

# Bluebird Care Customer Survey Results 2022



BLUEBIRD CARE CUSTOMER SURVEY RESULTS 2022

## A HUGE thank you to all of our Customers



We would like to thank all of our customers for taking the time to complete The Customer Survey 2022.

The quality and delivery of our Homecare services is so incredibly important to us, we have operated our business and services in crisis mode for the past two years due to the pandemic. Now we are slowly transitioning into a new 'normal' it is invaluable for us to reflect on what we do well and how we can improve to secure a better future for our customers and carers alike.

We asked for your opinion and we're delighted to learn that our customers are happy with the quality of care they receive. It is wonderful to know that despite the challenging times we have all endured we have come out of it stronger, more resilient and with a home care service we can be proud of.

*Leisa & Tim*

“ Every carer has been brilliant. Every carer is cheerful. I can't speak too highly of Bluebird carers. ”

### 100%

of customers who completed the survey said carers treated them with with dignity & respect at all times.

### 100%

of respondents stated that staff treat them with kindness & compassion & are always caring towards me.

### 95%

of customers have their Carer arriving at the agreed specified time.

## Our Values

Our Carers strive to deliver our core values every day. From the results of the Customer Survey it is evident that our customers are feeling the benefit of the trust, loyalty and support our Carers feel toward Bluebird Care and their career.

- Kind & Caring
- Professional & Respected
- Fun & Passionate
- Innovative & Supportive

## Reliability & Consistency

It has always been important to us at Bluebird Care that we consistently deliver to a high standard to all of our customers. We strive to delight all of our customers, to exceed their expectations on all levels.

Due to the high volume of sickness and subsequent isolation periods the pandemic brought about during 2021/2022 amongst our workforce we have had to prioritise delivery of care over consistency, our customers were tolerant of 'new faces' and/or changes in timings.

We are extremely grateful for your honesty and feedback, whilst we could not achieve the 95% score in 2020 we are confident that in normal conditions we will achieve this high score again.

**75%** of customers felt they were informed if their Care worker was going to be more than 15 mins late.

**69%** of customers are informed if there is a change in care worker.

## Receiving your Care & Support

Every customer is assigned a regional Community Care Manager who custom builds every care plan for the individual in a face to face meeting.

A Care plan changes regularly based on the Customers needs, during the pandemic it was not possible to conduct the necessary face to face reviews due to Government Guidance and putting vulnerable customers at risk of infection. We anticipated that our score would be lower than results collected in the 2020 survey.

**95%** of customers stated that their Care tasks within it were carried out professionally and properly.

**95%** said that call Care tasks were completed at every visit.

Our Carers regularly go above and beyond to ensure their customers' needs are met.

They show compassion and professionalism at all times, hence the high scores above.

It is important to us that we do more than just deliver the Care our customers need we want them to live their lives to the full, to be actively involved in shaping the care they require and retain their independence within their own home.

**100%** Agreed or Strongly Agreed that if changes are made to their Care Plan they actually do happen.

**93%** of customers feel that their Care Plan is correct and does not require any amendments.

**92%** Strongly Agreed or Agreed with the statement - "Bluebird Care involves me fully in decisions about my Care Plan."

These high Customer scores tell us that our Customers are engaged in their own Care Plans, they regularly contribute to their Care Plan and it is an inclusive process which is what we strive to achieve.

**100%** Of our Customers would recommend Bluebird Care to a friend, relative or colleague.



*This is amazing - we are so delighted to receive this wonderful feedback!*

**90%**

**Felt that Bluebird Care meets their reasonable preferences about how I want to live my daily life and promotes independence, personal preferences and choices.**

Please note only 1 person disagreed with the above statement and 4 customers felt it was not applicable to themselves.

This question is very important to us as a Home Care provider, we want to do more than just meet the Care needs of our customers we want to exceed and delight them - to enrich their lives and empower them to have as much control as is possible, we are delighted that this is felt by our Customers and their families.

**95%**

**Of customers believe Bluebird Care properly recruits staff that customers feel safe with.**

Please note no one disagreed with the above statement, 2 customers felt the question was not applicable to them or do not know.

**Bluebird Care Team**

The pandemic has resulted in the recruitment market becoming extremely difficult. The Care Sector is short of trained staff and industry studies have shown there are fewer people entering the industry post pandemic.

At Bluebird Care we endeavour to offer the best working environment and the most competitive job packages, we also invest a lot of time and money into training our Care staff to the highest level - all of these initiatives allow us to retain our existing staff whilst continuously recruiting and training new team members. As we see a rise in our ageing population and consumer preference to remain in their own homes we were very happy to learn that the structure we have in place to ensure we have the most competent staff is being felt by our customers.

**98%**

**Overall, how satisfied are you with the care and service you receive from Bluebird Care.**

Please note only 1 person disagreed with the above statement and 1 customer was neither satisfied or dissatisfied.

**83%**

**Of staff take action to support me if I am distressed or in discomfort.**

Please note 7 customers advised that this statement is not applicable to them, we can assume that they have not been in this situation themselves.

**“ The carers actually 'care.' On two occasions they have had to call ambulances and have been brilliant, stayed with him and notified me immediately. Time keeping is excellent. ”**

**Of Customers feel that staff who provide my care, treatment and support are competent and well trained.** **100%**

**Knew who their Community Care Manager was.** **62%**

## Compliments, complaints and concerns

Our Carers are trained to identify safety and well-being issues but it is important that you, our customers know how to raise a concern. Since 2018, all customers, new and existing, have been sent a leaflet outlining safety, types of abuse, what to look for and the relevant agencies to escalate to if you are concerned.

As you are probably aware we are audited by the CQC and have a rating of 'Outstanding' this quality assurance is based on how safe, effective, caring, responsive and well-led we are as a Home Care provider.

**100%** Of customers know how to raise a concern and/or how to raise a complaint if I am unhappy about my care or service.

**100%** Bluebird Care listens to my concerns, complaints and comments and does something about them.

**57%** Of customer feel that Bluebird Care provides access to a system for them to compliment staff to the management.

Please note 8 customers felt this question was not applicable/don't know. 20% disagreed with the statement. **If you would like to leave a review for your carers please visit [www.homecare.co.uk](http://www.homecare.co.uk).**

## How can we improve?

The Customer Survey is so very important to us, the results reflect the quality of delivery and standards of our Home Care Service and we are so happy our Customers feel that our service is 'Outstanding'.

However, there is always areas we can improve on, we want to continue to grow and to implement best practice in every area of our service.

The pandemic had a dramatic effect on the Care Sector, with higher than normal levels of sickness and absence of our Carers due to isolation periods and Government policy and procedure - we navigated through the pitfalls of PPE supply, test and trace and shielding our most vulnerable customers from risk of infection.

Now that we are over the worst our Community Care Managers are able to conduct more face to face reviews with their customers, to get out and about a lot more and provide the integral link from customer to carer and the Care team based in our office. Hopefully you will feel the benefit of this additional contact and consistent communication.

## Continuity of Care and Communication

Continuity of care remains extremely important to both customers and Bluebird Care. We work hard to minimise the number of different Care Assistants a customer sees - we aim to ensure a good relationship with a small group of core key workers are rostered to deliver your care. As you know this is not always possible, but it is what we strive to achieve, carers should only be changed for holiday, illness or if a Carer leaves our employ. We appreciate the flexibility you have shown during the pandemic and we will offer better continuity and where this cannot be achieved (through no fault of our own) our communication about the changes will be conducted in a timely manner.

## Thank you

We really are grateful for the time and effort our customers took to complete this survey.