



ANNUAL CARER SATISFACTION SURVEY 2022



A graphic on a blue background showing a clipboard with a checklist. The checklist has five rows, each with a set of stars and a checkbox. The first row has five stars and a checked box. The second row has four stars and an unchecked box. The third row has three stars and an unchecked box. The fourth row has two stars and an unchecked box. The fifth row has one star and an unchecked box. An orange pencil is positioned diagonally across the checkboxes.

 Care Assistant
Survey
Results



Summary Report

This report summarises the findings of our Annual Carer Satisfaction Survey which was conducted this year in August 2022.

How did we do?

At Bluebird Care Stafford we conduct our annual carer satisfaction survey to allow our team to share their views on how they think we are doing, and ways in which we can better support them.

We are delighted to have received 100% of our carer surveys!! We always encourage carers to share their views and opinions. I would like to thank everyone who has taken out the time to complete this.

The overall feedback confirms that 100% of our Care Assistants enjoy their role and feel the training and the support they receive is adequate. In addition to this, 100% of our Care Assistants feel that the Care Manager is approachable and 100% of our Care Assistants would also recommend us to a friend.

Our care staff are paramount to the service we provide at Bluebird Care. We always look to attract and retain the best carers. We invest in our staff, constantly providing them with ongoing training and support to upskill their knowledge and abilities allowing continued professional development.

We actively seek feedback from our staff by various means including 1:1 supervisions, staff meetings, appraisals, and our annual satisfaction survey. By creating these platforms for our employees to share open feedback, we are giving them a direct voice to the management team. Creating a two-way communication system is a crucial process in helping us to identify what we do well and where we can improve.

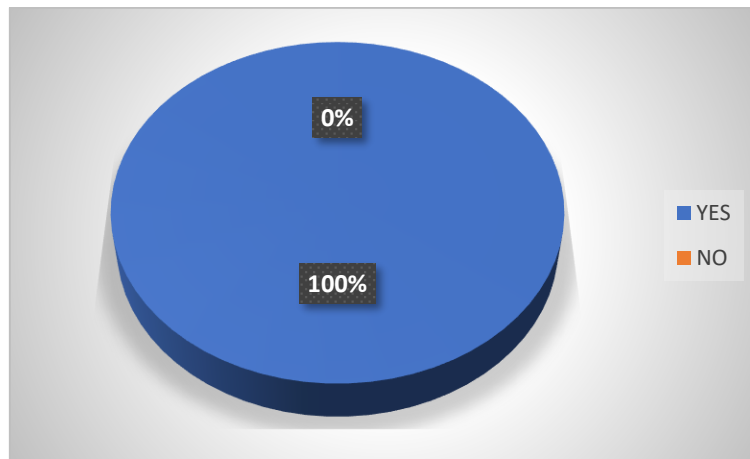
The full results are on the following pages and are represented in a graphical format.

Thank you

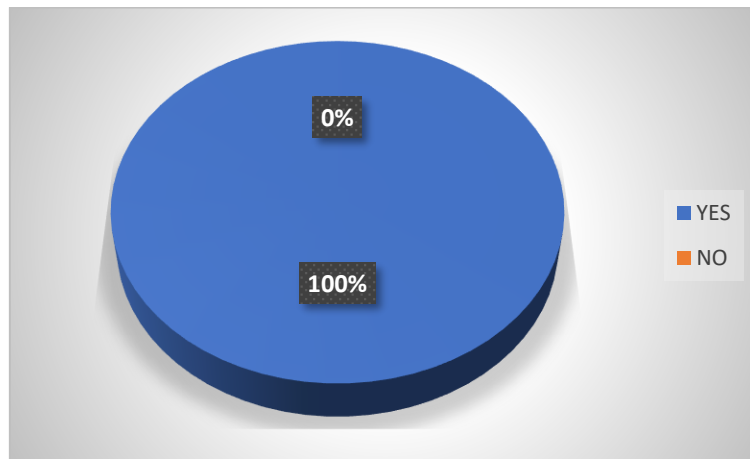
Receiving such feedback gives us a clear insight into areas of improvement and allows us to focus on continually enhancing our employment and the services we provide. Our care team's opinions and views are greatly appreciated as we strive to improve continually.

I would like to thank all Bluebird Care Carers for their continued dedication and compassion whilst delivering care to our customers.

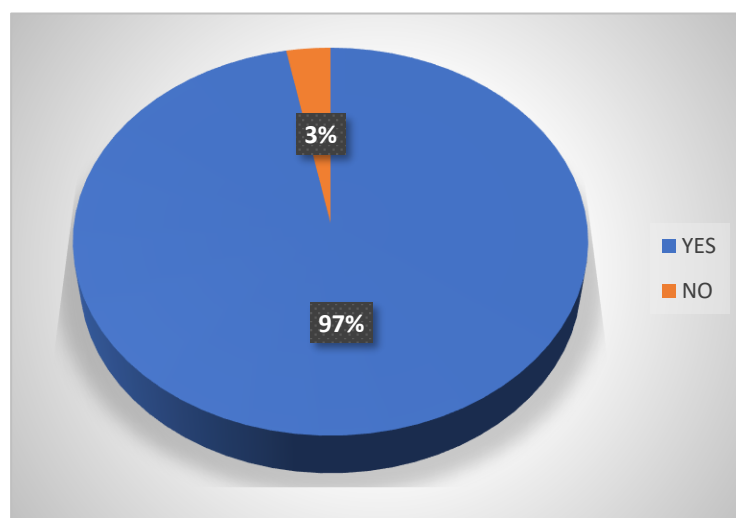
Overall, do you enjoy your role as a Care Assistant at Bluebird Care?



Do you feel the training provided is adequate for you to complete your duties and responsibilities?



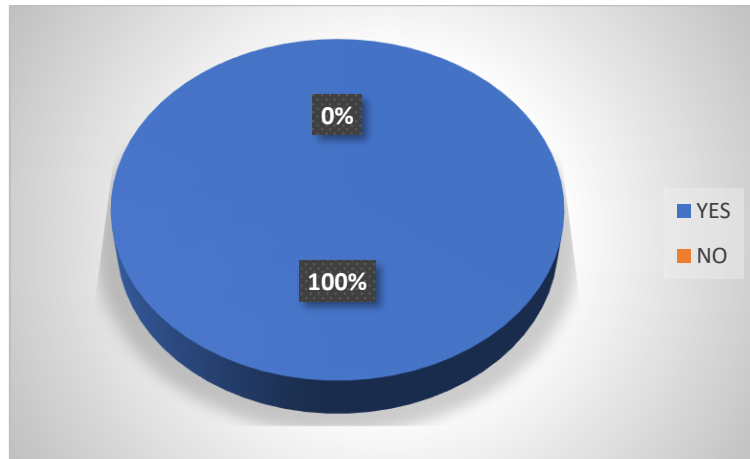
Do you feel communication within Bluebird Care is of a good standard?



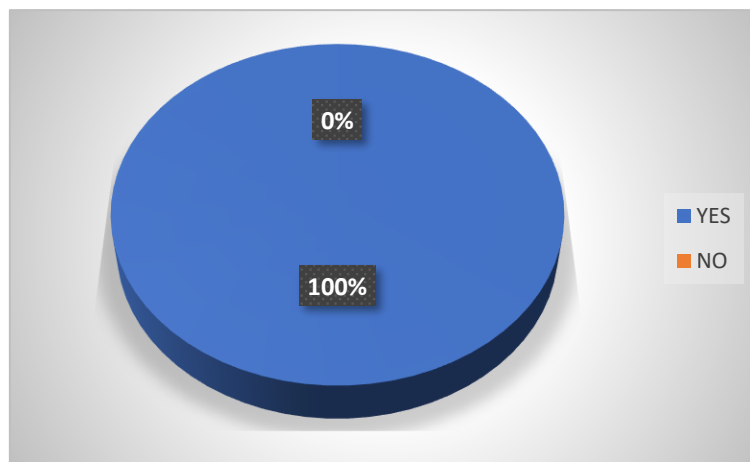
If you answered 'No' to the above question, please comment on how we could improve this?

*'Emails do not always receive a reply so never sure if they are received
A part from that, all good'*

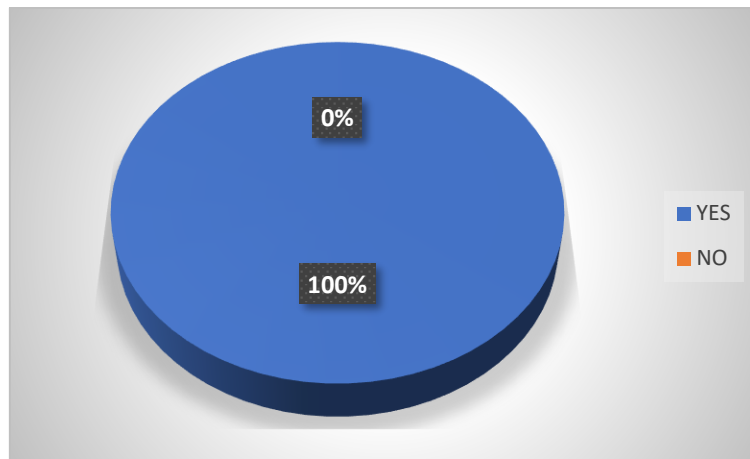
Do you feel you receive enough support and supervision from the office?



Do you feel listened to, whether this is over the phone or during your supervisions and one to ones?



Do you feel you can approach your manager if you have a problem?



Do you have any suggestions on what Bluebird Care could do to improve your working conditions?

Provide alarms for lone working at evening "

"Having an inviting atmosphere to the office for newbies

Recognition to carers who continuously practice an excellent standard"

**2-week rosters in an ideal world so can plan life a wee better.*

"Lightweight summer tunic instead of the one we wear at present. The one we wear at present is too thick for the hot weather and very uncomfortable Not a polo shirt as not enough pockets for the things you need...maybe something with a V-neck we just pull over our heads like they wear in hospital settings and matching trousers in Lightweight cotton, so we are all looking the same. Maybe changing the uniform altogether...same tunics and same trousers so everyone looks the same and smarter as a careline

Customers have asked why we can't have name badges on our pockets so they can see our names better...some have trouble seeing our badges because of poor eyesight.,"

Rota pushed out earlier

I'm happy as it is

No improvement needed

"Better uniform for summer, uniform is too thick and uncomfortable.

Clients who smoke in calls, I'm aware we can ask them not to but it's quite awkward. It should be made compulsory for clients to not smoke whilst we are there especially when it's only a half-hour call. "

Continue with the support you already do

Nothing at the moment

"Nothing major really but: Could answer more emails to know that they have been received.

Inform clients of their time changes, many clients don't know that we are scheduled different times to their usual visit time."

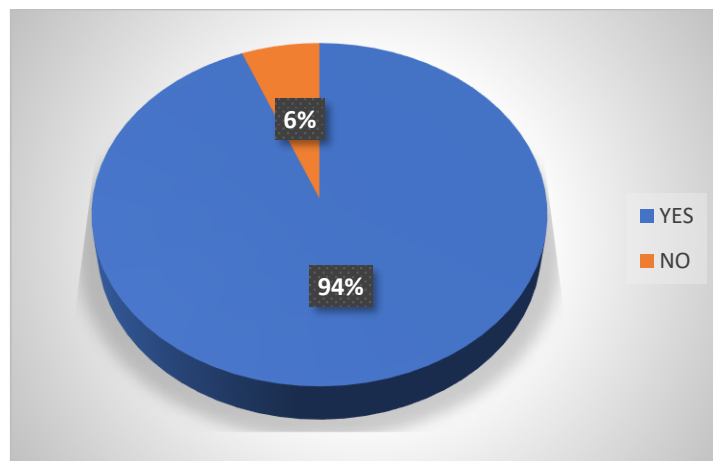
Share evening and morning workouts equally

Nothing at all

I feel we do as good as possible, the care team work extremely hard. pity we can't recruit more easily

Yes more time to get to other calls

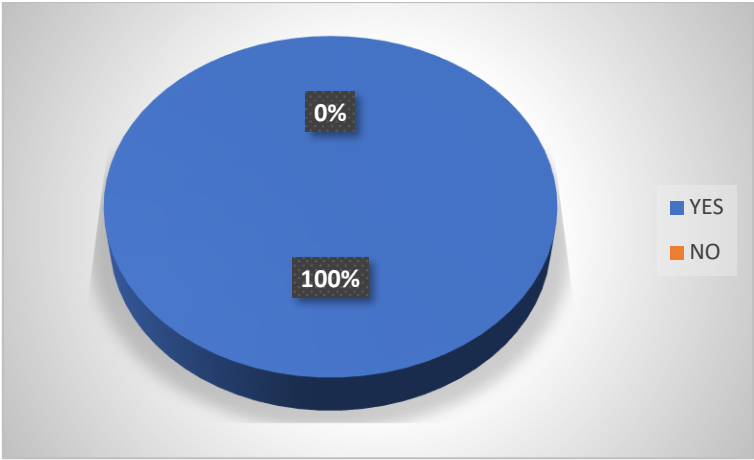
Do you feel there is enough information in the customers' care and support plans to allow you to support each customer appropriately?



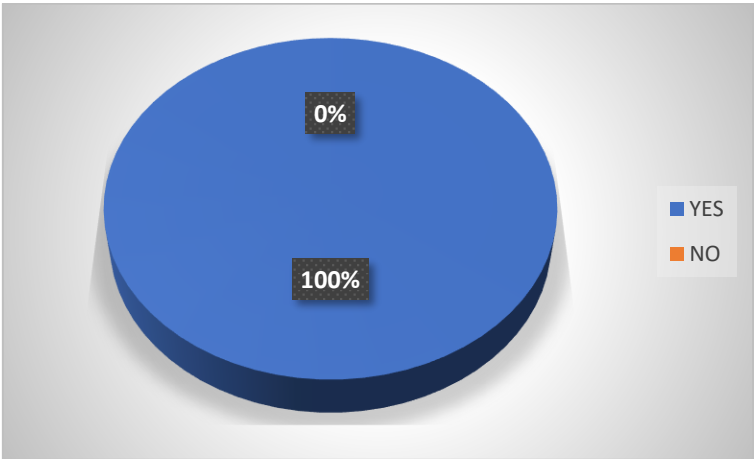
If you answered 'No' to the above question, please can you provide us with further information on ways we can improve this?

'Sometimes customers illness is not explained, Stroke customers/Parkinson's, more information on the depth of their disease and state would be helpful. Plus any additional training regarding this.'

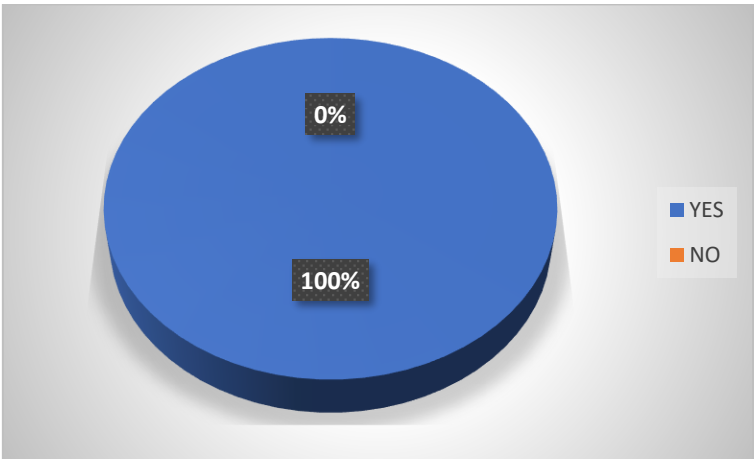
Bluebird Care do not discriminate against any of the protected characteristics. (These include age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership and pregnancy and maternity).



Do you feel you were supplied with adequate PPE to ensure your safety as well as others during the Covid 19 pandemic?



Would you recommend Bluebird Care to a friend or relative whether this be for employment or care support?



What do you value most about working for Bluebird Care Stafford?

Being able to make a difference

"Rewarding job, Supervisions

Kind clients, good teamwork

My customers, Good careline to work for

Plenty of opportunities to move up the ladder if you wish

Support in abundance if you ask for it when needed

Reward and recognition for your hard work which makes you feel valued "

Working for a great bunch of people who I have met so far, they have been supportive.

"Flexibility, Teamwork, Good pay"

I'm proud to work for Bluebird to get the opportunity to care for and look after people which is what I love to do.

I value the staff. We all work so hard and provide the best care we can for all our customers

I value the precious time I am sharing with my terminal customers

That they do try to do things fairly

Service user interaction

"The most I value is making sure I give the right care to each and everyone I visit

I also like where I can pick up calls to support the team "

Just general working life, very easy to talk to if you need to and a great company to work for all staff are well looked after. Really enjoy working for Bluebird Care!!

Most people are helpful and friendly, customers smile when you arrive, and office staff take time out to recognise hard work

Support from other carers, suitable hrs

Working as a team, the support I get

"Having a good manager that listens to you, Having a good salary.

Being part of a good working team "

Helping people in their homes to be as independent as possible and to be able to live their lives to their own preferences in their own homes as opposed to being in a care home environment

We give very good care to our customers, I love the relationship I have with my customers and with the staff I work with... We are like a big family

The way they look after and support carers and service users

Someone is always on the other end of the phone to help

We matter & our customers' matter.

That they are very understanding when you have to take emergency time off

The variety of work

Good team to work with and friendly

The customers

Being able to query anything, however simple, without recrimination.

