



**EAST STAFFS & SOUTH DERBYSHIRE**  
**ANNUAL CUSTOMER QUALITY**  
**SURVEY – 2021**

**Survey Summary Report**



This report details the results of our annual customer quality  
survey

# Summary Report

## How did we do?

Our annual customer surveys were sent out in November 2021, and we are pleased to have received just over 77% response rate. We are delighted with the feedback from the customers who we support, and the overall opinion suggests that we are providing and maintaining a good quality service.

*See some of our customer comments below:*

*“Care staff are always willing to give over 100% every day and like no other care company I have, Bluebird Care will shop for me and any other need I have they will provide for”*

*“Carers do an excellent job”*

*“Staff are kind, considerate and competent”*

*“They have such a pleasant and caring and helpful attitude to customer’s needs”*

*“Sending the regular carers and they are always on time”*

*“I’m satisfied with all care I receive they do everything I ask”*

*“It’s very reliable and carers are excellent”*

We are thrilled that a high number of customers individually acknowledged specific care staff. Our customers felt that those individuals deserved special recognition and we have passed on these lovely comments to the staff.

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

## What we do well

- **100%** of our customers stated they were satisfied with the care they receive.
- **100%** of customers said that they or their representatives have been involved in the planning of their care.
- **100%** of customers stated that care staff support them to maintain their independence and show commitment to the role.
- **100%** of customers said that they feel that Bluebird Care provide a safe and effective service that meets their needs.

- **100%** of customers stated that they felt care staff wore the correct personal protective equipment.
- **100%** of customers said that they felt we took adequate steps to keep them safe during the Covid-19 pandemic.

### What can we improve?

We are constantly looking at ways on how we can improve our service, receiving feedback from our customers is vital in helping us achieve this.

- **12%** of customers said they would benefit from us supporting them with additional tasks such as cleaning, shopping, and outings. We review customer care packages as a minimum on a 6 monthly basis and are happy to arrange additional support for customers.

### Our customer experience

We asked all our customers to share their experiences as a Bluebird Care customer, and if there is any employee of Bluebird Care who they feel deserve recognition, see below some of the responses we received back from our customers.

*"I find it impossible to nominate just one angel when every day I am in contact with new and old lovely Bluebird staff"*

*"ALL CARERS ARE LOVELY, I COULDN'T SINGLE ANYBODY OUT"*

*"Nagma is very helpful"*

*"THEY'RE ALL LOVELY"*

*"Everyone is professional and caring"*

*"Nagma, she comes in gets on with her job"*

*"Laine she is regular and does everything I need"*

*"Jodie, known since my care package began. Good relationship & Louise"*

*"Emma Robinson & Victoria Cramp"*

*"Tanya Hinkova"*

*"I feel that Louise Chatfield deserves recognition everything you have said she does."*

## Other lovely comments received were:

*"AS MARY POPPINS SAID PERFECT IN EVERY WAY"*

*"I FEEL THAT ALL BLUEBIRD CARE EMPLOYEES ARE EXEPTIONAL, I COULD NOT PICK ONE OUT FROM THEM!"*

*"You cannot improve and the service"*

*"Out of all my previous care companies I find Bluebird staff the most honest, honourable, and happy staff. I really appreciate how much effort the staff put in to help"*

*"JUST KEEP UP THE GOOD WORK YOU ARE ALL HIGHLY VALUED"*

*"NOTHING BUT PRAISE"*

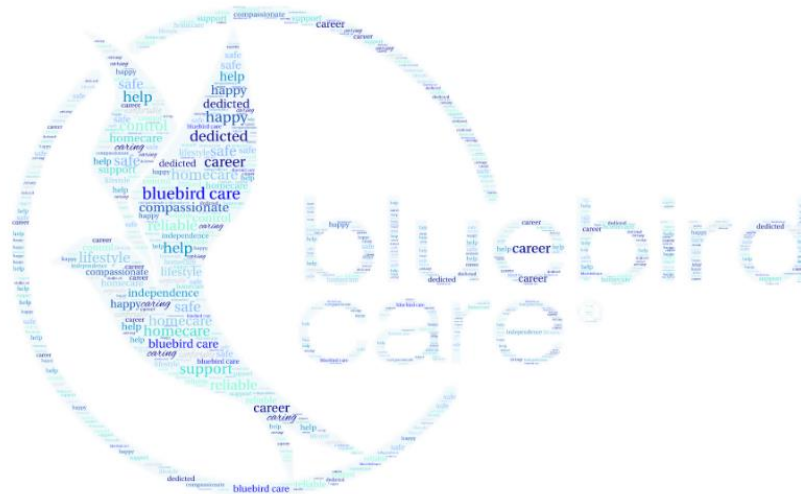
## Thank you

We would like to thank everyone who has taken the time to complete our annual surveys. With your feedback, we can make the Bluebird Care service the best it can possibly be.

We would also like to thank the whole Bluebird Care Team, for all their continued dedication and compassion, whilst delivering care to all our customers.

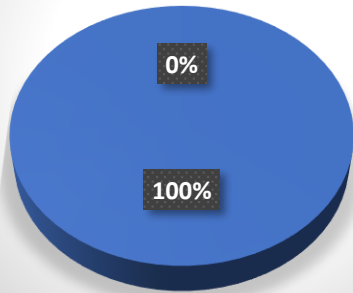
## Further Information

If any of our customers or their relatives have a concern or issue, please contact our Registered Care Manager Victoria Jones on 01283 487373 / 01889 358588 or alternatively email [vickijones@bluebirdcare.co.uk](mailto:vickijones@bluebirdcare.co.uk) who will be happy to help.

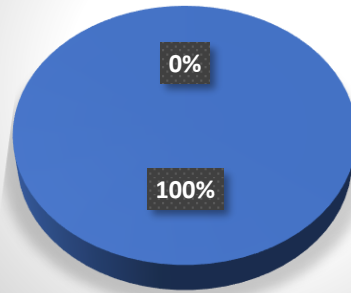


## Our Survey Results

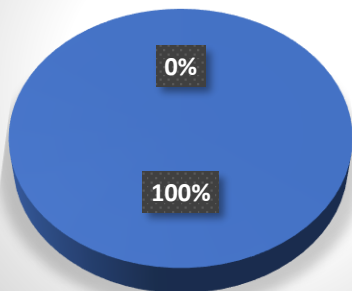
Do you feel that you (or your representative) have been involved in the planning of your care?



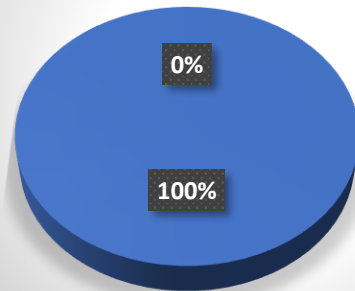
Do your care workers involve you, support your independence, your choices and show commitment to you and their role?



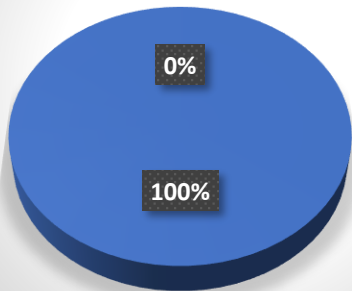
Do you feel that Bluebird Care provides a safe and effective service that meets your care needs?



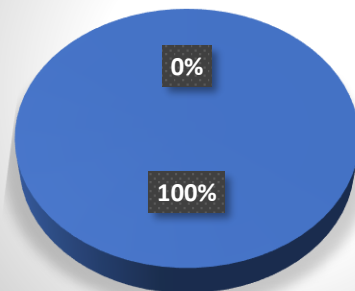
Bluebird Care do not discriminate against my age, gender, religious and cultural values, or for any other reason?



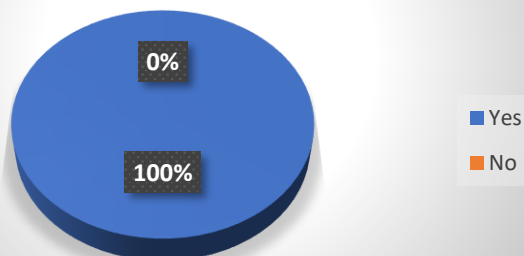
Have your visiting care workers worn full personal protective equipment at all times and changed them when required?



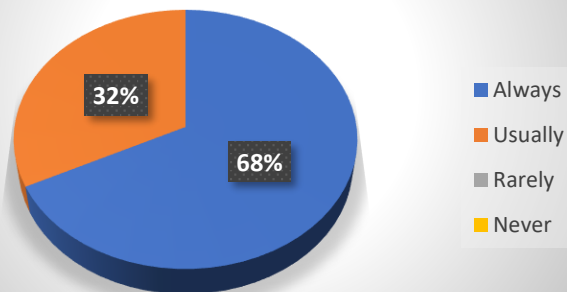
Bluebird Care have taken adequate steps to keep me safe and well during the Covid 19 pandemic?



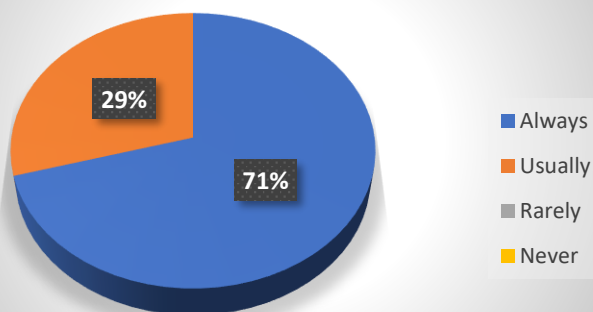
Whilst we always hope to provide a high-quality service, would you know how to raise a concern or make a complaint should you require?



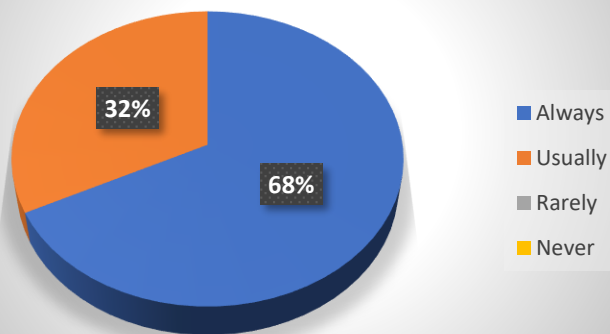
Do all your care workers arrive within 30 minutes, either side, of the scheduled visit time?



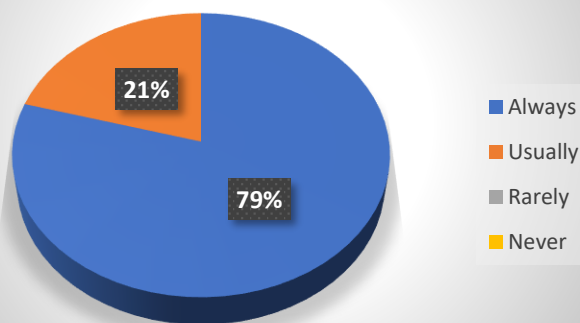
Do all your care workers stay for the full duration of your care visits?



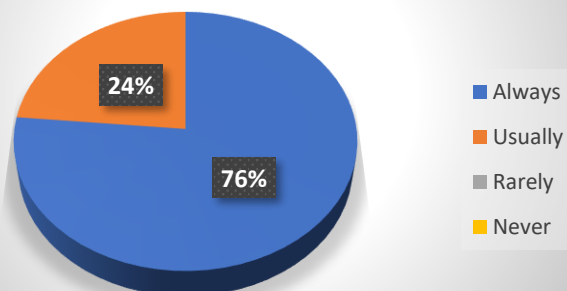
Are your care workers polite and treat you with dignity and respect?



Are the tasks in the care plan carried out properly and professionally?



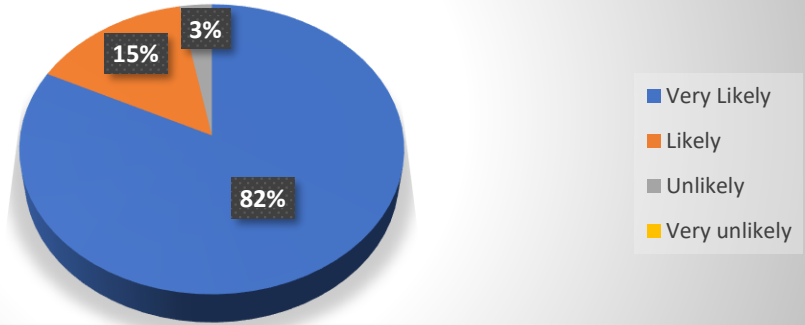
If you contact the office, do you feel they respond well to your needs or requests for information?



**Would you recommend our Bluebird Care services to a family member or friend?**

A 3D pie chart illustrating the responses to the question 'Would you recommend our Bluebird Care services to a family member or friend?'. The chart is divided into four segments: a large blue segment representing 'Very Likely' at 82%, an orange segment for 'Likely' at 15%, a small grey segment for 'Unlikely' at 3%, and a very thin yellow segment for 'Very unlikely' which is not visible in the chart. A legend on the right side of the chart maps the colors to the response categories.

Response	Percentage
Very Likely	82%
Likely	15%
Unlikely	3%
Very unlikely	0%



Overall, are you satisfied with the service you receive from Bluebird Care?



Response	Percentage
Yes	100%
No	0%

