

## Employee Survey Summary 2025

### Bluebird Care Burton & Swadlincote

This report summarises the findings of our **Annual Employee Satisfaction Survey**, which was conducted in November of this year. We encourage all members of our care team to take part in the survey each year, as their feedback is vital in shaping how we work as an employer.

We are extremely pleased with the feedback received, which highlights **high levels of job satisfaction, strong engagement and a positive workplace culture** across Bluebird Care Burton & Swadlincote.

The overall results demonstrate our commitment to supporting, **training and valuing our staff**, ensuring they feel **confident, respected and well-equipped to deliver high-quality, person-centred care**. Employees particularly recognised the supportive management approach, effective training, clear care planning and the positive relationships built with both customers and office staff.

We are proud of these results, which reflect the dedication and professionalism of our team. We remain committed to listening to staff feedback and using it to continuously strengthen staff wellbeing, retention and the quality of care we provide.



# What we do well

## Job satisfaction and engagement

- **100% of staff say they enjoy their role as a Care Assistant.**
- **100% would recommend Bluebird Care Burton & Swadlincote as an employer to a friend.**
- Staff consistently describe their work as rewarding, meaningful and fulfilling.

“I really enjoy my role – best job I have ever had.”

“I enjoy making a difference in customers’ lives and seeing the smiles on their faces.”

## Training and competence

- **100% of staff feel the training provided is adequate** to carry out their duties safely and effectively.
- **100% feel there is enough information in customers’ care and support plans** to support individuals appropriately.

This reflects a strong focus on preparation, competence and safe, person-centred care.

## Supportive leadership and culture

- **100% of staff feel they receive enough support and supervision from the office.**
- **97% feel able to approach their manager if they have a problem.**
- **97% feel listened to by management.**
- **100% say office staff are polite and treat them with respect.**

These results demonstrate a positive, open and respectful workplace culture.

## Communication

- **89% of staff believe communication is of a good standard**, supporting effective coordination of care and day-to-day working relationships.

## Rostering, travel time and working conditions

- **85% of staff feel they are given enough travel time between calls.**
- **85% are happy with their current rota.**
- **85% believe there is nothing more Bluebird Care Burton & Swadlincote could do to improve their working conditions.**

This shows strong satisfaction with scheduling, workload balance and operational planning.

## What our staff value most

Staff consistently highlighted:

- Building **strong relationships** with customers
- Supporting people to **remain independent in their own homes**
- Making a **positive difference** to customers' lives
- Feeling valued, trusted and supported
- Opportunities to **develop skills and progress their career**

*"I enjoy spending time with the customers, making them smile and hearing their stories."  
"I enjoy supporting individuals to have independence in their home and being there when they need me."*

*"The high level of personal satisfaction that comes from making a tangible difference in someone's life."*

## Areas for improvement

While feedback is overwhelmingly positive, the survey helps us identify where we can continue to strengthen our approach:

- **Communication consistency**
  - Although strong overall, **11% of staff feel communication could be improved.**
- **Travel time and rota flexibility**
  - **15% of staff feel travel time or rota arrangements could be improved,** highlighting an opportunity to review individual circumstances and operational planning.

## Our recommendations and next steps

To build on these strengths and support continuous improvement, we will:

- Continue investing in **training, supervision and career development** opportunities.
- Strengthen **two-way communication**, ensuring staff feel informed, involved and able to contribute ideas.
- Regularly review **rotas and travel time**, taking individual feedback into account wherever possible.
- Maintain an **open-door management approach**, reinforcing that staff voices are valued and acted upon.
- Use staff feedback as part of ongoing **quality assurance, governance and service development.**

## In summary

The employee survey results confirm that **Bluebird Care Burton & Swadlincote is a supportive, respectful and rewarding place to work**, with a highly engaged care team who are proud of the difference they make every day. By continuing to listen to our staff and respond to feedback, we aim to further strengthen staff wellbeing, retention and the quality of care provided to our customers.

## Employee comments

*"A lovely business to work for."*

*"I receive good training at Bluebird Care and they're supportive and very welcoming."*

*"I really enjoy my role and genuinely appreciate how approachable, friendly, and supportive the office team is. Their clear communication, helpful updates, and guidance make the job feel organised and reassuring. I feel valued in my role and grateful to be part of such a positive and professional working environment."*

*"I really enjoy the role of being a carer because of the high level of personal satisfaction that comes from making a tangible difference in someone's life, the opportunity to build meaningful relationships"*

