



# Bluebird Care Wandsworth Customer Satisfaction Survey SUMMARY OF RESULTS 2017

“

My life  
My home  
My special  
ornaments

Home care from  
Bluebird Care



## A MESSAGE FROM KARINA



Whilst the reputation of Bluebird Care Wandsworth is excellent, we recognise that we are only ever as good as our Customers say we are and we must never rest on our laurels. We are always seeking ways to improve and perfect what we do and conducting our Annual Customer Satisfaction Survey is one way of gauging what you really think. Asking you to critique all areas of our service helps us to properly understand what is going right and what needs tweaking.

Having established Bluebird Care Wandsworth a little over six years ago because I wanted to make a positive difference, I have to confess to feeling extraordinarily proud by the general findings of the survey. It is a testament to the efforts of the outstanding men and women whom I have the privilege to work alongside who believe, just like me, that if you are going to do something then you should do it to the best of your ability.

## REPORT SUMMARY

This report summarises the findings of our Annual Customer Satisfaction Survey which was conducted during October and November 2017.

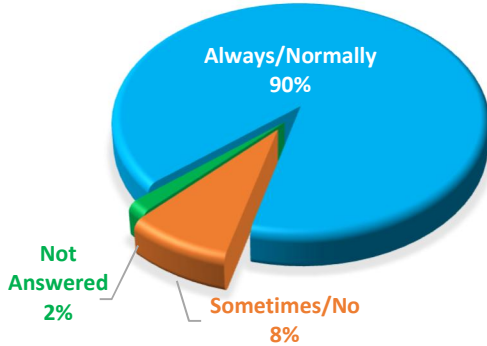
63% of our Customers completed the survey and those who did not were actively encouraged to do so. As the completed surveys arrived, we noted the areas where we did not achieve 100% and investigated each and every instance to ensure the issues were properly addressed and resolved.

Once again, we have been *overwhelmed by the positive feedback we've received with Customer satisfaction ratings over 90% in almost all areas of the survey.* We were genuinely touched to receive so many generous comments from our Customers and their relatives – and a selection of these are included at the back of this report.

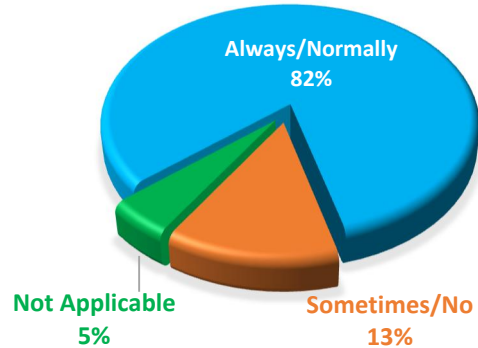
We do not take these commendations lightly and we will continue to do everything we can to be deserving of your praise. Customer feedback is vital in helping us get it right and learning from the times when we don't so please continue to feel confident in sharing your views with us.

## YOUR CARE ASSISTANTS

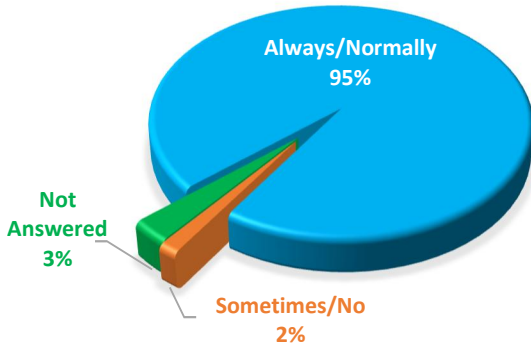
Do your Bluebird Care Care Assistants arrive at, or very close to (within 15 minutes) the specified time?



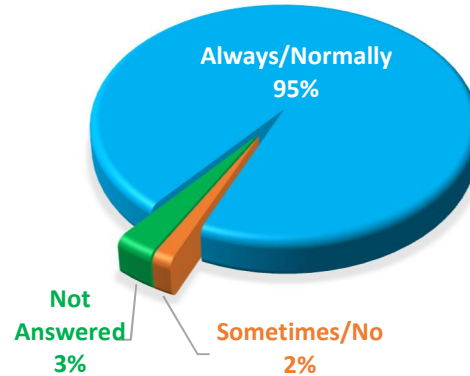
Are you informed if your Bluebird Care Care Assistant has been delayed?



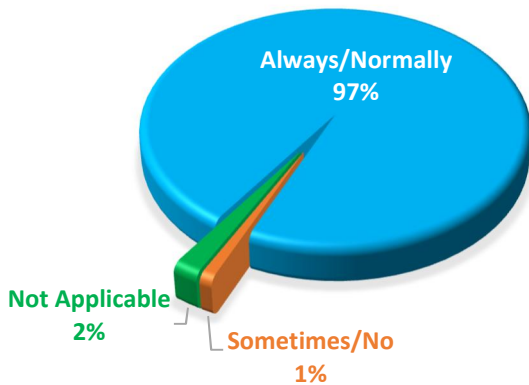
Do you feel your Bluebird Care Care Assistants treat you with respect?



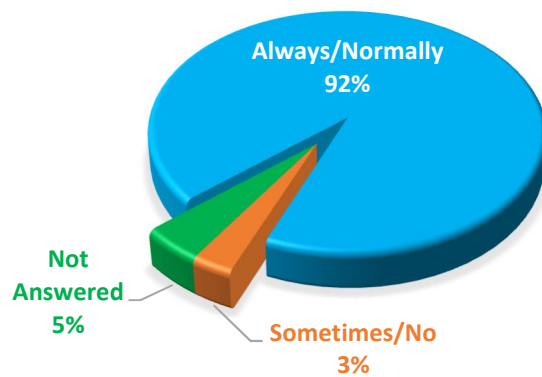
Do you consider your Bluebird Care Care Assistants to be polite and considerate of your wishes?



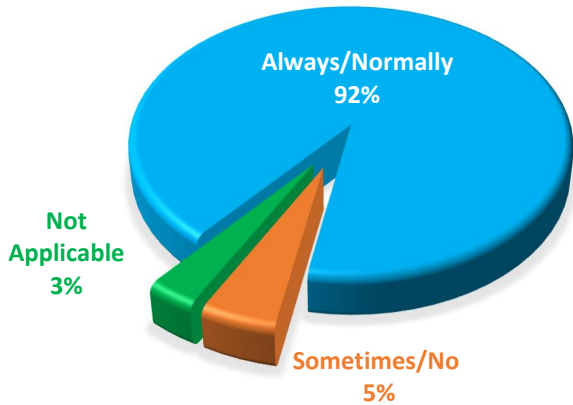
Do your Bluebird Care Care Assistants arrive in uniform and smart dress?



Are tasks carried out properly and professionally?



Do your Bluebird Care Care Assistants always stay for the full visit time unless you ask them not to?

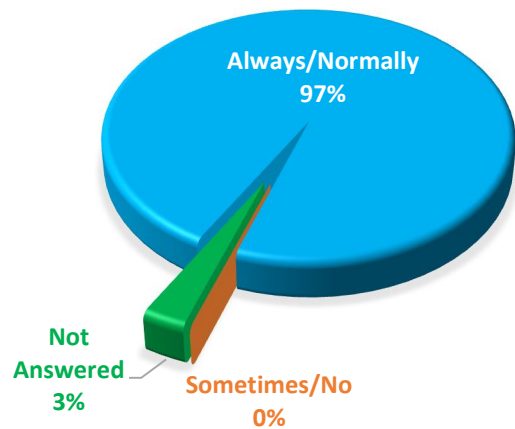


## YOUR CARE

Are new staff joining your Bluebird Care team shadowed and introduced so they understand your needs?



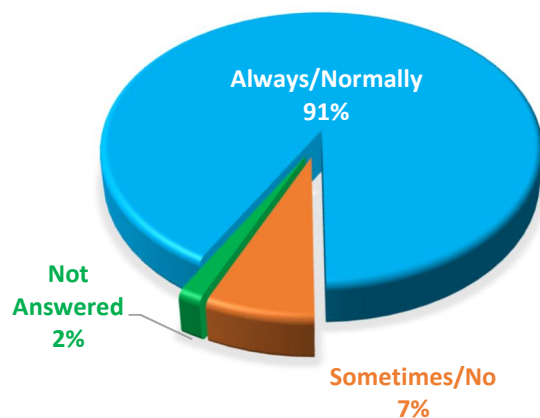
Do you feel safe with the Care Assistants and the care that Bluebird Care provide?



Are you happy with the continuity of care provided by your regular team of Care Assistants?



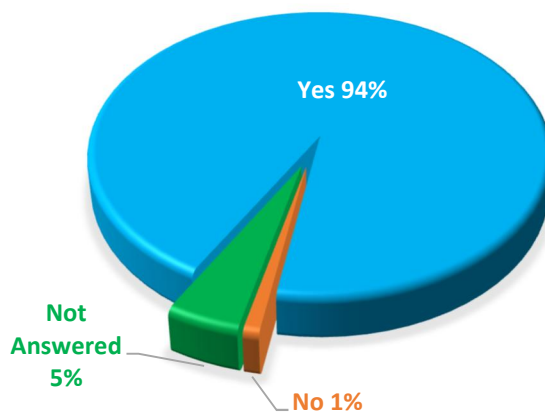
Do you find Bluebird Care is flexible and responsive to your wishes?



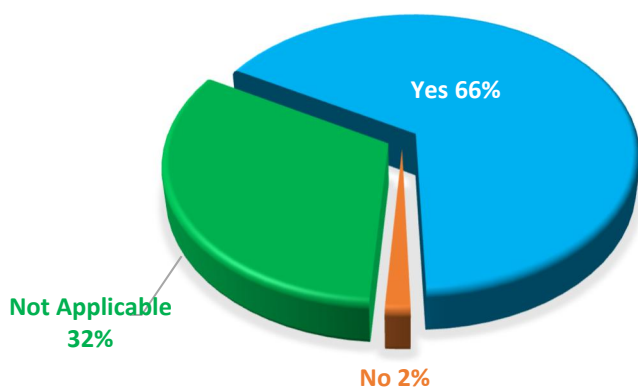
Do you know which person to contact at the Bluebird Care office if you need to discuss any aspect of your care?



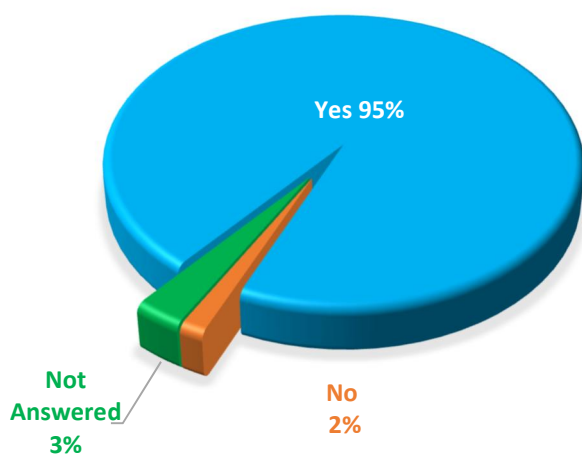
Do you feel that your cultural and religious wishes are respected where applicable?



Do you feel that Care Assistants take consideration of your nutritional and dietary needs?



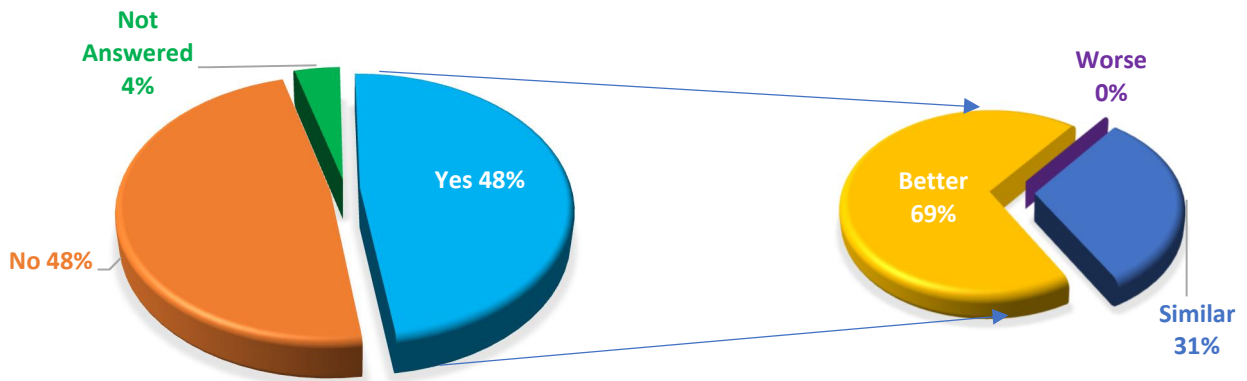
If you had a complaint would you feel comfortable raising it with the office?



## YOUR EXPERIENCE OF HOMECARE

Have you experienced home care from another agency?

If you have experienced home care from another agency, how do you rate the service received from Bluebird Care in comparison?



If your opinion was sought, would you recommend Bluebird Care to a close friend or relative?

