



Bluebird Care – East Staffs & South Derbyshire 2022 Survey Summary Report

In November 2022 we sent out our annual Satisfaction Surveys to all our customers, we are thrilled to have received a response rate of 79% and below is a summary of the feedback we received.

What we do well

For 2 consecutive years Bluebird Care East Staffs & South Derbyshire have been recognised as one of the TOP 20 Homecare Providers within the West Midlands, our survey results underpin this achievement.

30% of customers said they would rate the care and support they receive from Bluebird Care as **OUTSTANDING**, and the remaining **70%** rated the service as **GOOD**.

100% of customers said they feel their independence is promoted and they are fully in control of your care and support.

100% of customers said they feel staff treat them with kindness, respect, empathy and compassion.

100% of customers said they feel safe receiving care and support from Bluebird Care.

100% of customers said they feel their privacy and dignity are respected.

Where we can improve

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

6% of customers said they did not feel their Care Assistants took the time to get to know them and what is important to them.

3% of customers said they did not feel they were supported with their emotional and physical well-being.

3% of customers said they did not feel our staff are well trained and competent in their duties.

6% of customers said they would not know how to raise a concern or make a complaint within Bluebird Care.

3% of customers said they would not feel reassured that any concerns or complaints would be responded to, and appropriate actions are taken.

We asked our customers what they valued most about the service we provide, below are a number of responses we received:

I am always treated as a person, not just another client. - R.Cross

The feeling that if my brother was not well it would be picked up and reported to the office who in turn would contact me. - P.Richardson

That I can trust other people to look after me as a person. – B.Bowman

Getting the support, I need by lovely carers. – P.Buggins

It is the kindness and caring you give to me when you visit me on my appointments. – H.Williams

Everything as without the service I wouldn't be able to manage. - I.Hawksworth

I feel the staff are very kind. – S.Irvine

Quality care. – R.Vowles

Always enjoy a chat before tasks completed, makes my day. – D.Westaby

There is no one thing we value most as the whole service and staff are excellent. – H.Wainwright

The professionalism of your staff. - C.Woodland

Carers are reliable, very helpful and enable me to stay in my own home. I love the company too. – J.Kent

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.

The regular carers are all very helpful. I feel like Graham, Katie, Evette and Ruth have really taken the time to get to know me and how I like things. - J.Kent

Nagma for spotting my shingles & being so supportive to follow up. – M.Passam

They are all great. - W.Miles – Shenton

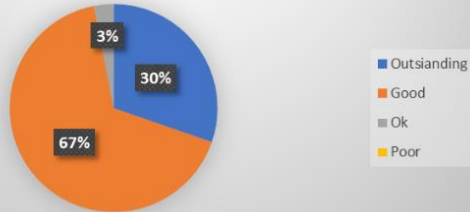
Sally (care assistant) she's a lovely friendly carer and me and my grandma really appreciate everything she does, nothing is too much trouble and she's always happy, F.Cox

Katie. Always has a smile & talks to me. Is always confident & her attitude matches that in every way. – J,Phillips

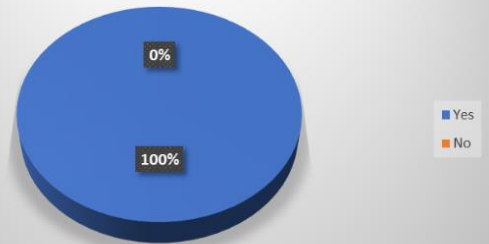
Evette - She will put herself out to help. - B.Taylor

Survey Results

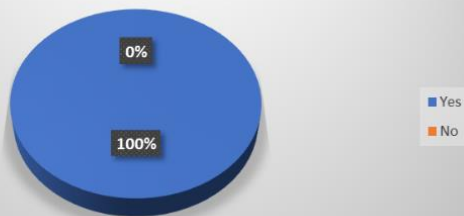
How would you rate the care and support you receive from Bluebird Care?



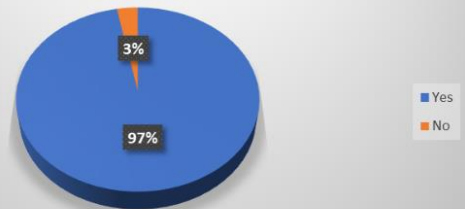
Do you feel safe receiving care and support from Bluebird Care?



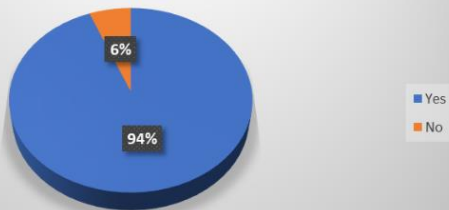
Do you feel staff treat you with kindness, respect, empathy and compassion?



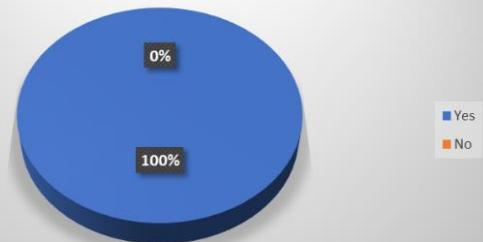
Do you feel your independence is promoted and you are fully in control of your care and support?



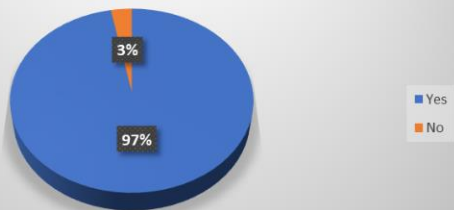
Do you feel your Care Assistants take the time to get to know you and what is important to you?



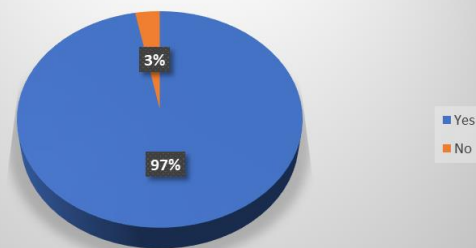
Do you feel your privacy and dignity is respected?



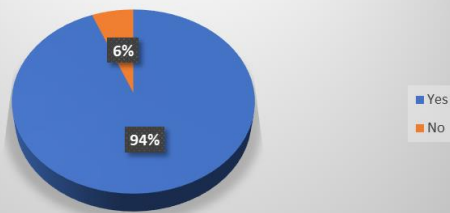
Do you feel that you are supported with both your emotional and physical wellbeing?



Do you feel staff are well trained and competent in their duties?



Would you know how to raise a concern or make a complaint within Bluebird Care?



Would you feel reassured that any concerns or complaints would be responded to, and appropriate actions taken?



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

Survey results have been shared with all Bluebird Care customers and have been published on our website.

If any of our customers or their relatives have a concern or issue, please contact our Registered Care Manager Victoria Jones on 01283 487373 or alternatively email vickijones@bluebirdcare.co.uk