



# ANNUAL CUSTOMER QUALITY SURVEY 2019



## 12/09/2019 – Report Summary

This report details the results of our Annual Customer Quality Survey. The surveys were sent out to our entire customer base during August 2019

# Annual Customer Quality Survey 2019

## Report Summary

### How did we do?

We are pleased to announce the results of our annual survey and delighted with some of the responses received from our customers. 68% of customers completed the survey, that were sent out in August 2019. The customers who did not respond were actively encouraged to do so.

The overall feedback suggests customer satisfaction of 93%, with 100% of customers satisfied with the service they receive and feel that the care we provide reflects their needs.

Customers comments included;

- *“They are caring and friendly”*
- *“Staff are superb, office staff as very supportive”*
- *“Well organised, reliable and professional. Easy to make contact when necessary”*
- *“Organises GP/Care referrals without hesitation. Flexible to change of needs”*
- *“Does everything to help you improve and for me personally make my life better each day”*

We are also very happy that a high number of customers individually acknowledged specific Care Workers, showing that they felt that those individuals deserved special recognition. All our care team mentioned have been informed of the lovely feedback they have received.

Customer feedback is vital in helping us get it right and learning from the times when we don't. We are always seeking ways to further improve what we do and the results of this survey it will help us to make our service even better.

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

### What can we improve?

There are always ways to improve on the services which we provide, we found that around 25% of the responses we received stated that our care team usually attend within 30 minutes of the allotted time. This is something which we are continually looking to improve but at times cannot avoid. We are now using the PASSsystem which allows us to closely monitor arrival times and durations of care visits.

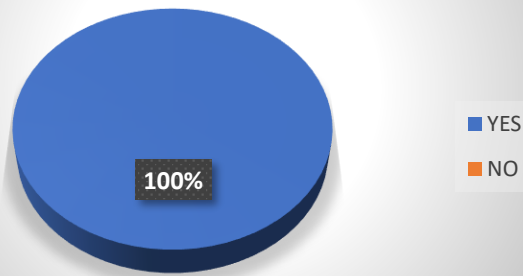
If any of our customers or their relatives would like to discuss these result, please contact Emily Jones on 01785 337711 or alternatively email: [emilyjones@bluebirdcare.co.uk](mailto:emilyjones@bluebirdcare.co.uk) who will be happy to help with any queries you may have.

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.

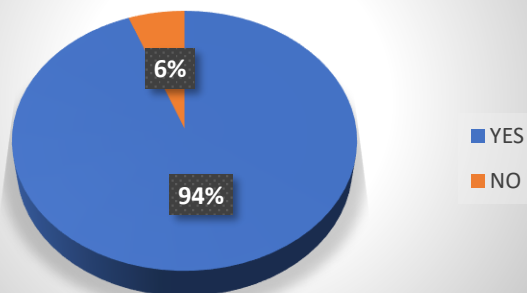
Do you have a Bluebird Care, Care Plan?



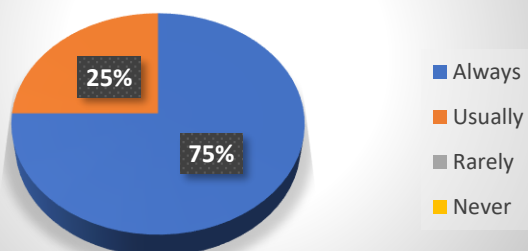
Have you received a customer information guide?



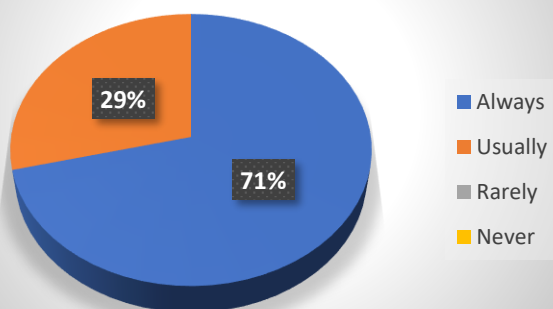
Would you know how to raise a concern or make a complaint?



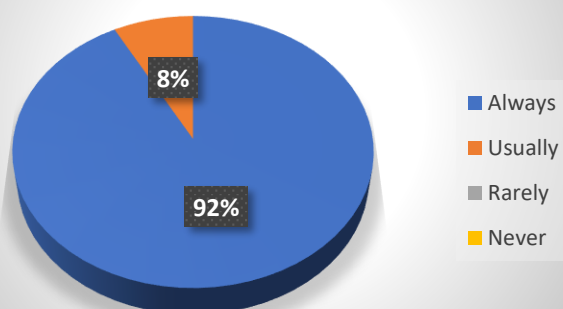
Do all your Care Workers arrive within 30 mins, either side of the approximate visit time?



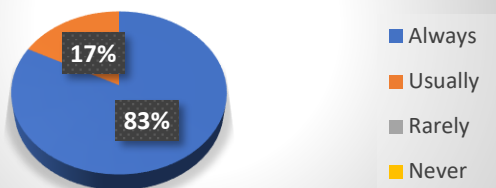
Do all your Care Workers stay for the allotted time?



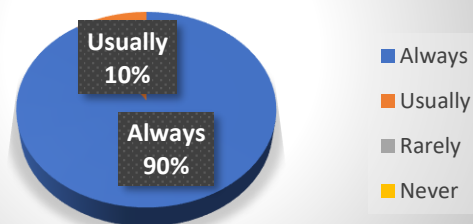
Are Care Workers polite and treat you with dignity & respect?



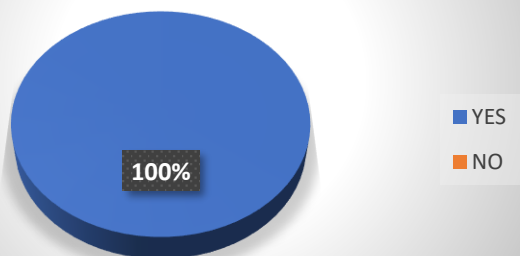
Are the tasks in the care plan carried out properly and professionally?



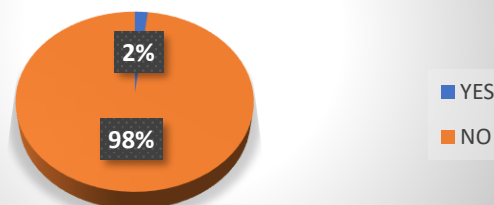
If you contact the office, do you feel that they respond well to your needs or request for information?



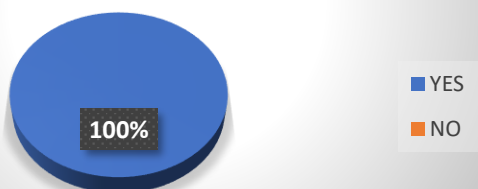
Does your care plan reflect your care needs?



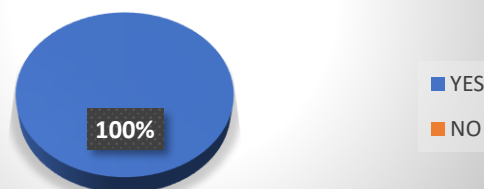
Is there anything NOT on the agreed care plan which your Care Worker regularly carries out?



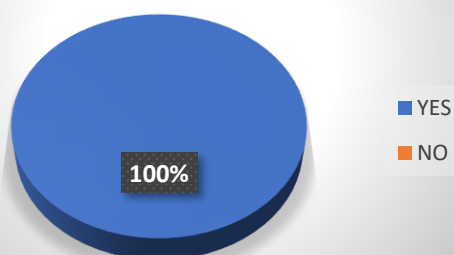
Do you feel that you (or your representative) have been involved in the planning of your care?



Do your Care Workers involve you, support your independence & choice and show commitment to you and their role?



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



We asked all our customers to share their experiences 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.

**“The carers are all very efficient, polite and will carry out any tasks that are needed on that day”**

**“Staff are superb, office staff are also very supportive”**

**“trains staff well, it doesn’t take long for the new carers to learn my ways”**

**“Whatever the situation, they handle it well”**

**“Good staff who are clearly well looked after by good management, very responsive and communicate well”**

**“Employ people with appropriate attitudes, manages complex Rota’s to suit all client’s needs, trains carers how to deal with tricky medical situations”**

**“They are prompt and pleasant”**

**“Well organised, reliable and professional, easy to make contact when necessary”**

**“Gives assistance when most needed”**

**“Organised professionally, provides appropriate carers for the required role and is flexible when requested”**

**“I believe that the company try to put the right carers with the right customers to help the care, If there is a problem they try to find a solution”**

**“Very punctual and reliable. They are flexible with their carers which is essential to support relatives, also good when regular staff visit to maintain familiarity and confidence”**

**“Good at continuity, keeping relatives informed and keeping an eye on medication”**

**“Always respond positively to queries, understand the importance of social contact, our 6 monthly reviews are always helpful”**

**“Organises GP/Care referrals without hesitation, flexible to change of needs”**

**“They always give the customer full respect and understand what is required to give their day a good start”**

**“They do everything well I can’t complain, I’m treated well and like a human being”**

**“Helps to make life easier”**

**“They treat you with respect and not just a number”**