



Suggestion box guide and template for care homes

What is a suggestion box and why do we need one?

Suggestion boxes offer a simple yet effective way to collect honest and anonymous thoughts, feedback and ideas from within your team.

They can make your employees feel more valued and heard, identify opportunities for improvement and address potential issues earlier.

How do I implement a suggestion box in my care home?

Choose a location

Make sure your suggestion box is visible and accessible. A high-traffic area, such as the staff room, is perfect.

Make it clear and easy

Provide clear instructions on how to submit a suggestion, reminding the team that submissions are confidential.

We've included a suggestion box poster you can print off and use on the next page - all you need to do is add your contact details, in case anyone wants to get in touch with you directly.

Consider putting pens and paper next to your box to make it super easy for your team to share their thoughts.

Promote it

Introduce the suggestion box and its purpose during a staff meeting, emphasising the importance of employee feedback and what you plan to do with the ideas shared.

Act on it

Create a weekly or monthly schedule to review the suggestions you receive. Consider sending a general acknowledgement to the team to let them know that suggestions are being considered. If a suggestion is implemented, share the good news with the team. If it's not, explain the reasons why.

Your opinion matters.



Share your thoughts, feedback and suggestions on:

- Staffing, training and workload
- Resident care
- Work environment
- Communication and management.

How to submit:

1. Note down your suggestion, who it will benefit and why - you can add your name or keep it anonymous
2. Drop it in the suggestion box.

Your ideas will be reviewed confidentially.

Got a question? Contact: