

# Bluebird Care Wandsworth

## Customer Satisfaction Survey

### SUMMARY OF RESULTS 2019

“

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. We need your feedback, critiquing all areas of our service so that we can properly understand what is going right and what needs tweaking.

Having established Bluebird Care Wandsworth a little over seven 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 April and May this year.

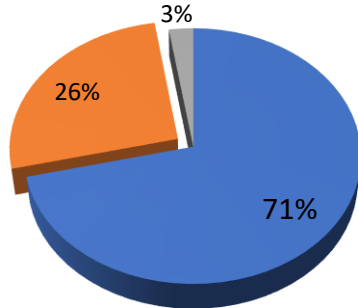
53% of our Customers completed the survey – we would have liked more - and those who did not were actively encouraged to do so. Generally we were told that if there were a problem, they would let us know but they were happy and therefore did not feel the need to take part. As the completed surveys arrived, we noted all areas where we did not achieve 100% and investigated each and every instance to ensure the issues were properly addressed and resolved. We also of course held our **Prize Draw for a Marks & Spencer Hamper** and would like to congratulate Yvonne on being this year's lucky winner!

*We have been overwhelmed by the positive feedback and comments we've received and the fact that **once again, 100% of our Customers said they would recommend us to family and friends.*** 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.

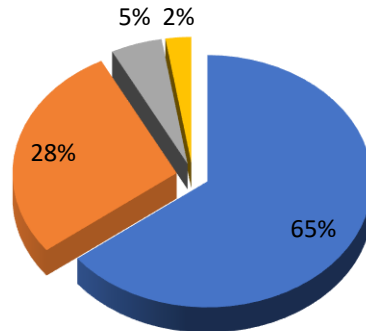
## YOUR CARE ASSISTANTS

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



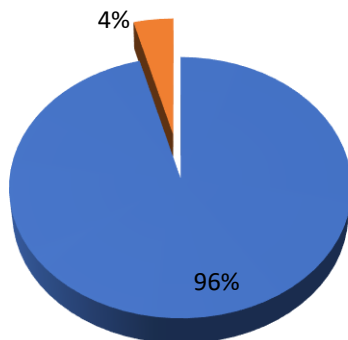
■ Always ■ Normally  
■ Sometimes ■ No

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



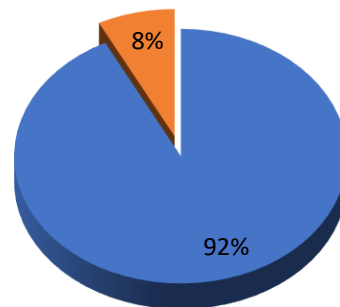
■ Always ■ Normally  
■ Sometimes ■ No

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



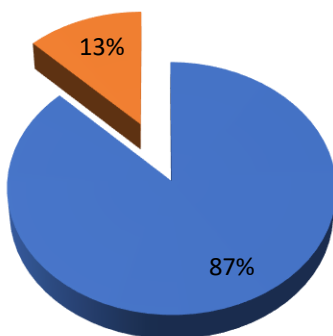
■ Always ■ Normally  
■ Sometimes ■ No

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



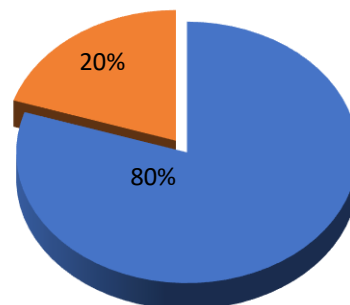
■ Always ■ Normally  
■ Sometimes ■ No

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



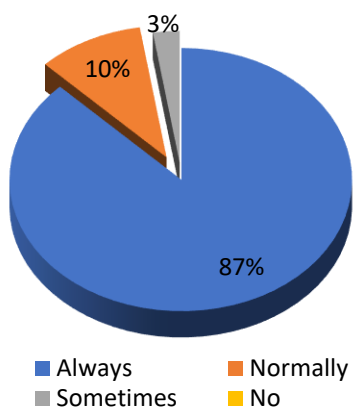
■ Always ■ Normally  
■ Sometimes ■ No

Are tasks carried out properly and professionally?



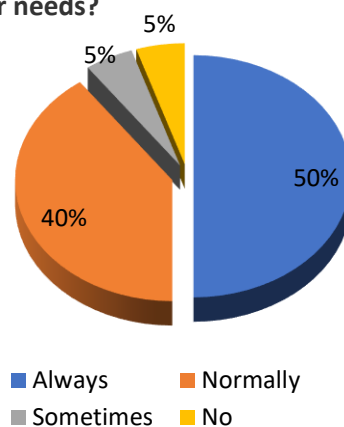
■ Always ■ Normally  
■ Sometimes ■ No

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

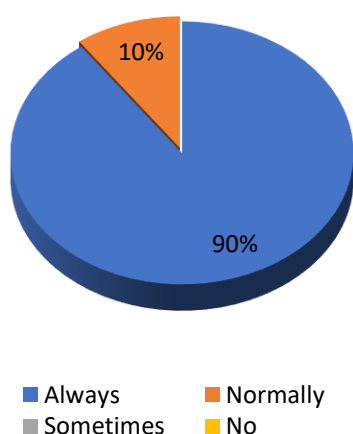


## YOUR CARE

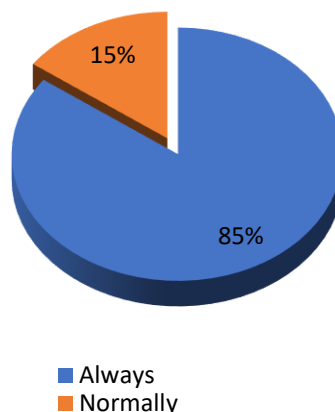
Are new staff joining your Bluebird Care team shadowed and introduced so they understand your needs?



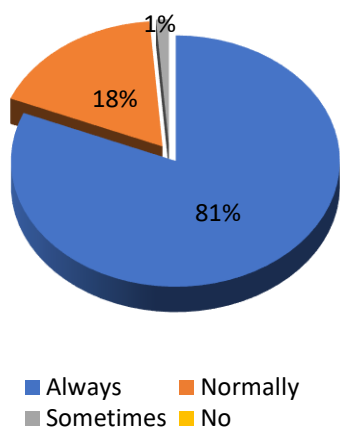
Do you feel safe with your Care Assistants and the care that Bluebird Care provide?



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

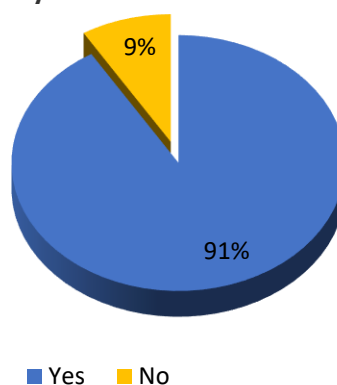


Do you find Bluebird Care is flexible and responsive to your wishes?

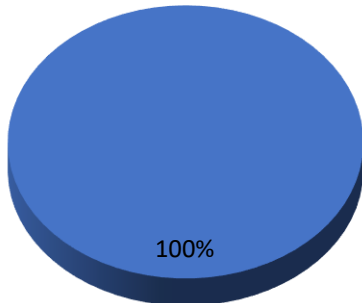


## YOUR EXPERIENCE OF HOMECARE

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

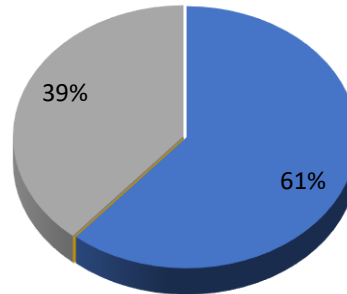


Do you feel that your cultural and religious wishes are respected where applicable?



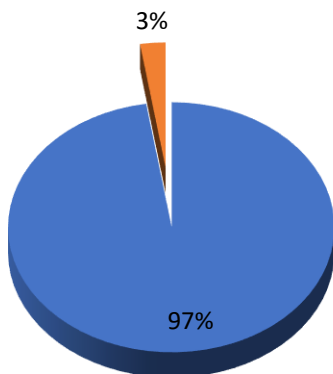
■ Yes ■ No

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



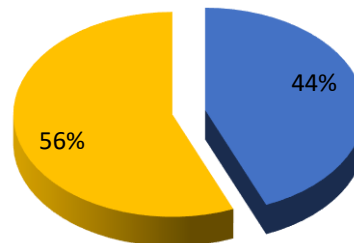
■ Yes ■ No ■ N/A

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



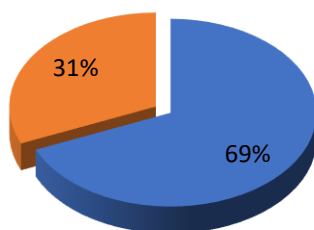
■ Always ■ Normally  
■ Sometimes ■ No

Have you experienced home care from another agency?



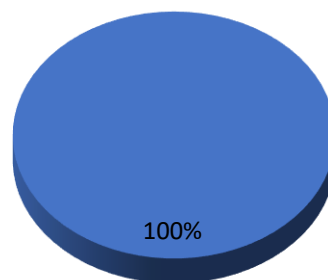
■ Yes ■ No

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



■ Better ■ Similar ■ Worse

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



■ Yes ■ No ■ N/A

## OUR CUSTOMERS SAID

*Bluebird Care set the standard in modern day professional care agency services. Both the front line and back office staff are amazing. My mother's care assistant Hannah is an absolute Godsend.*

*You couldn't do any better than you do, 5 star service.*

*Bluebird Care go above and beyond the extra mile. If there was a gold standard of care/service/quality/professionalism, Bluebird Care would be Platinum. Without them, my mother and myself would be entirely lost!*

*I can unhesitatingly recommend Bluebird Care – their care is outstanding.*

*Really happy with the service that Bluebird has provided. It was the best decision we made to change to Bluebird. Mum seems much more comfortable and for me the app is a great comfort. Also having a helpful reliable contact in the office means if I have any concerns they are addressed promptly.*

*I think that Bluebird are amazing. Kind, very caring and such amazing staff. Love you guys! So flexible! Keep up the good work.*

*A very attentive, effective and concerned company.*

*I look forward to seeing my regular carer. She is always punctual and reliable and a calming presence. When she is here my daughter is able to plan in advance and have some free time to herself and can go out with peace of mind.*

*We value the support offered by Bluebird very much. The service is flexible and communications always friendly and professional. The carers are thoughtful and well trained for their role.*

*Bluebird provide care for my husband who has dementia- when I have a hospital/doctor appointment I feel safe and comfortable leaving him in Bluebird's Care knowing he will be taken care of.*

*Reliable, professional and personable.*

*I am thankful that Bluebird was recommended to me. They came when I was at my lowest physically, emotionally and lacking confidence. Carers of Bluebird have helped greatly in my progress and made me confident and happy. My progress is ongoing. Thank you so much.*

*The service provided for me was excellent.*

*My carer is always punctual and reliable; she goes above and beyond to cater for my every need.*

*It has been such a relief to have a care service who engages with us (her close family) about her (my mother in law's) care, so that problems are swiftly dealt with and adjustments are made when required. I would recommend Bluebird as a responsive service with excellent communication channels. Furthermore, the continuity of carer has very much enhanced my frail mother-in-law's care. As a nurse myself I particularly value this. Thank you*

*I find the level of service responsive, caring, consistent and very professional.*

*I would highly recommend Bluebird Care. The most professional and organised agency I have experienced.*

*Mum's health and wellbeing has been great since being in the hands of Bluebird Care.*

*We open the door to a jolly person who engages my husband as soon as she comes through the door.*