

Bluebird Bulletin

The Home Care Newsletter for Customers



FEB 2017

Rushcliffe
and
Melton

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Empowering Carers: Your Care, Your Way

Safe, effective, person-centred care can only be achieved by developing a high-quality team of compassionate, well-trained carers, whose voices are just as valued and respected as those of the customers they support.

With this notion in mind, we asked our staff for their thoughts on the PASS System software which they utilise to record care notes. This review revealed that **100%** of the respondents prefer using this mobile app to document care visits and view care plans, compared with the old paper-based method. Encouragingly, **83%** of care staff also find the PASS System to be a more time efficient documentation method compared with the 'hard-copy' care notes and medication charts.

This can be attributed to care staff being able to view the care plan and previous care notes prior to even setting foot inside the customers' home, meaning less time is wasted sifting through paperwork, and more time can be afforded to caring and supporting the customer. The word display shown below illustrates the most popular phrases used by our care staff to describe the PASS System software, all of which are very positive.

We have also recently gathered feedback on diabetes training. In an effort to help improve outcomes for our diabetic customers, Bluebird Care will shortly be rolling out in-house training sessions on diabetes care to all care staff in order to improve skills and knowledge.



"I have the opportunities to apply my talents, knowledge and expertise to my caring role."

Welcome to this February 2017 edition of the Bluebird Bulletin which bears a strong theme surrounding both employee feedback and overall care service performance.

Over the winter months we have been eagerly listening to the voices of our care team in order to gauge their motivation, commitment, and overall job satisfaction. Distributing staff engagement surveys, training questionnaires, and product reviews (PASS System), has provided us with an invaluable insight into how Bluebird Care is viewed from the 'inside out', and how we can further improve our overall customer experience via empowering our staff.

Peter Bryan
Registered Care Manager

PASSsystem



information quick easy
planning efficient
valuable technology detailed
safer accessible
time fast
mobile

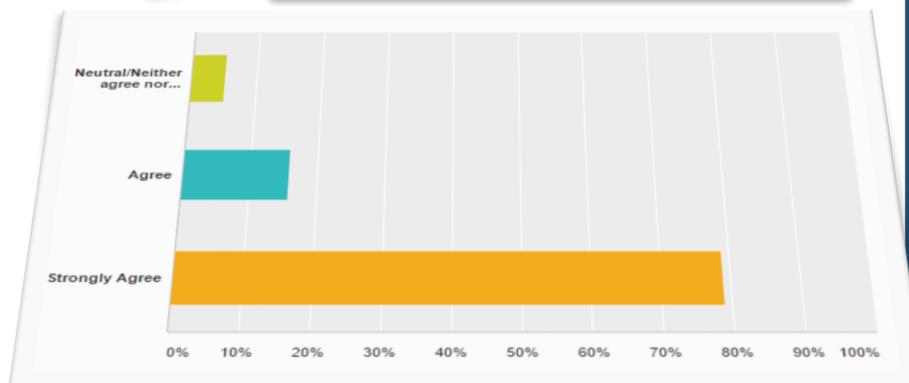
Employee Engagement Survey: January 2017

Our care staff are the 'bread and butter' of the Bluebird Care service. We always look to attract and retain the best carers, and endeavour to provide our employees with ongoing encouragement, stimulus, and opportunities for professional growth. In line with what J.W Marriott accurately surmised, by 'taking care of our staff, in turn they will take care of our customers'.

By conducting employee engagement surveys, we provide a platform for our employees to share open feedback, giving them a direct voice to the management team. Creating a two-way communication system is a crucial process which enables us to assess how engaged our workforce is. From here, we can identify our strengths and recognise opportunities for improving employee satisfaction within Bluebird Care.



"I feel completely involved in my work and have good relationships with my customers."



The employee survey conducted in January 2017 focused on four fundamental areas of the service; workforce engagement, relationship management, career development, and the working environment. We discovered from the respondents (carers) that:

100% are determined to give their best efforts at work and meet set goals.

90% are satisfied with the opportunities for growth and professional development, including training (practical skills and knowledge-based).

90% are satisfied with the culture within the workplace and recognise the positive impact their work has on people's lives.

Christmas Customer & Carer Competition 2016

Our Selfie Winners



Franchise Quality Audit



Annual franchise reviews look to promote quality improvement within each individual Bluebird Care service via recognising 'best practice' and identifying any 'major concerns' or areas in need of further development. The audit process captures an holistic view of the Bluebird Care service, looking closely at five distinct operational areas; Risk Management & Safety, Care & Support, Workforce Development & Competencies, Responding to Customer & Business needs, and Governance & Leadership. Each of these core components are carefully examined and awarded a score, with the sum of the totals generating the overall audit score expressed as a percentage out of 100%.

In **January 2017**, Bluebird Care (Rushcliffe & Melton) achieved an overall internal business quality audit score of **92%**, placing our franchise within the **top 5%** of performers across the Bluebird Care network. Our success in attaining this commendable result can be owed to a robust internal frame work, made up of various quality assurance processes that we have worked hard to implement over the past 12 months. Notable examples of 'best practice' identified in the report are summarised below:

Risk Management & Safety: The service is delivering both safe and person centred care to customers which also reflects their individual requirements and/or preferences, reinforced by the electronic 'PASS System' care plans. Training programmes are delivered regularly to ensure that the workforce are updating their awareness of customer groups and/or conditions specific to these to maintain a safe and responsive service of care.

Workforce Development & Competencies: The business has fully implemented the Care Certificate Framework and is delivering all 15 modules of learning successfully to their care workforce. Care assistant competencies/knowledge are also being assessed via regular observational/competency assessments completed by the team of supervisors/team leaders whilst they deliver care to customers. Continuous professional development opportunities are offered in the form of in-house training, distance learning short courses, QCF level 2 & 3 courses, and external training seminars.

Responding to Customer and Business Needs: Productive working relationships with other care agencies and local community teams such as the District Nursing service and Occupational Therapy teams have been established to promote continuity of care and maintain customer safety at all times. Proactive working links with the local authority safeguarding and multi-disciplinary teams have been established and management is also adhering with protocols for reporting and responding to safeguarding events.

Governance and Leadership: There is a clear and concise strategy for driving continuous improvements within the service. The business has a robust infrastructure in situ which will enable it to meet the ongoing business/customer needs and also for any future planning and diversification.