



STAFFORD

ANNUAL CUSTOMER QUALITY  
SURVEY 2021

Survey Summary Report



## Summary Report

This report details the findings of our Annual Customer Quality Survey which was conducted in November 2021.

### How did we do?

We encourage all customers and their families to complete the survey each year and we received a 49.5% 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, safe and effective service.

See some of our customer comments below:

*“Caring and providing additional companionship for Mum over and above that provided by family to enable her to stay in her own home”*

*“Kind, and understanding”*

*“Care is delivered with respect and dignity”*

*“Professional, person-centered care”*

We are always looking for ways to improve the services we provide. By receiving such feedback, it gives us a clearer insight into what needs to be reviewed and what we should focus on to continually enhance and better our services.

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

### 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.

We are thrilled that a high number of customers individually acknowledged specific care staff. Our customers felt those individuals deserved special recognition and we have passed on these lovely comments to the staff. Please see below some of the responses we have received:

*“Caring and providing additional companionship for Mum over and above that provided by family to enable her to stay in her own home.”*

*“Kind, and understanding”*

*“Reliable and professional”*

*“Pleasant and helpful”*

*“Care is delivered with respect and dignity.”*

***“Professional, person-centered care”***

*“Confidence that my mom is being well cared for and provided with a hot meal. Mom looks forward to the visits as part of her socialisation which helps her mental health.”*

***“Just the knowledge that mum & dad are being looked after and cared for so they can stay in their home.”***

*“Continuity of carers and the fact that they understand the customer.”*

***“The reliability of the staff, very friendly always pleasant and treat my father with respect.”***

*“The peace of mind that Mum is being looked after and cared for in a kind and loving way, with all her needs being met, taking the time with her, patience, privacy and above all the staff are very friendly and have become my Mums "friends" and security.”*

*“It enables me to be able to stay in my home with my wife.”*

*“The friendship and commitment to my wife Lisa”*

*“The care I receive is excellent from carers, who are so understanding of my mental health, and physical difficulties. They go above and beyond. Also, all office staff who do a fantastic job behind the scene. Do their utmost to put carers who are suitable for me. Everyone works so hard at Bluebird care Stafford.”*

***“Reliability”***

*“Knowing that there is someone reliable and trustworthy, who will visit each day, to check on my mother’s welfare - and importantly - because my mother has Alzheimer's - someone able to observe the safety of the home environment. It has also been valued that the carer helps to establish a thoughtful and supportive relationship with my Mum.”*

*“Most valuable is having people come round and make sure mum is eating, drinking, taking her medication, and having regular personal care. The social aspect of the visits is also great as mum doesn't get out anymore.”*

*“I feel I have made lots of friends through your lovely carers.”*

*“Wonderful help when I am a bit down. Always cheerful and willing to help in any way.”*

*“Stimulation mentally for mum and able to take her out.”*

***“Friendship and care”***

*“The continuity of care and support which aided my recovery”*

*“Help in getting customer up too toilet washed and brought downstairs”*

**Other lovely comments received:**

*“Very professional and responsive service. For example, dealing with Mum when she is being difficult; liaising with myself when mum has fallen or not feeling well including contacting Doctors; ensuring Mum is involved in meal selection or providing suggestions if Mum cannot decide; assistance with personal care.”*

***“Identifies and meets needs”***

*“Respectful of my aunt's feelings, supportive and patient good communication”*

***“My husband's care needs have changed significantly over the past 4 years. The carers from Bluebird have responded to the changes in his physical and mental health during that time and provided sympathetic support and reassurance.”***

*“Bluebird provides a high standard of carers with lots of training etc. They try to match carers to their clients. They are very reactive and sympathetic when emergency care is needed or there are changes to the Care Plan. They have regular reviews to ensure Mom's records are up to date and her needs are being met.”*

***“The staff go over and above to show a caring and friendly attitude.”***

*“Kindness with professionalism for Ann and Len and an excellent leadership team which helps me feel supported as I am not local.”*

***“Very kind, considerate professional. nothing is too much trouble”***

*“Time Management, Professional Care and Attention to detail. Willing to assist in all areas of care and other aspects which may arise, which family cannot always manage.”*

***“The carers are always kind, courteous and look after me very well.”***

*“The way my Lisa is excited to see the carers plus the way carers are on point with her health”*

***“Provide excellent care”***

*“Caring”*

***“The carers are kind and thoughtful - try to work with the needs of the individual.”***

*“The service provided is generally good although I do especially appreciate it when Bluebird speaks to the GP on mum's behalf and collects medication from the pharmacy. Bluebird manage what they deliver very well, and I can't honestly think of an example of missed calls or medication, so reliability is very good too.”*

***“Personal care is wonderful, the carers are kind, caring and thoughtful”***

*“Reliable, even if they are late, go the extra mile, helping to provide, share ideas, companionship, taking an interest in me as a person”*

*“Most carers are very efficient, friendly, and caring, always make time for me.”*

*“They care, they let me be independent where I can, but help me when I need help.”*

*“Constantly help- physically and emotionally”*

*“Communication & PPE is excellent. The carers that come in are very good with mum and brighten her up.”*

*“Individualised care provision”*

*“Competence and friendliness”*

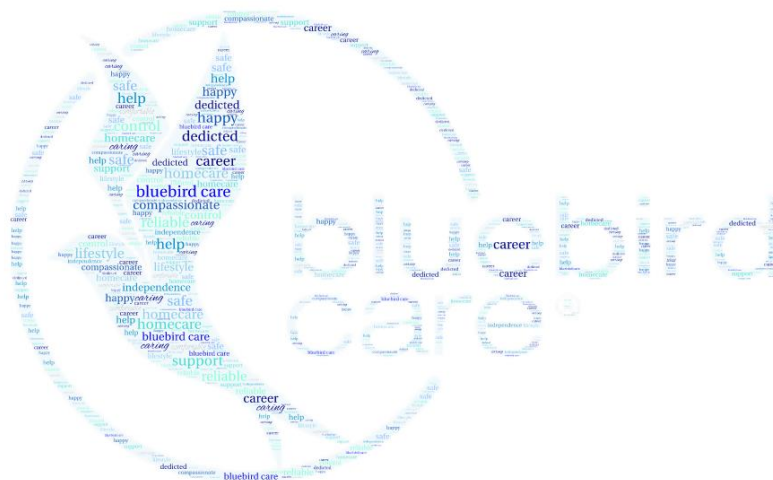
## Thank you

We would like to thank everyone who has taken the time to complete our annual survey. Your opinions and views are highly valued, and we continually strive to improve the services that we offer and provide to all our customers. We are overwhelmed by the positive feedback and comments received and are genuinely touched to receive so many generous comments from both our customers and their relatives. With you feedback, we can make the Bluebird Care service the best it can be.

We would also like to thank our Bluebird Care team for all their continued dedication and compassion whilst delivering care to our customers. You are all wonderful.

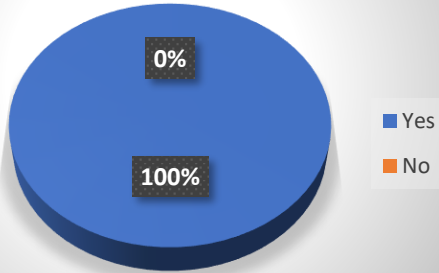
## Further Information

If any of our customers or their relatives have any concerns or issues, please contact our team on 01785 337711 or alternatively email [Stafford@bluebirdcare.co.uk](mailto:Stafford@bluebirdcare.co.uk) who will be happy to help with any queries or concerns you may have.

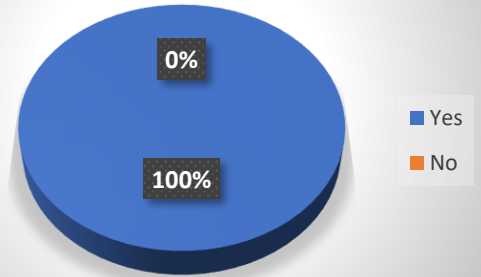


## Our Survey Results

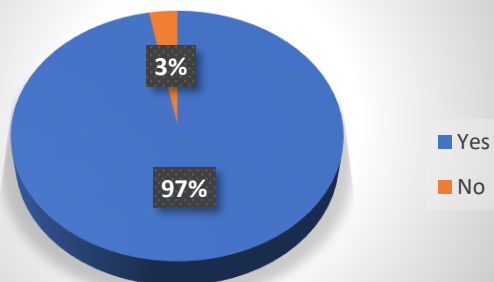
Do you feel that you (or your representative) have been involved in the planning of your care?



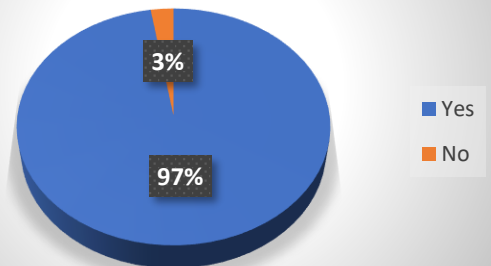
Overall, are you satisfied with the service you receive from Bluebird Care Stafford?



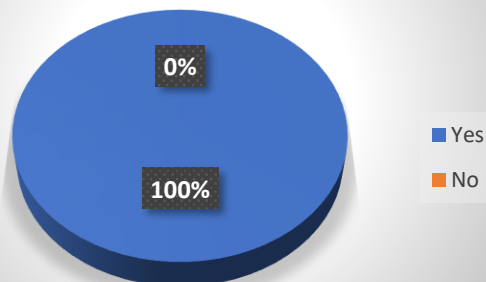
Does your care plan reflect your care needs?



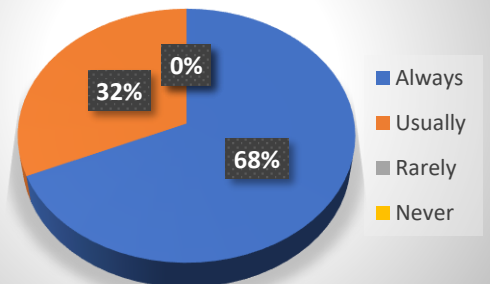
Would you know how to raise a concern or make a complaint should you require?



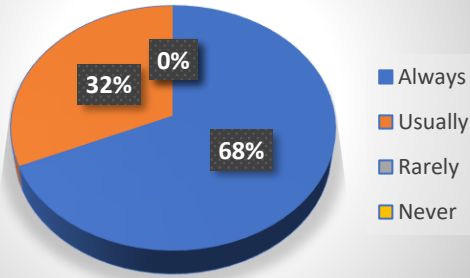
Do your care workers involve you, support your independence, your choices and show commitment to you and their role?



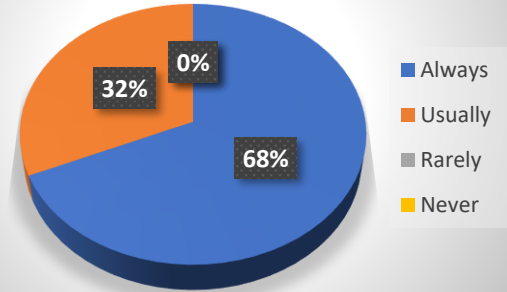
Do all your care workers arrive within 30 minutes, either side, of the approximate visit time?



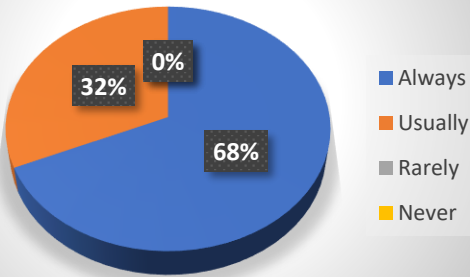
Do all your Care Workers stay for the full duration of your care visit?



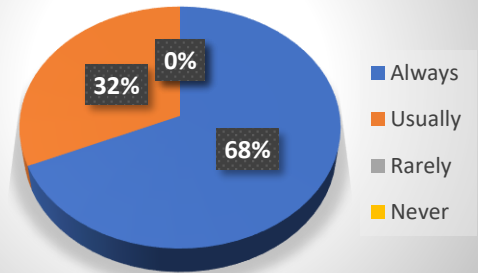
Are Care Workers polite and treat you with dignity and respect?



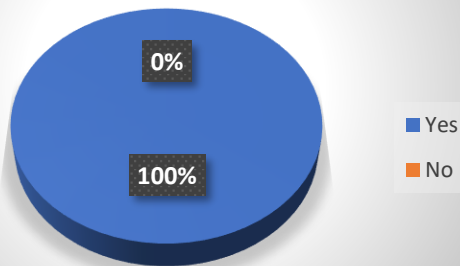
Are the tasks in the care plan carried out properly and professionally?



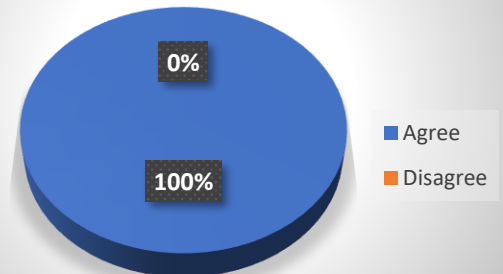
If you contact the office, do you feel they respond well to your needs or requests for information?



Do you feel that Bluebird Care provides a safe and effective service that meets your care needs?

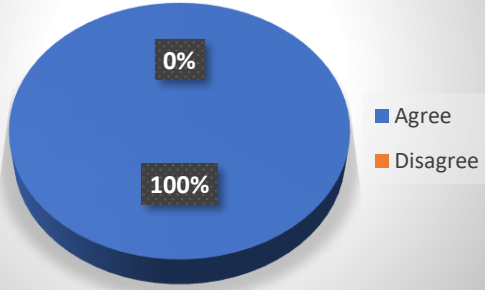


Bluebird Care do not discriminate against my age, gender, religious and cultural values,, or for any other reason?

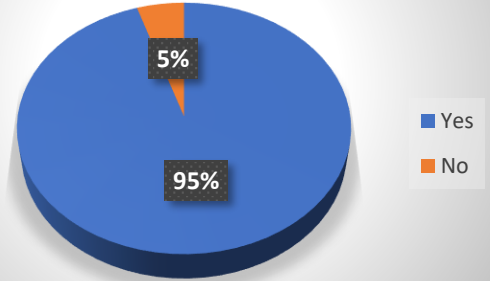




Bluebird Care have taken adequate steps to keep me safe and well during the COVID-19 pandemic?



Have your visiting care workers worn full P.P.E at all times and changed where required?



Would you recommend our Bluebird Care services to a family member or friend?

