

Summary Report

How did we do?

At Bluebird Care we conduct an annual carer satisfaction survey in order to give our team the opportunity to share their views of how they think we are doing and ways in which we can better support them. We are delighted to have received a response rate of just over 98%.

The overall feedback confirms 100% of our Care Assistants enjoy their role and feel the training and support they received is adequate to support them. In addition to this, 100% of our Care Assistants feel that the office staff are polite and treat them with respect and that the Care Manager is approachable. 100% of our Care Assistants would also recommend us to a friend.

Our care staff are paramount to the service we provide at Bluebird Care. We always look to attract and retain the best carers. We invest in our staff, constantly providing them with ongoing training and support to upskill them, allowing continued professional development.

We actively seek feedback from our staff by various means including 1 2 1 supervisions, staff meetings, appraisals and an annual satisfaction survey. By creating these platforms for our employees to share open feedback, we are giving them a direct voice to the management team. Creating a two-way communication system is a crucial process in helping us to identify what we do well and where we can improve.

The full results are on the following pages and are represented in a graphical format.

Thank you

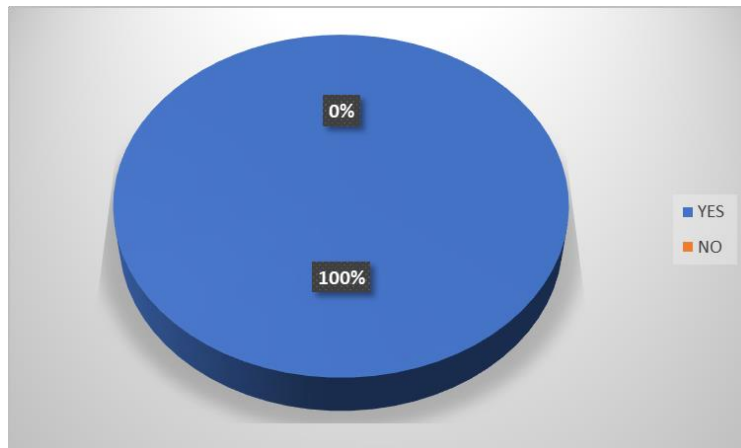
We always encourage all Carers to complete the survey every year and would like to thank everyone who has taken out the time to complete these. By receiving such feedback, it gives us a clear insight into areas of improvement and allows us to focus on continually enhancing our employment and services. Our care team's opinions and views are greatly appreciated as we strive to improve.

Thank you to all Bluebird Care Carers, for all their continued dedication and compassion whilst delivering care to our customers.

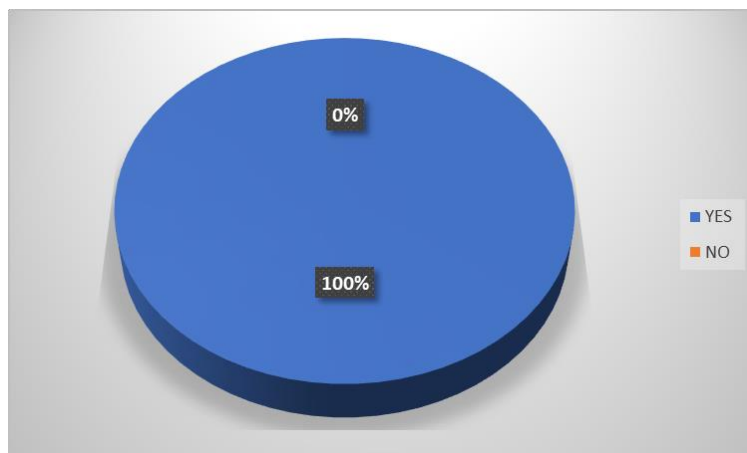
Further Information

If you have any queries or concerns, or if you would like to join our award winning team, please contact Emily Jones on 01785 337711 or alternatively email emilyjones@bluebirdcare.co.uk

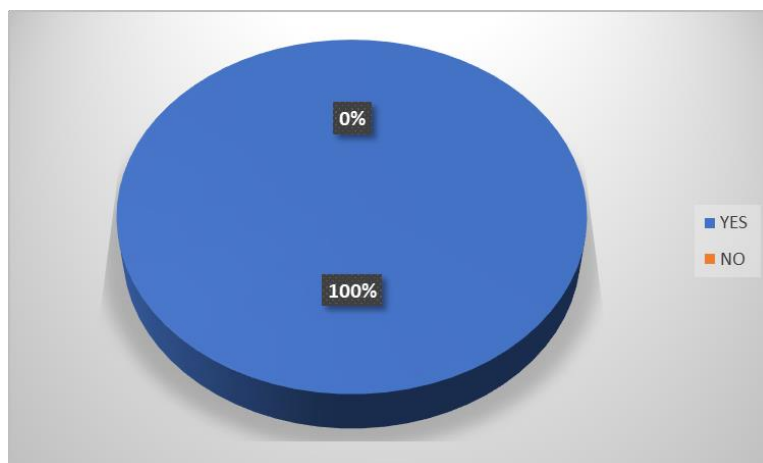
Do you enjoy your role as a care assistant at Bluebird Care?



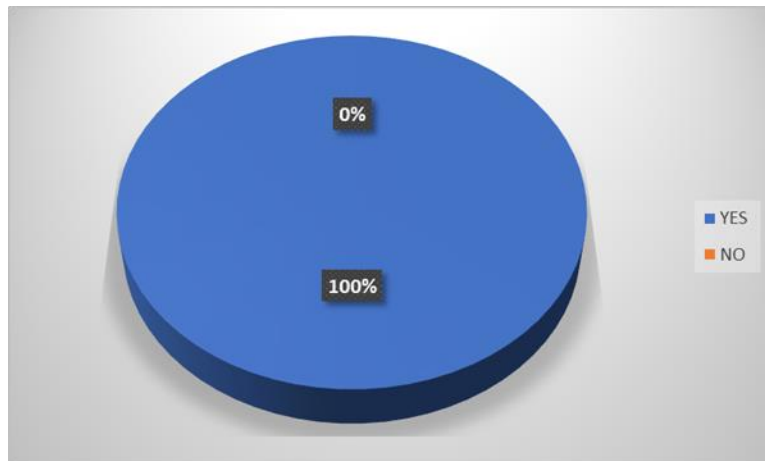
Do you feel the training provided is adequate for you to complete your duties and responsibilities?



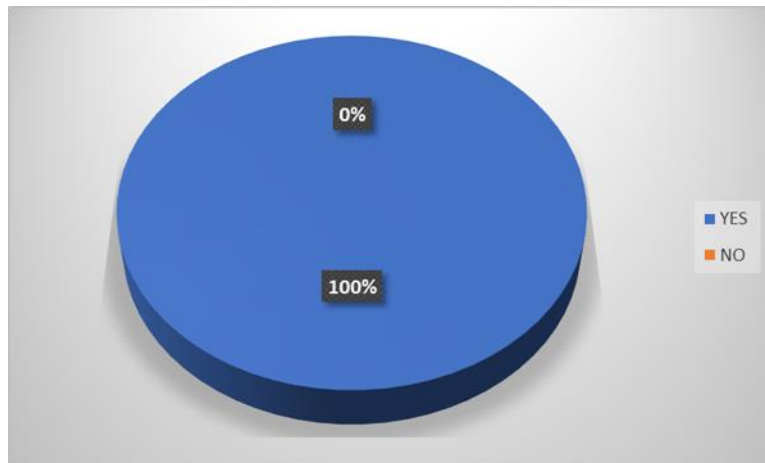
Do you feel communication is of a good standard?



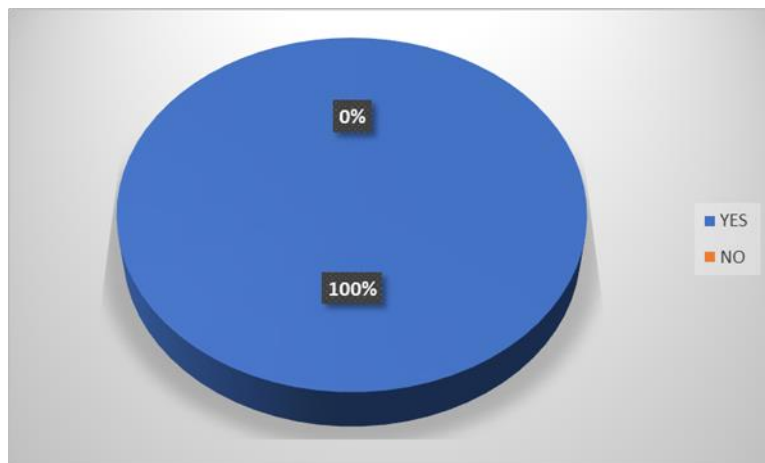
Do you feel you receive enough support and supervision from the office?



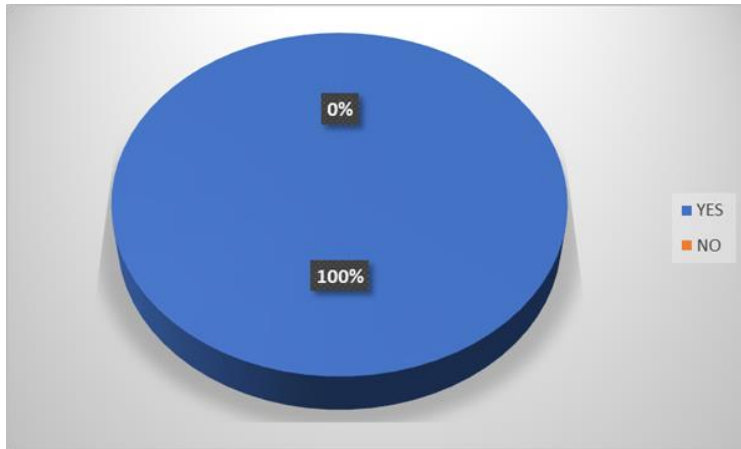
Do you feel you can approach your manager if you have a problem?



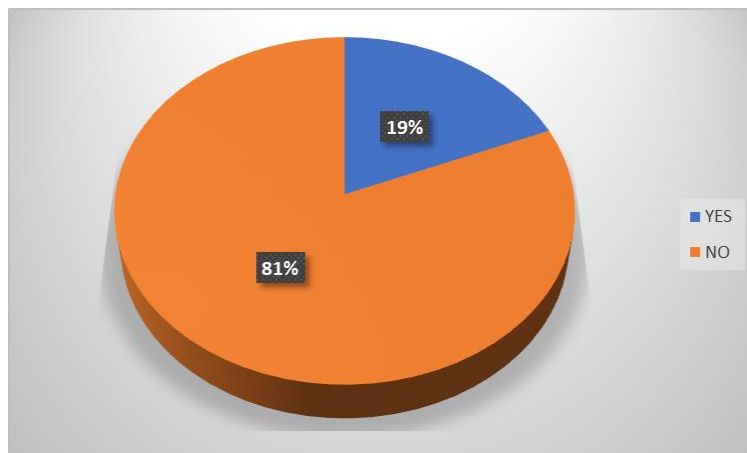
Do you feel listened to, whether this is over the phone or during your supervisions?



Would you recommend Bluebird Care to a friend or relative whether this be for employment or care support?



Do you feel there is anything Bluebird Care could do to improve your working conditions?



Do you feel there is enough information in the customers' care and support plans to allow you to support each customer appropriately?

