

Attitudes to rapid antigen testing at Easton Park

July 2021

Whiddon has implemented rapid antigen testing at Easton Park as an extra protection for residents and staff. Staff, residents and family members were surveyed to gauge attitudes to this initiative. Below are the key results.

Participation in the survey

Staff **51%**



Residents **22%¹**



Families **30-50%²**



Reassured?

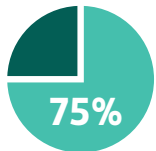
The majority of staff, residents and family members were reassured by this proactive initiative to keep everyone safe.

Staff **91%**

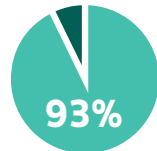
Residents **88%**

Families **93%**

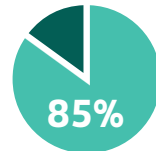
How was it for staff?



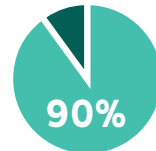
75% felt that the testing was well organised.



93% felt comfortable performing the tests on themselves.



85% were happy to continue to be tested.



90% were more likely to attend work.

No serious disruption?

The majority of staff and residents agreed there were no serious disruptions to staff start times.

Staff **72%**

Residents **79%**

Satisfaction levels following this initiative?

The Net Promoter Score (NPS) measures how many people are likely to recommend Whiddon to a family member, colleague or friend. This is an internationally recognized way of measuring consumer or employee satisfaction.

Staff **+45 (very good)** Residents **+44 (very good)** Families **+54 (Excellent)**

¹ Residents were surveyed in all four Homes by Leisure Officers. The results vary slightly between the Homes, so averages across Easton Park site have been reported.

² Participation rates for family members are difficult to calculate as the survey was sent out via SMS to multiple family members per resident