

Employee Feedback Results 2023



In November, we asked all our care staff to provide feedback on their experience of working for Bluebird Care East Staffs and South Derbyshire, we received responses from 90% of our staff and we are delighted with the results.

What we do well...

100%

of staff said they enjoy their role as a care assistant.

100%

of staff said they think the training provided was adequate for them to complete their duties and responsibilities.

100%

of staff said they receive enough support and supervision from the office team.

100%

of staff said they feel they can approach their manager if they have a problem.

100%

of staff said the office staff are polite and treat them respectfully.

100%

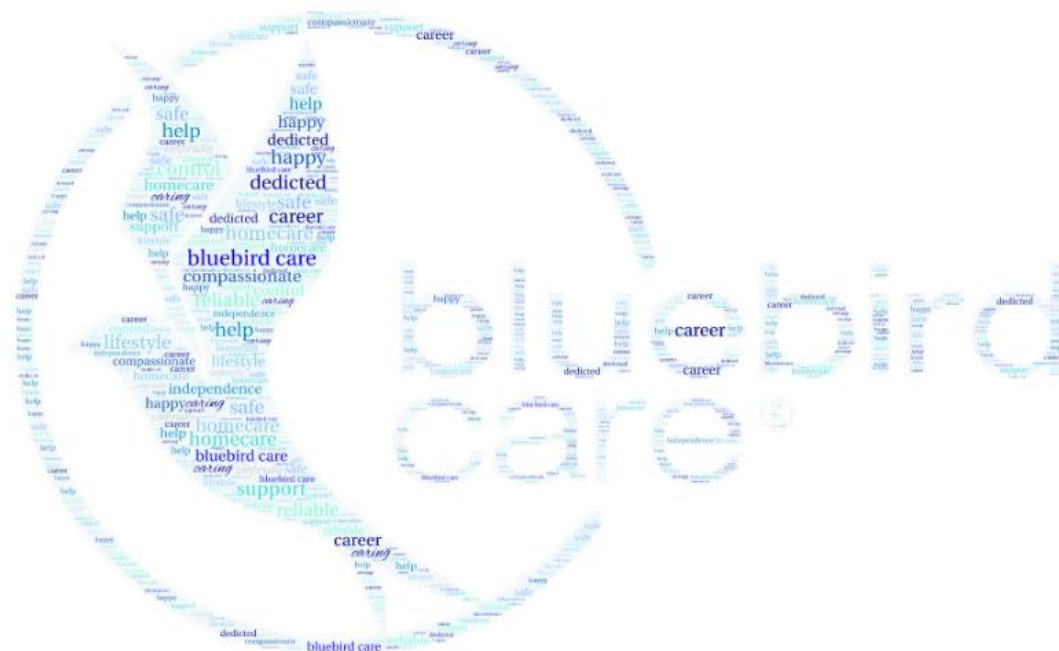
of staff said they receive enough support and supervision from the office team.

100%

of staff said there is enough information in the customers care and support plans to support the customer appropriately.

100%

of staff said they feel they would recommend us to friends or families for either employment or care and support.



Where we can improve...

96%

of staff said they felt listened to.

92%

of staff said they felt that the communication is of a good standard.

Currently we communicate with all staff via various methods including face to face, email, text, phone calls. We provide all staff with a weekly memo with updates on all important changes to customers, we hold a staff meeting each month, and carry out monthly observations on all staff. In addition to this we have a private Facebook group which all staff can utilise to communicate between themselves if they wish. However, on occasions when staff have sent non urgent communications the office team do not always have the opportunity to respond to them personally, we have identified that this causes poor morale and we are actively working to improve on this.

81%

of staff said they feel we couldn't improve on the working conditions.

Some of the suggestions on how we could improve working conditions included: Providing staff with a lightweight uniform for the summer months, and a raincoat for the winter season. All staff have been made aware that these are available to purchase if they wish. Another suggestion for improvement was increasing the hourly rate. Pay is reviewed annually, and in July 2023 this was increased by more than 12%. In addition to the hourly rate we also pay travel time, and mileage. We offer bonuses for 100% attendance, Employee of the Month and Annual Appraisals. There is also the opportunity the opportunity to earn care friends points for recommending a friend to join Bluebird Care, each point is equivalent to £1.

78%

of staff said they feel they had enough travel time between visits.

Our rostering system uses Bing Maps to automatically calculate travel time between customer visits. The system allows us to allocate travel time in 5-minute blocks. For Example: If the time required between visits is 6 minutes, Bing Maps will allow us to allocate 5 minutes or 10 minutes. If adequate travelling time is not provided, this will flag up on the system, however we appreciate that this does not take into consideration the additional time required for care assistants to walk to and from their car, park their car etc. Going forward our care coordinator will factor this time into the travel time needed and will round up any travel time required.



Some of the comments included:

"I am enjoying it so far and feel I fit right in"

"Bluebird has been the nicest company I have worked for so far. All of the staff are great and very supportive, and I appreciate that most of all."

"I have been with Bluebird for 3 years. My commitment to the company and to my role has not gone un-noticed. I am very proud of my achievements since I first started with Bluebird Care. Bluebird Care has grown my confidence, and they give me self-belief in my role. I have a lot to thank Bluebird Care for."

"It's an absolute pleasure to work with such wonderful colleagues."

"I enjoy working for Bluebird and am looking forward to learning more and growing more in this company because of the training and support offered."

"Everyone in the team that I've met have been lovely and the staff in the office have been really supportive and regularly reassure me they are there if I need anything which means a lot to me."

"I have been working for Bluebird Care nearly 5 years! I wouldn't think of changing my working place! Great and friendly team. Most is always there to help. Flexible and understanding management. We do become friends more than colleagues!"

"Office staff are always helpful. I have no complaints."

"Bluebird care is the best care company I've worked for they put customer and carers best interests first fully understanding about any concerns you have well done to Bluebird care."

"Great team to work for."

"Bluebird is a brilliant company to work for. I feel like I've took the job on very well through the support of the company and training given."

"I have really enjoyed my time with Bluebird Care"

