



ANNUAL CARER SATISFACTION SURVEY 2021



Survey Summary Report

This report details the results of our Annual Carer Satisfaction Survey. The surveys were sent out to our entire care team during the month of November 2021

Report Summary

How did we do?

We are extremely pleased to announce the results of our annual employee survey and delighted with the responses received from our staff. An overwhelming 94% of our staff completed the survey.

The overall feedback confirms:

- **100%** of our Care Assistants enjoy their role.
- **100%** of our Care Assistants feel the training and support they received is adequate to support them in their duties and responsibilities.
- **100%** of our Care Assistants feel they receive enough support and supervision from the office team.
- **100%** of our Care Assistants stated they feel they could approach their manager if they had a problem.
- **100%** of Care Assistants agreed that Bluebird Care does not discriminate against any of the protected characteristics.
- **100%** of Care Assistants felt that Bluebird Care has taken adequate steps to keep them safe and well during the covid-19 pandemic.
- **100%** of our Care Assistants would recommend us to their friends or family.

Some of the lovely comments received by our employees include:

“Thoroughly enjoy working for Bluebird Care, everyone is friendly and helpful. Really happy I made the change in career.”

“I really valued the support from everyone.”

“Everyone is always willing to help. Lee, Louise and Vicki are brilliant and so helpful.”

“The company makes you feel like part of a family, all colleagues work very well together to provide a very good standard of care. No matter what there is always someone to talk to if you have any worries or concerns”.

“Excellent staff and excellent support.”

“I feel included and appreciated as a person, and that my difficulties are accepted and understood, and I am worked with rather than against. The support is great and I feel listened to if I ever had a problem”.

“Good communication between all staff and management. Good relations with customers. Able to work around working hours”.

“I value the support and information I'm supplied with the commitment of the management and my colleagues”.

“Good communication, friendly management team, feel very welcomed”.

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 graphical forms.

Comments from our care team:

“I'd like to thank everyone at Bluebird for being so supportive. Brilliant company to work for”.

I've been here 2 weeks now and the level of care given is very good.

“I think that Bluebird Care is a really good company to work for never in my nearly three years have I heard any bad reports about them it is always very positive feedback so regarding my feedback I would recommend Bluebird Care to anyone looking for care and I am very happy in my job role working for them”.

“Overall I am very happy in my role with Bluebird Care”.

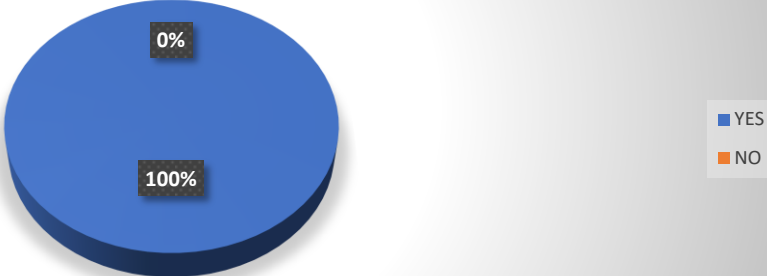
“I love working at Bluebird. Vicki the Manager and Jodie are so helpful, they are both amazing people to work alongside. I will continue to work along them hopefully for many years to come”.

Thank you

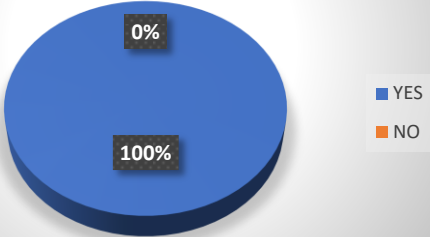
We would like to thank everyone who has taken the time to complete our annual surveys. With the feedback we receive we can make the Bluebird Care service the best it can possibly be.

Our Survey Results

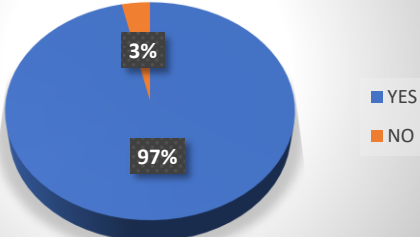
Do you enjoy your role as a Care Assistant at Bluebird Care?



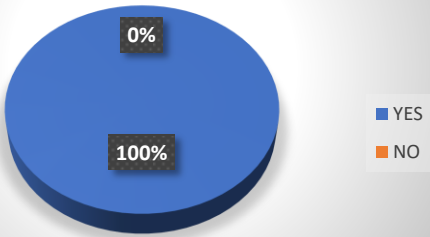
Do you feel the training provided is adequate for you to complete your duties and responsibilities?



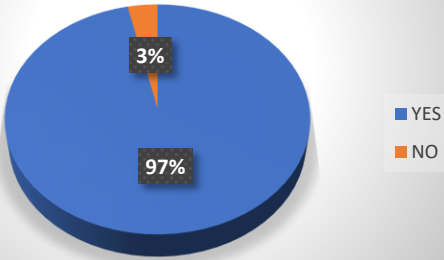
Do you feel communication within Bluebird Care is of a good standard?



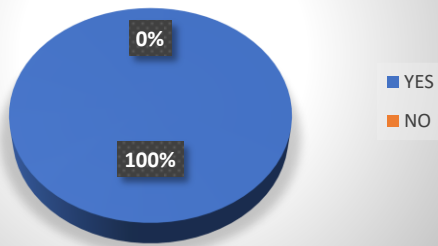
Do you feel you receive enough support and supervision from the office?



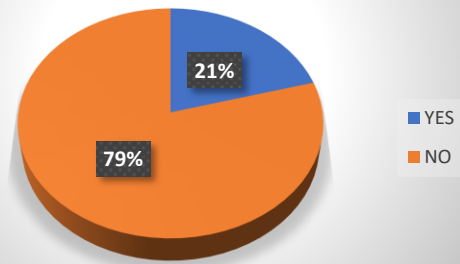
Do you feel listened to, whether this is over the phone or during your supervisions and one to ones?



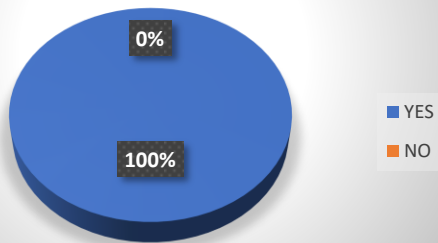
Do you feel you can approach your manager if you have a problem?



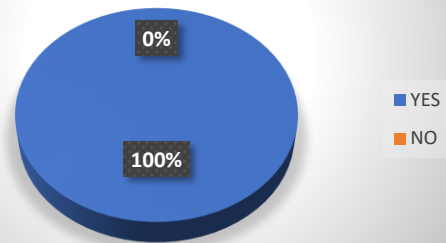
Do you feel there is anything Bluebird Care could do to improve your working conditions?



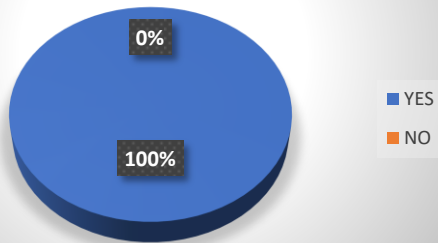
Do you feel there is enough information in the customers' care and support plans to allow you to support each customer appropriately?



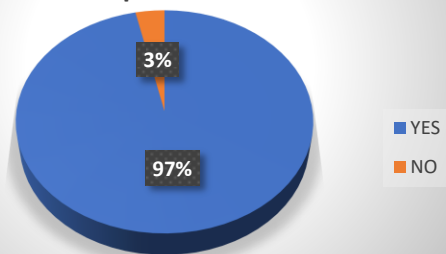
Bluebird Care do not discriminate against any of the protected characteristic?



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?

