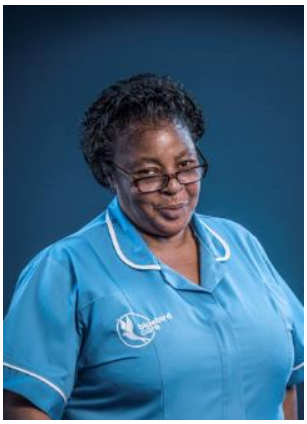
Bluebird Care Clapham & Streatham

Customer Satisfaction Survey

SUMMARY OF RESULTS 2019



A MESSAGE FROM KARINA

Whilst the reputation of Bluebird Care Clapham & Streatham 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. Rest assured we never disregard your comments.

Having established Bluebird Care in both Wandsworth and Lambeth 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.

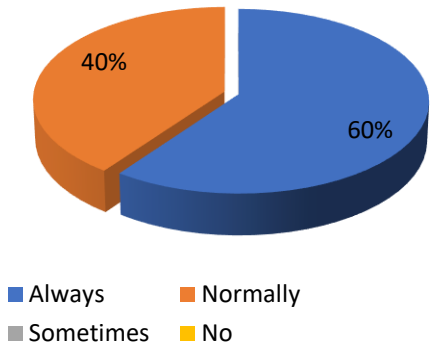
43% of our Customers completed the survey – we would have liked more - and those who did not were actively encouraged to do so. Generally we were told that if there were a problem, they would let us know but they were happy and therefore did not feel the need to take part. As the completed surveys arrived, 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 Marjorie 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.

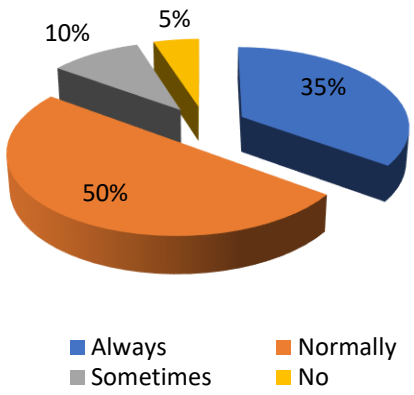
We do not take these commendations lightly and we will continue to do everything we can to be deserving of your praise. Customer feedback is vital in helping us get it right and learning from the times when we don't so please continue to feel confident in sharing your views with us.

YOUR CARE ASSISTANTS

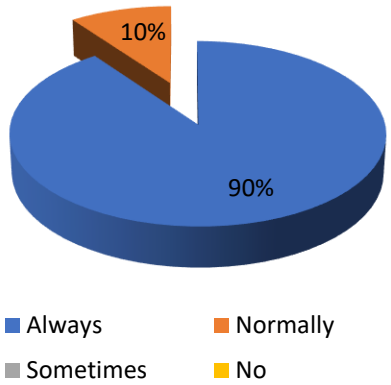
Do your Bluebird Care Assistants arrive at, or very close to (within 15 minutes) the specified time?



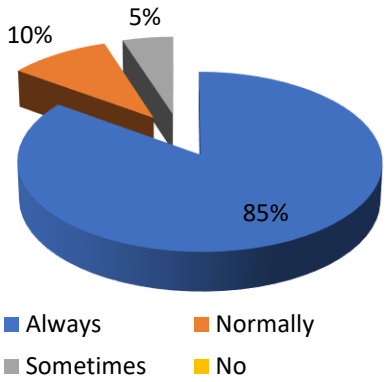
Are you informed if your Bluebird Care Assistant has been delayed?



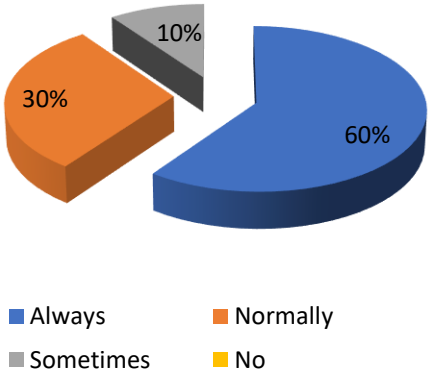
Do you feel your Bluebird Care Assistants treat you with respect?



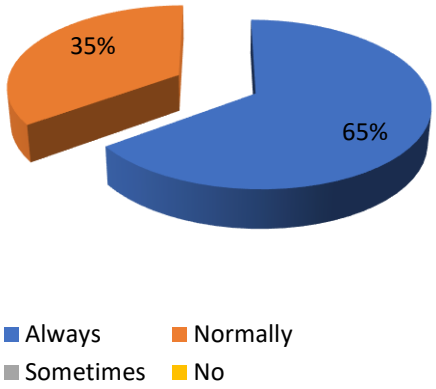
Do you consider your Bluebird Care Assistants to be polite and considerate of your wishes?



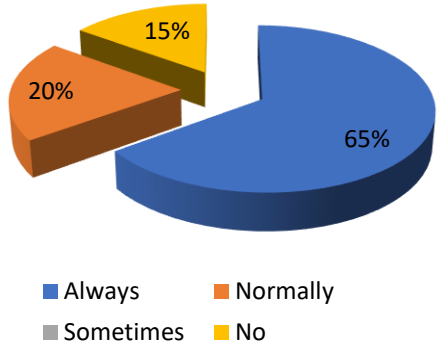
Do your Bluebird Care Assistants arrive in uniform and smart dress?



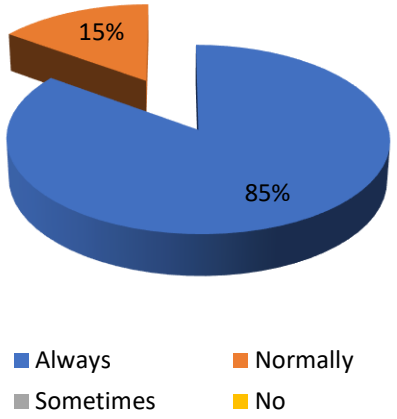
Are tasks carried out properly and professionally?



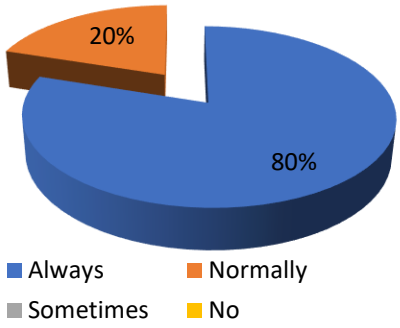
Do your Bluebird Care Assistants always stay for the full visit time unless you ask them not to?



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

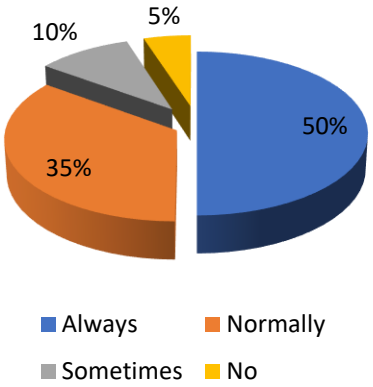


Do you find Bluebird Care is flexible and responsive to your wishes?

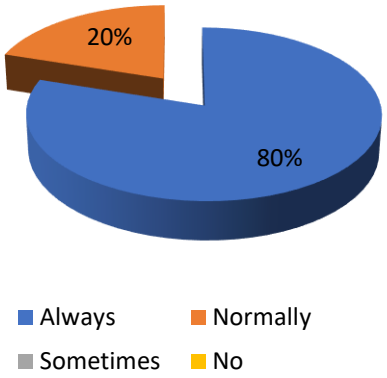


YOUR CARE

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

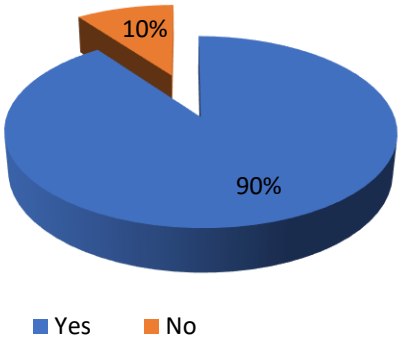


Are you happy with the continuity of care provided by your regular team of Care Assistants?

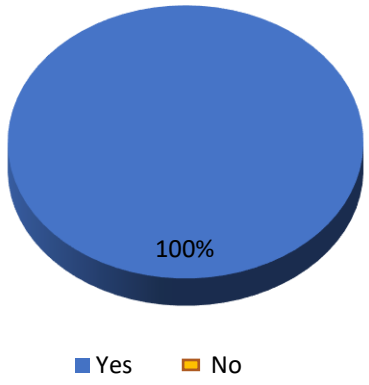


YOUR EXPERIENCE OF HOMECARE

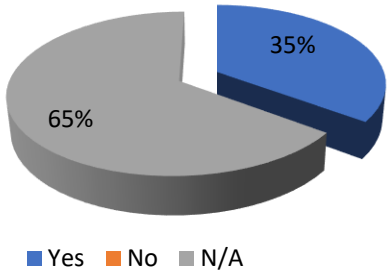
Do you know which person to contact at the Bluebird Care office if you need to discuss any aspect of your care?



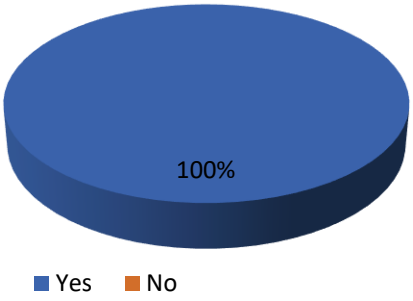
Do you feel that your cultural and religious wishes are respected where applicable?



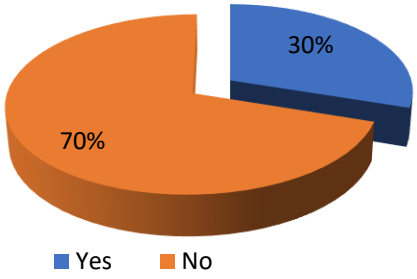
Do you feel that Care Assistants take consideration of your nutritional and dietary needs?



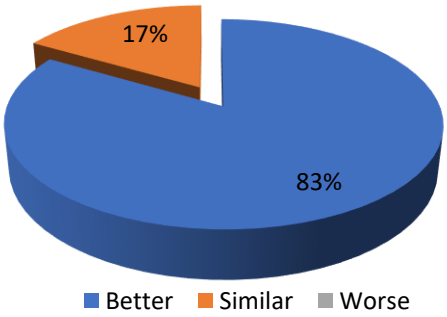
If you had a complaint would you feel comfortable raising it with the office?



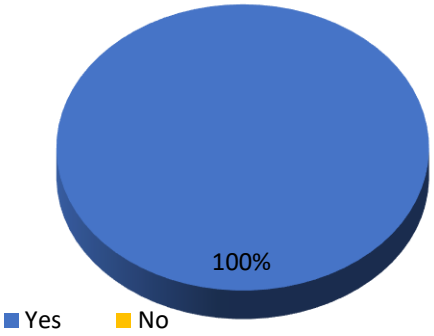
Have you experienced home care from another agency?



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



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



OUR CUSTOMERS SAID

Fabulous Caring ladies.

I appreciate the way the carer is chosen to be adaptable to my ways.

Friendly and professional.

How can you make Bluebird Care service better? You can't, everything is perfect!

Bluebird Care have looked after my mother in law for 2 years or more. She is very fond of her Carer who looks after her with great care in every area of her life. Mum is 92 and when the time comes to leave us, she wants to be in her own home. I feel confident that Bluebird will be more than able to support us with every service we need. If they keep their current standards up they will continue to be 1st Class.

No improvements needed.

Prompt and friendly service.

Attentive & professional.

Caring, Compassionate.

Absolutely brilliant!

I'm very lucky to have my Bluebird carer.

Very impressed with the service. Zaki is wonderful, very happy and communication is excellent. I know I'm in safe hands.

It has been reassuring to know that Bluebird care is there for us. Their Customer Service Manager in particular has been outstanding and made us feel immediately at ease.