



ANNUAL CARER SATISFACTION SURVEY 2020



Survey Summary Report

This report details the results of our Annual Carer Satisfaction Survey. The surveys were sent out to our entire care team during the month of August 2020

Report Summary

How did we do?

We are extremely pleased to announce the results of our annual employee survey and delighted with the responses received from our staff. An overwhelming 95% of our carers completed the survey.

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 recommend us to a friend.

Some of the lovely comments received by our employees include:

“I enjoy helping the customers stay safe and independent in their own homes and helping them achieve good health and wellbeing”

“I love taking care of people and making every moment matter. I love having a laugh with my colleagues and clients. I love learning new things whilst working”

“I enjoy everything I do in my role, the satisfaction of the care I give to service users, no two days are the same”

“I enjoy meeting a variety of different people and listening to their stories”

“An amazing place to work and amazing people to work with. Everyone does a brilliant job”

“Great company to work for”

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.

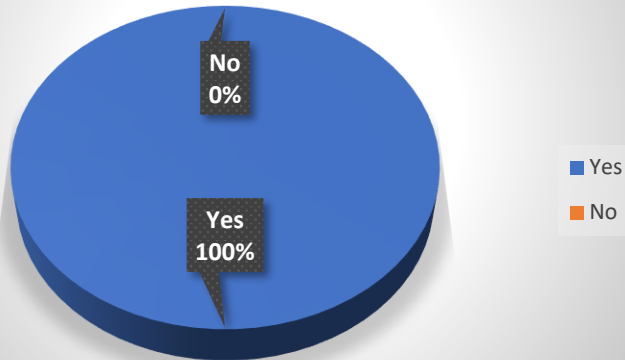
The full results are on the following pages and are represented in graphical forms.

Thank you

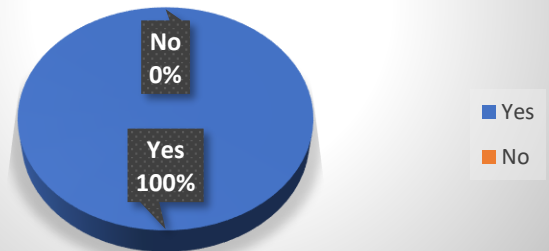
We would like to thank everyone who has taken the time to complete our annual surveys. With the feedback we receive we can make the Bluebird Care service the best it can possibly be.

Our Survey Results

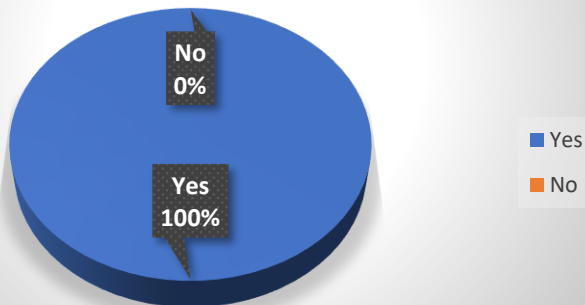
Do you enjoy your role as a care assistant?



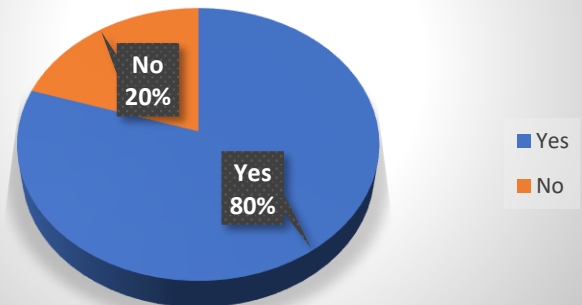
Do you feel the training provided is adequate for you to complete your duties and responsibilities?



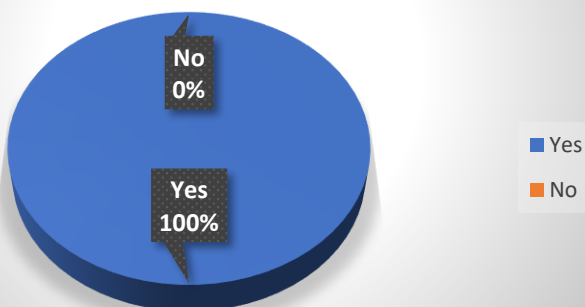
Do you feel you receive enough support and supervision from the office?



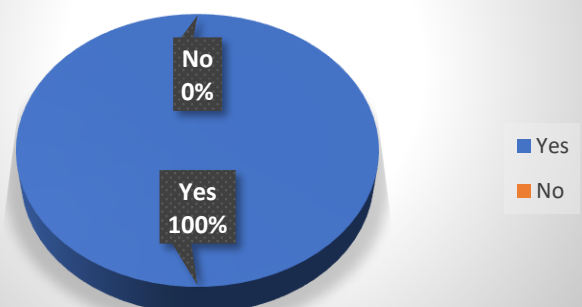
Do you feel communication is of a good standard?



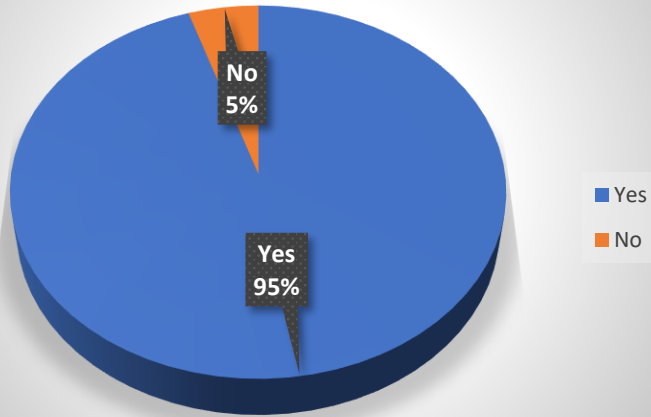
Are the office staff polite and do they treat you respectfully?



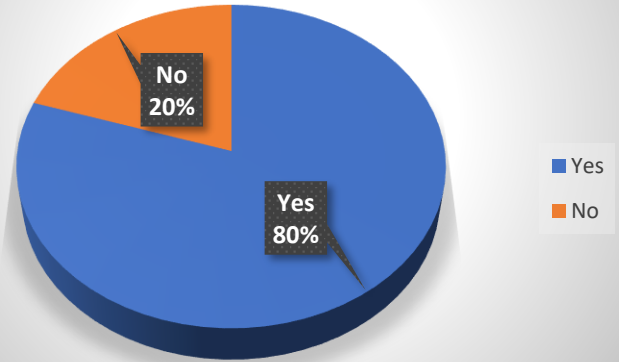
Do you feel you can approach your manager if you have a problem?



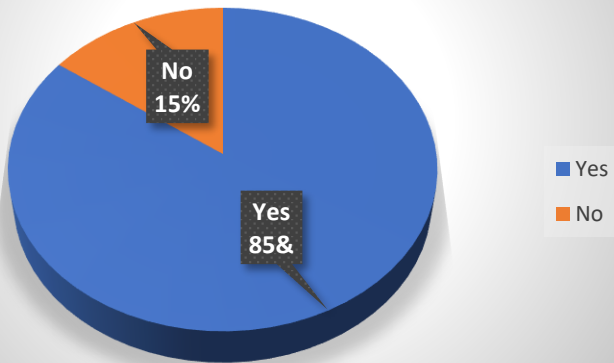
Do you feel listened to?



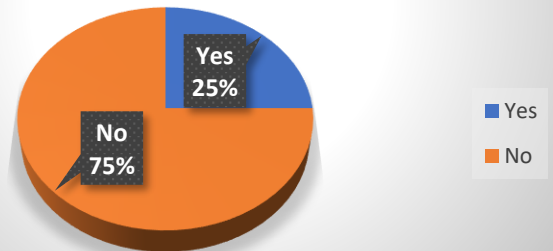
Are you given enough travel time between calls?



Are you happy with your current rota?



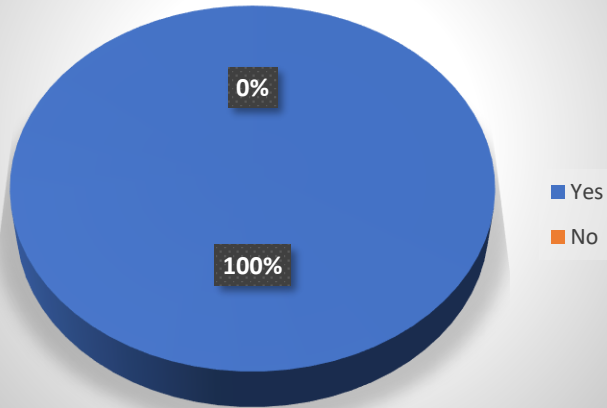
Do you feel there is anything Bluebird Care could do to improve your working conditions?



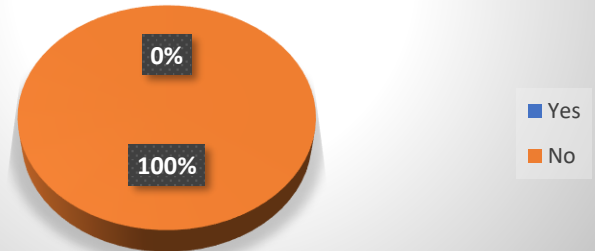
Do you feel there is enough information in the customers' care and support plans to allow you to support each customer appropriately?



Would you recommend us to a friend?



Would you like a member of the office team to telephone you or arrange a meeting to discuss the comments you have made on this form?



100% of our carer's would recommend us

[Comments from our Care Assistants on why they enjoy their role](#)

“Helping the customers stay safe and independent in their own homes and helping them achieve good health and wellbeing.”

“Meeting different people, helping and caring for them.”

“I love taking care of people and making every moment matter. I love having a laugh with my colleagues and clients. I love learning new things whilst working.”

“All staff members are very easy to get on with and clients are lovely.”

“I enjoy putting smiles on people’s faces no matter what it takes. I love learning about people’s pasts and learning about them. I really enjoy caring and helping in every way possible.”

“I enjoy providing care to client within their own home and the variety of tasks that I am responsible for.”

“Making a difference.”

“I enjoy helping others and giving them all they need to make there day as easy as possible”.

“I love helping people and supporting them with their daily tasks and promoting their independence too.”

“I enjoy everything I do in my role, the satisfaction of the care I give to service users, no two days are the same. Encouraging service users to continue to live their normal happy lives”

“I love being a carer! Being able to get to know your patients is amazing, and they feel like my own family”.

“I love going out listening to different customers”.

“I enjoy meeting a variety of different people and listening to their stories”.

“Meet new people.”

Other Comments from our Care Team

“The training I have received is fantastic. I have been to other care companies in the past and never got the chance to do this amount of training”

“Office staff are always very helpful and always have a positive attitude and a friendly smile to greet everyone”

“The support from the office is amazing, its lovely to see so many well-mannered smiley people”

“Communication is key and we work well as a team”

“My manager makes me feel welcome”

“Bluebird Office staff are always welcoming and treat staff like family rather than just an employee. Gold Star ladies!”

“The office staff go above and beyond for our customers and carers, thank you for being so lovely”

“I find the office staff and senior carer very helpful and always make time to discuss any queries”

“My comments and issues are always taken onboard and dealt with”

“Always speak very highly of the company and would recommend”

“I've told lots of people about working for bluebird and what a great company they are”

“Bluebird care is well led and I thoroughly enjoy my role here”

“I really enjoy working here, everyone is so friendly and helpful. I feel supported even with my health issues as this is something that has held me back in the past”

“Definitely professional at all times. Provides high standards, measures in place to ensure this happens!”

“Bluebird care is a very friendly company to be a part of”

“Thank you for being a delight to work for!”