



ANNUAL EMPLOYEE SATISFACTION SURVEY 2021



Summary Report

This report summarises the findings of our Annual Employee Satisfaction Survey which was conducted during October 2021.

How did we do?

At Bluebird Care Stafford we conduct an Annual Employee Satisfaction survey in order to give our team the opportunity to share their views of how they think we are doing and ways in which we can better support them. We are delighted to have received a response rate of just over 98%.

The overall feedback confirms 100% of our Care Assistants enjoy their role and feel the training and support they received is adequate to support them. In addition to this, 100% of our Care Assistants feel that the office staff are polite, treat them with respect and that the Care Manager is approachable. 97% 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 them, allowing continued professional development.

We actively seek feedback from our staff by various means including 1 2 1 supervisions, staff meetings, appraisals, and an 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

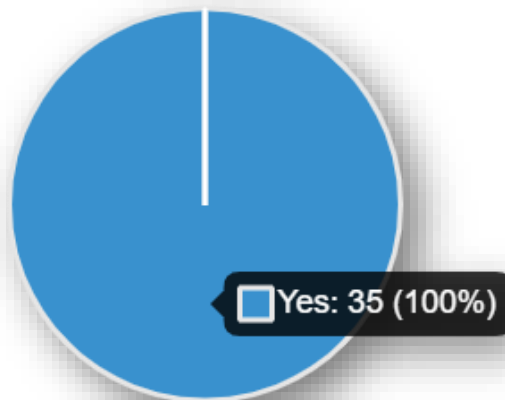
We always encourage all carers to complete the survey every year and would like to thank everyone who has taken out the time to complete this. Receiving such feedback gives us a clear insight into areas of improvement and allows us to focus on continually enhancing our employment and the services we provide. Our care team's opinions and views are greatly appreciated as we strive to improve continually.

Thank you to all Bluebird Care Carers, for all their continued dedication and compassion whilst delivering care to our customers.

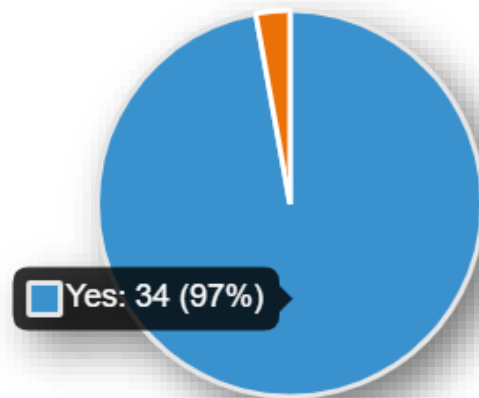
Further Information

If you have any queries or concerns, or if you would like to join our award-winning team, please contact Emily Jones on 01785 337711 or alternatively email emilyjones@bluebirdcare.co.uk

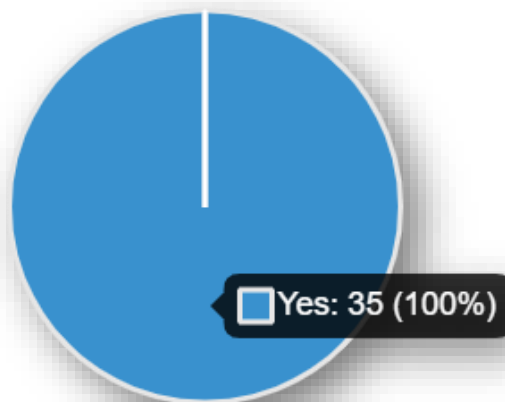
Do you enjoy your role as a Care Assistant at Bluebird Care?



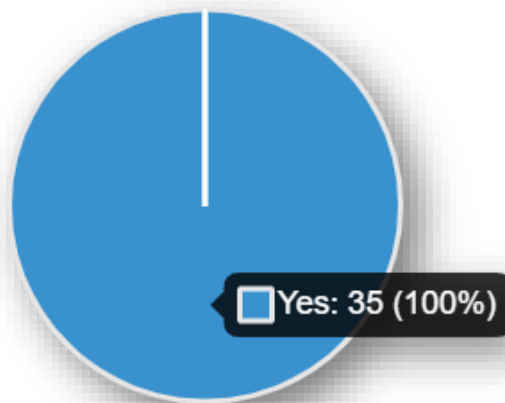
Do you feel the training provided is adequate for you to complete your duties and responsibilities?



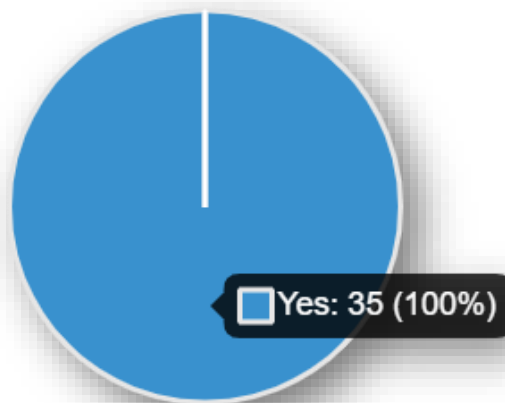
Do you feel communication within Bluebird Care is of a good standard?



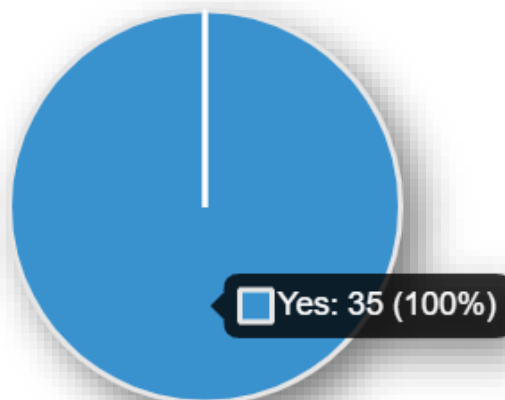
Do you feel you receive enough support and supervision from the office?



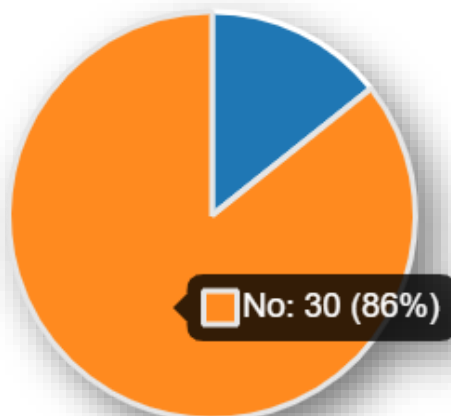
Do you feel listened to, whether this is over the phone or during your supervisions and one to ones?



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



Do you feel there is anything Bluebird Care could do to improve your working conditions?



If you answered 'Yes' to the above question, please provide more details?

"Guaranteed hours each week on rota."

"Perhaps a Nominated carer/carers outside of the office to listen to other carers concerns and pass onto office if needed. It's easier for some to offload to someone outside of the office. This I think would benefit carers to have another option."

"Regular runs would benefit both customer and carers and enable us to give the best level of care"

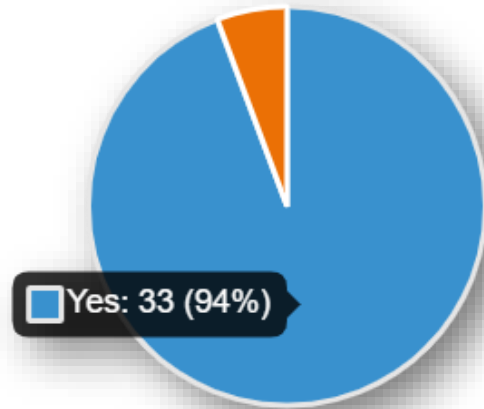
"A proper works doooo!!!!"

"Less contact when off duty would be nice."

"I struggle with travel times sometime between calls. Particularly if a call is in Stafford and you then have 5/10 minutes to get to stone."

"Informing the customers when their rota, call time or carer has changed as this directly impacts them."

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

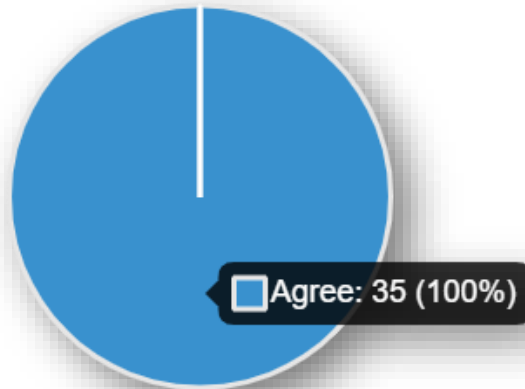


If you answered 'No' to the above question, please can you provide us with further information on ways we can improve this?

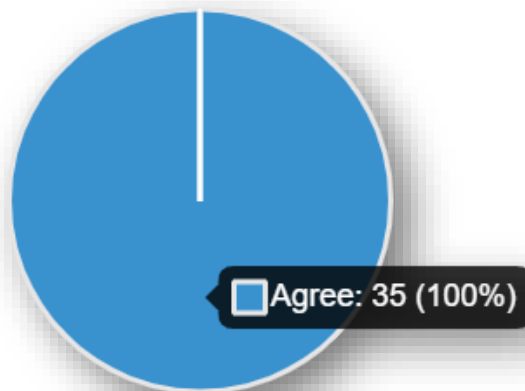
“Favourite foods chart listed would be useful, especially for those that lack capacity to tell us and/or have no family.”

“Sometimes it can be a bit hard to read care plans on new clients as we do not get that information until the day they start. for example, new client will start at say 8am but we will not get any information on them until after 12am on the day they start.”

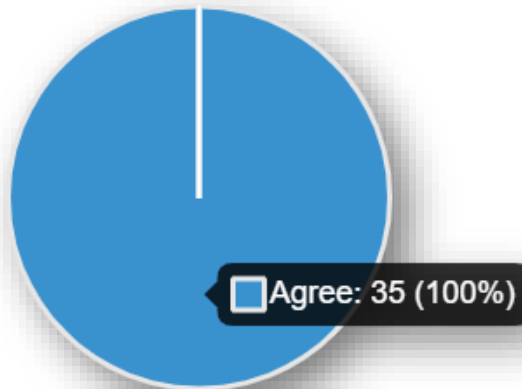
Do you agree Bluebird Care do not discriminate against any of the protected characteristics? (These include age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity).



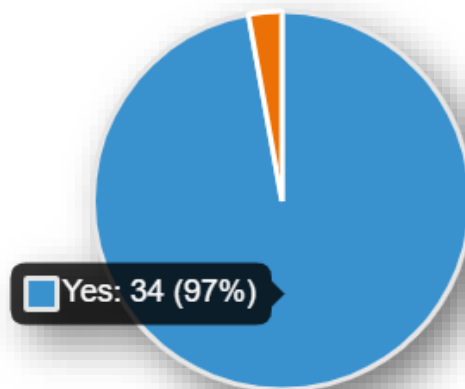
Bluebird care have taken adequate steps to keep me safe and well during the Covid 19 pandemic?



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?

“The customers and my colleagues”

“Their kindness and understanding me through tough times... support from management and other carers as well as being able to make a real difference to our customers lives”

“As I have a regular run, I feel continuity is a big thing. I know my customers and they know me. I think it can be quite vital to know someone well.”

“That we are listened to and valued”

“The teamwork and group support and it genuinely feels like a family”

“• Support • professionalism • care • positive working environment • teamwork”

“I value all the office staff who are there for me when I have needed it. I value all the clients who I care for.”

“Highly regarded in our area. Feels good to work for Bluebird with such a superb reputation!”

“Flexibility, attention to care and working alongside a reliable team”

“Security”

“The knowledge that I am working for a good company & the standard of expected care is high.”

“I appreciated being accepted when I first approached Bluebird 2 years ago, knowing I would offer fewer hours of availability, but still making me feel as valued as any other of the team, so thank you for that.”

“Providing the best care to best of my abilities to make sure my customers have all they deserve from us”

“Feeling like my voice is heard if any issues or problems arise.”

“I do feel listened to, but I also feel that we could be updated more on things we report on about customers”

“Making a positive difference to people’s lives.”

“Consistency of working with same cliental”

“The customers and further education opportunities.”

“The support from people”

“Thank you for making me feel so invited into the Bluebird team and helping me along the way! Your all amazing people and so kind— honestly never felt so happy in my job and I cannot wait to pursue further opportunities that arise with Bluebird”

“I love my job and I hope that I am doing a good job, but the best is when I make my customers smile and I love working for Bluebird. I would like to say that the office staff do an amazing job”

“Everything”

“I enjoy working for Bluebird. I find my role in this company very rewarding. I honestly don't think I could work anywhere else. Proud to be a Bluebird.”

