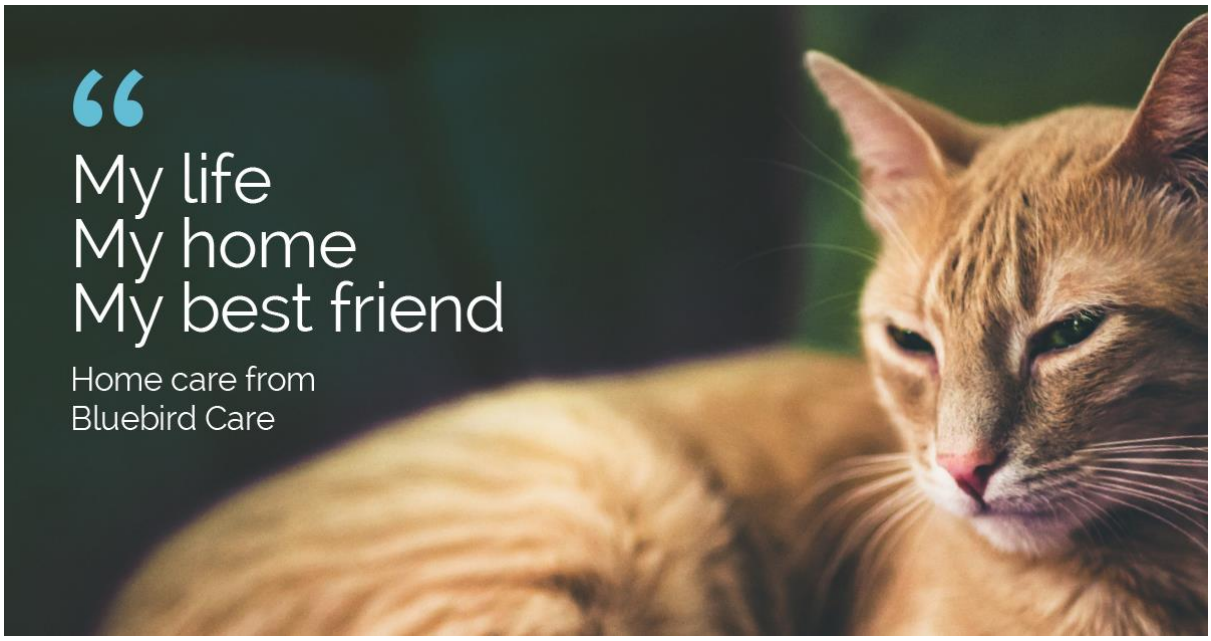
EAST STAFFS & SOUTH DERBYSHIRE ANNUAL CUSTOMER QUALITY SURVEY – 2020

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 August 2020 and we are pleased to have received just over 63% 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.

Customers comments included:

"They are well organised"

"They all show kindness and concern, nothing is too much trouble. Office contacts are very friendly"

"They make sure you understand what is going on, me especially as I am hard of hearing"

"They're on time"

"They give me independence and help me to believe in myself and what I can do"

"Excellent"

"The carers are always pleasant and ready for a chat. They are very willing to do what I need and want"

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

We are very happy that a high number of customers individually acknowledged specific Care Workers. Our customers felt that those individuals deserved special recognition.

All care workers mentioned have been informed of the lovely feedback we have been provided with.

What we do well

100% of our customers stated they were satisfied with the care they receive. 96% of our customers stated they have a care & support plan, the other 4% stated that they were not sure. All our customers have a care & support plan in place prior to the care commencing, this sits alongside their customer guide. 100% of customers said that they have received a customer guide. The customer guide also contains all the information needed to raise a concern or make a complaint.

What can we improve?

We are always looking at ways on how we can improve our service, receiving feedback from our customer is vital in helping us achieve this. We ensured the 4% of customers

who stated they were unsure whether or not they had a care and support plan in place, and explained that this documentation is created during the initial assessment of their care and all customers (or their representatives) have full involvement and give their consent to prior to the commencement of care. Care and support plans are also updated regularly during customer reviews which take place as a minimum bi-annually.

We found that around 12% of the responses we received stated that our customers feel they have care needs which are not being met by our care worker. This is something which we are continually looking to improve by involving our customers and their family members. Our aim is to be as responsive as possible to customers changing needs by carrying out regular reviews of all care and support plans.

Thank you

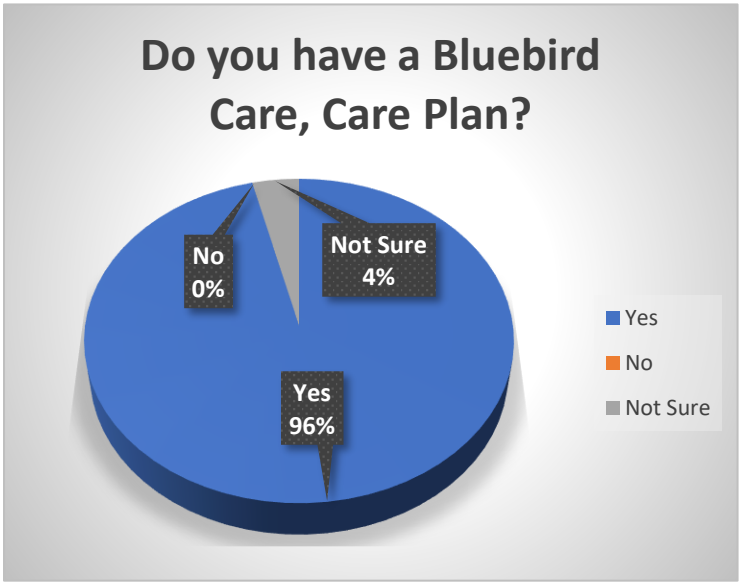
We would like to thank everyone who has took the time to complete our annual surveys. With your feedback we can make the Bluebird Care service the best it can possibly be.

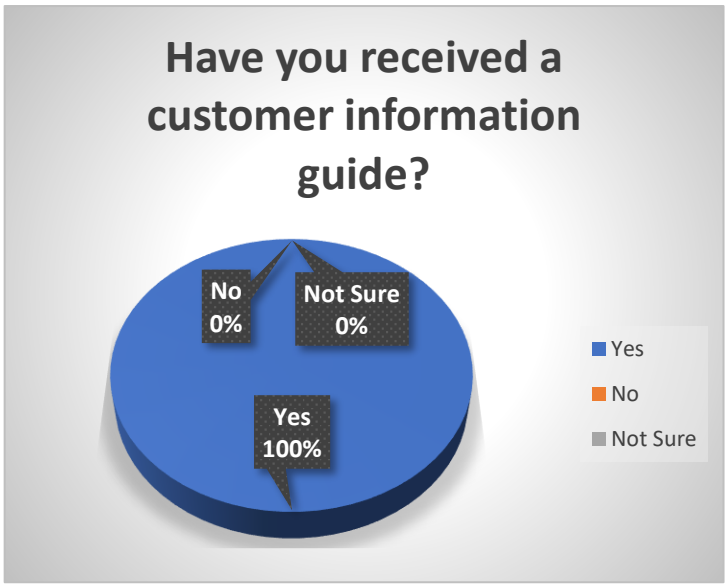
We would also like to thank the whole Bluebird Care Team, for all their continued dedication and compassion, whilst delivering care to all our customers.

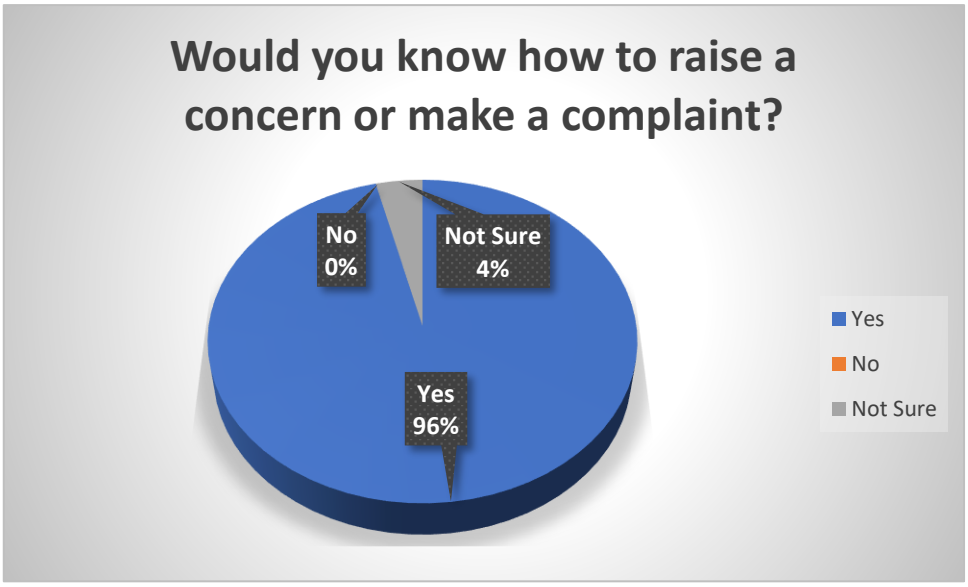
Further Information

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 who will be happy to help with any queries or concerns you may have.

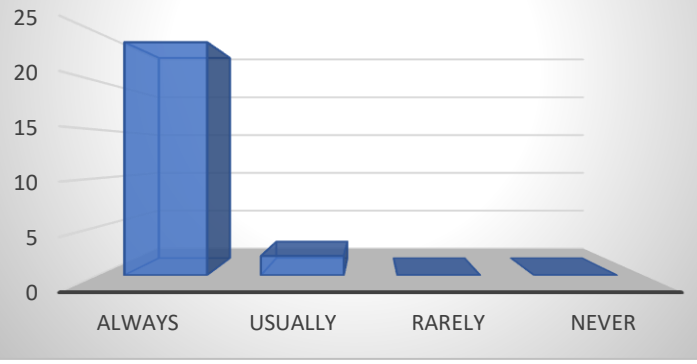
Our Survey Results



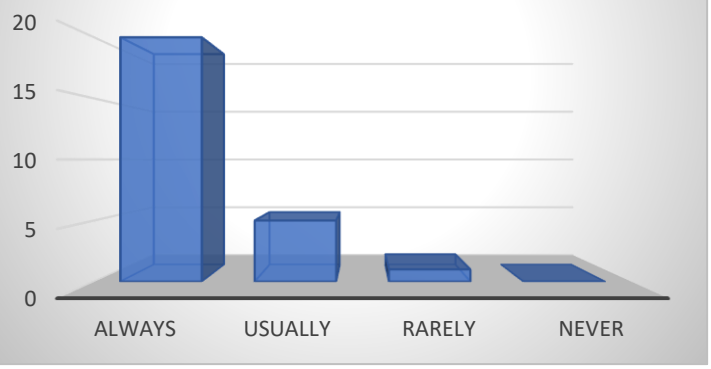




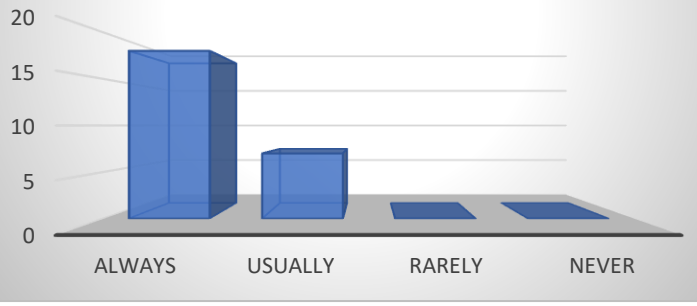
Are Care Workers polite and treat you with dingity & respect?



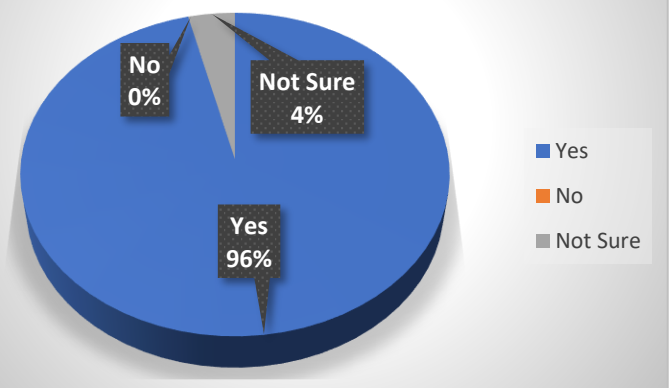
Are the tasks in the care plan carried out properly and professionally?



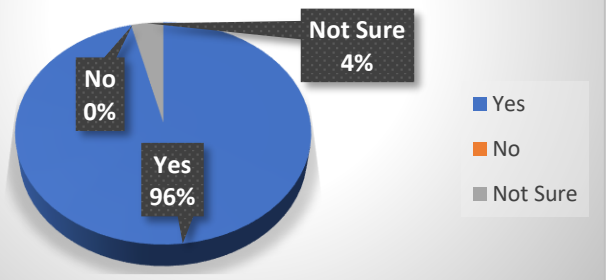
If you contact the office, do you feel that they respond well to your needs or request for information?



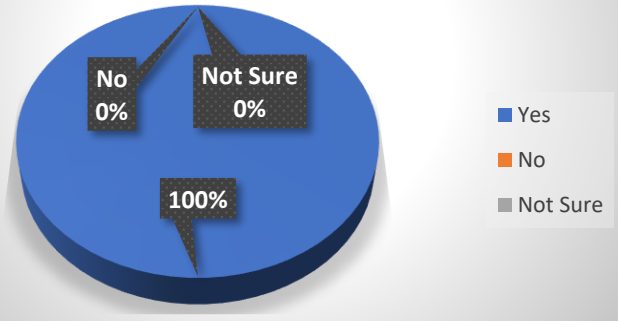
Does your care plan reflect your needs?



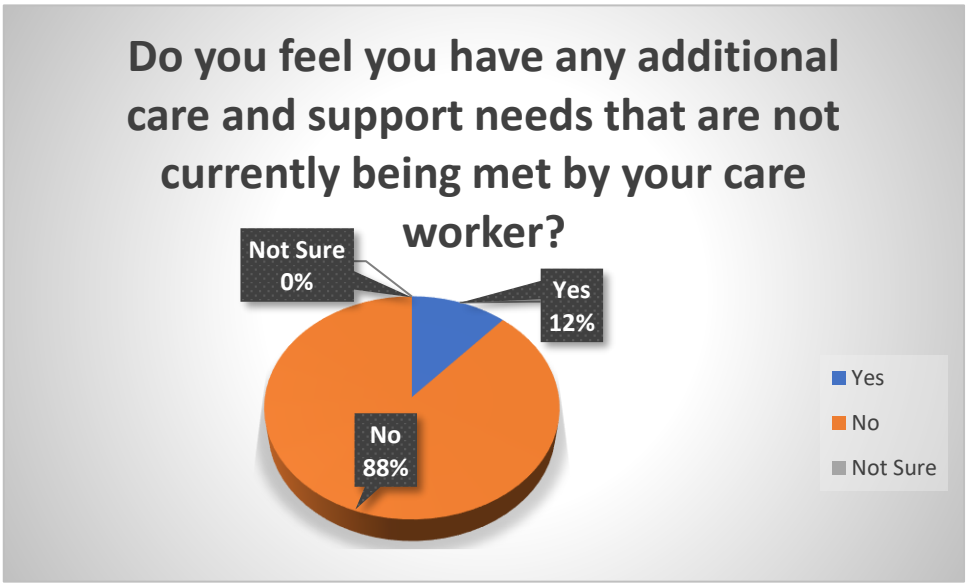
Do you feel that you (or your representiative) have been involved in the planning of your care?



Are you satisfied with the service you receive from Bluebird Care?



100% of our customers are satisfied with the service we provide



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.

"All of staff do a good job"

"Meeting my needs and being caring and friendly to me"

"All the employees so far have been kind and courteous and have looked after me well"

"I am hard of hearing and Ellie always makes sure I have heard and understood what is happening"

Other lovely comments received were:

"All the ladies are lovely"

"Tanya is always happy and cheery"

"All the staff are very pleasant and look forward to seeing them"

"I'm very happy with all that she does for me, goes that extra mile"

"They are nice as one another. EXCELLENT"

"Ellie is very caring"

"Meets my needs well"

"Meeting my needs and being caring and friendly to me"

"Well organised and looks ahead to see what is necessary and gets everything ready without any fuss"

"Emilia gets the job done, very professional and organised"

"So nice and good, having looked after me for some time"

"All nice girls"

"Laine is very caring"

"Although I get on well with all my carers, Chloe is very professional, very patient and a very big help to me"