed within the ward	1	2	3	4	5
h. The team participate in decisions that affect them on this ward	1	2	3	4	5
i. Team members have the freedom to make important work decisions	1	2	3	4	5
j. We can determine how we do our work	1	2	3	4	5
k. We can carry out our work in the way we think best	1	2	3	4	5
5. This question is about <u>relationships and confidence</u> within your nursing team					
	Strongly Disagree	2	Neither Agree nor Disagree	4	Strongly Agree
a. We handle differences of opinion between staff well here	1	2	3	4	5
6. These questions are about <u>resources and demands</u> within your nursing team.					
	Strongly Disagree	2	Neither Agree nor Disagree	4	Strongly Agree
a. There is too much work to do in too little time	1	2	3	4	5
b. We are asked to do work without adequate resources to complete it	1	2	3	4	5
c. We cannot follow best practice in the time available	1	2	3	4	5
d. We have to make trade-offs between the quality of work and cost savings	1	2	3	4	5
e. We are given time and opportunity to develop new work skills	1	2	3	4	5
f. Training and professional development is readily available for everyone	1	2	3	4	5
g. Staff development is supported by an active programme of mentoring and clinical supervision where appropriate	1	2	3	4	5

7. The following questions are concerned with the leadership and management on your ward.

Neither Agree

The ward manager...	Neither Agree				
	Disagree	Disagree	Disagree	Agree	Agree
a. Instils a sense of pride in our ward by focusing on what we do well	1	2	3	4	5
b. Inspires confidence by saying positive things about the ward	1	2	3	4	5
c. Ensures the interests of team members are considered when making decisions	1	2	3	4	5
d. Consults with the team about daily problems and procedures	1	2	3	4	5
e. Acts in a caring and supportive manner towards members of the team	1	2	3	4	5
f. Is clear and explicit about the standards of care expected	1	2	3	4	5
g. Takes initiatives to establish strong standards of excellence in care	1	2	3	4	5
h. Sets clear care goals and objectives for this team	1	2	3	4	5
i. Is an on-going "presence" on the ward – someone who is readily available	1	2	3	4	5
j. Actively coaches individuals to help them improve their care delivery	1	2	3	4	5
k. Sets an example by involving herself/himself in hands-on patient care	1	2	3	4	5

Section 3: About you and how you feel at work

8. The following words describe different feelings and emotions.

Thinking of the past week, how much of the time has your job made you feel each of the following: I have felt...[†]

Never
Occasionally
Some of the time
Most of the time
All of the time

	Never	Occasionally	Some of the time	Most of the time	All of the time
a. Tense	1	2	3	4	5
b. Miserable	1	2	3	4	5
c. Depressed	1	2	3	4	5
d. Optimistic	1	2	3	4	5
e. Calm	1	2	3	4	5
f. Relaxed	1	2	3	4	5
g. Worried	1	2	3	4	5
h. Enthusiastic	1	2	3	4	5
i. Anxious	1	2	3	4	5
j. Comfortable	1	2	3	4	5
k. Gloomy	1	2	3	4	5
l. Motivated	1	2	3	4	5

Section 4: About the hospital

9. These questions are concerned with your views of your <u>hospital</u>		Strongly Disagree	1	2	3	4	5		
				Neither Agree nor Disagree			Strongly Agree		
a.	This hospital has access to the resources it needs to get its work done	1		2		3		4	5
b.	This hospital provides good training opportunities	1		2		3		4	5
c.	It is easy for our ward to obtain expert assistance when called for	1		2		3		4	5
d.	Staff's concerns and opinions are listened and responded to by management in this hospital	1		2		3		4	5
e.	Staff in this hospital are treated with dignity and respect	1		2		3		4	5
f.	Employees are given authority to act and make decisions about their work	1		2		3		4	5
g.	People in the hospital are rewarded fairly for the work they do	1		2		3		4	5
h.	There are good career opportunities in this organisation	1		2		3		4	5

Section 5: Background details

About your Job:	
10.	What is your current job title? _____
11.	What is your current grade? <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="border: 1px solid black; width: 30px; height: 30px; text-align: center; line-height: 30px;">1</div> <div style="border: 1px solid black; width: 30px; height: 30px; text-align: center; line-height: 30px;">2</div> <div style="border: 1px solid black; width: 30px; height: 30px; text-align: center; line-height: 30px;">3</div> <div style="border: 1px solid black; width: 30px; height: 30px; text-align: center; line-height: 30px;">4</div> <div style="border: 1px solid black; width: 30px; height: 30px; text-align: center; line-height: 30px;">5</div> <div style="border: 1px solid black; width: 30px; height: 30px; text-align: center; line-height: 30px;">6</div> <div style="border: 1px solid black; width: 30px; height: 30px; text-align: center; line-height: 30px;">7</div> <div style="border: 1px solid black; width: 30px; height: 30px; text-align: center; line-height: 30px;">8</div> </div>
12.	How long have you worked on this ward? _____ years _____months
13.	How long have you worked in this hospital? _____ years _____months

Many thanks for completing this questionnaire. If you have any further thoughts or comments for the research team, please use this space.