

Employee Survey Summary 2026

Bluebird Care Cannock & Great Wyrley

Summary Report

This report summarises the findings of our **Annual Employee Satisfaction Survey**, conducted in August 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	Training & Competence	Leadership & Support	Communication
100%	100%	100%	94%
Enjoy their role as a Care Assistant	Feel training is adequate	Feel supported by the office team	Rate communication as good

Job satisfaction and engagement

- **100% of staff say they enjoy their role as a Care Assistant**, demonstrating exceptionally high levels of job satisfaction and engagement.
- **94% would recommend Cannock & Great Wyrley as an employer**, highlighting positive experiences across the workforce.
- **Staff consistently describe their work as rewarding**, meaningful and fulfilling, with many taking pride in the positive difference they make to customers' lives.

Training and competence

- **100% of staff feel the training provided equips them to carry out their role safely and effectively**, reflecting our commitment to developing confident and capable care professionals.
- **94% feel there is enough information within care and support plans** to enable them to provide high-quality, person-centred care. This reflects a strong focus on preparation, competence and safe, person-centred care.

These results demonstrate a strong focus on preparation, competence and delivering safe, effective support.

Supportive leadership and culture

- **100% of staff feel they receive sufficient support and supervision from the office team**, highlighting a strong culture of guidance and teamwork.
- **94% feel comfortable approaching their manager** if they need support or advice.
- **94% feel listened to by management**, reflecting an open and inclusive working environment.
- **100% say office staff treat them with respect and professionalism**, demonstrating positive working relationships throughout the organisation.

Communication

- **94% of staff believe communication is of a good standard**, supporting effective teamwork, coordination and the delivery of high-quality care.

Working Conditions and operational Support

- **94% of staff feel they are given sufficient travel time between calls**, supporting safe and efficient care delivery.
- **94% believe there is little more the organisation could do to improve their working conditions**, demonstrating high levels of satisfaction with scheduling, operational planning and workplace support.

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**

Opportunities to Enhance the Employee Experience

The survey results demonstrate exceptionally high levels of staff satisfaction across all areas of the organisation. Feedback also identified opportunities to build on existing strengths and further enhance the employee experience.

Building on Strong Communication

Communication was rated positively by **94% of staff**, demonstrating effective information sharing and collaboration across teams.

Staff feedback highlighted opportunities to further strengthen communication consistency, ensuring colleagues remain informed, engaged and involved in the continued development of the service.

Further Enhancing Travel Time and Rostering

94% of staff are satisfied with travel time between calls, reflecting effective scheduling and operational planning.

Feedback from a small number of staff provides an opportunity to continue reviewing individual rota preferences and travel arrangements to further enhance flexibility and employee experience.

Our recommendations and next steps

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

- Continue investing in training and development opportunities to maintain the high levels of confidence, competence and job satisfaction reported by staff.
- Strengthen two-way communication, ensuring staff feel informed, involved and able to contribute ideas.
- Regularly review rotas and travel times, taking individual feedback into account wherever possible.
- Maintain an open-door management approach, ensuring staff feel listened to, valued and supported.
- Continue using staff feedback to shape service improvements and ensure the organisation remains a supportive and rewarding place to work.
- Continue building on our positive workplace culture to support staff engagement, retention and career satisfaction.

In summary

We were delighted to receive such positive feedback from our team. While some staff chose not to participate, the responses received provide valuable insight into the employee experience and highlight the many strengths of our organisation.

The results demonstrate exceptionally high levels of job satisfaction, with **100% of staff enjoying their role, 100% feeling supported by the office team, and 100% feeling that they receive adequate training to perform their role effectively.** Staff also reported positive experiences of communication, management support and working conditions, with **94% or more responding positively across all key areas surveyed.**

The survey highlights Cannock & Great Wyrley as a supportive, respectful and rewarding place to work, with a dedicated team that is passionate about making a difference to customers' lives. The feedback received will help us continue building on these strengths, ensuring we remain an employer of choice while delivering the highest standards of care.

Employee comments

"I enjoy making a difference to people's lives and making their life more enjoyable and easier for them to live."

"I enjoy supporting and getting to know the people I care for, helping them with their daily needs, seeing them happy and comfortable in the comfort of their homes and making a positive difference in their day. I value building good relationships with their families."

"Bluebird Care Cannock and Great Wyrley is just the best so far; management is very dedicated and supportive, staff very hardworking."

"I think our team is becoming more and more united, and we are getting to know each other better. I am happy working with the colleagues I have had the opportunity to meet so far. I have learned a lot from them, and I appreciate their support and experience."

"This company is great to work for. Definitely feel like one big happy family"

"I love improving the customers' quality of life."

"What I like about working as a Care Assistant is that every day is different and brings completely new challenges."

"I love improving the customers quality of life."

"Bluebird is a great company on the whole."

