



ANNUAL CARER SURVEY 2019



30/09/2019 – Report Summary

This report details the results of our Annual Carer Survey. The surveys were sent out to our entire carer base during the months of July, August and September 2019

Annual Carer Survey 2019

Report Summary

How did we do?

We are pleased to announce the results of our annual employee survey and delighted with some of the responses received from our staff. 63% of our carers completed the survey. The staff who did not respond were actively encouraged to do so.

The overall feedback suggests 98% satisfaction, with 100% of staff satisfied with the training they receive and enjoy their role!

Some of the lovely comments received by our employees includes;

- *"I just love to see my customers happy"*
- *"I love knowing I have helped someone"*
- *"I enjoy meeting new people and enjoy the stories they tell"*
- *"Seeing all my customers regularly and socialising with them as well as helping them do things"*

Our care staff are the 'bread and butter' of the Bluebird Care service. We always look to attract and retain the best carers, and endeavour to provide our employees with ongoing encouragement, stimulus, and opportunities for professional growth. In line with what J.W Marriott accurately surmised, "by taking care of our staff, in turn they will take care of our customers".

By conducting employee engagement surveys, we provide a platform for our employees to share open feedback, giving them a direct voice to the management team. Creating a two-way communication system is a crucial process which enables us to assess how engaged our workforce is. Feedback from our team is vital in helping the management team to get it right and learning from the times when we don't.

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

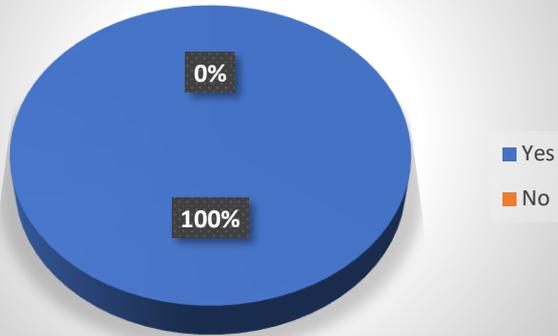
What can we improve?

As always there are ways we can improve and by conducting this survey we found some opportunity to do so. Some of our employees requested to enhance their knowledge and would like to undertake further training.

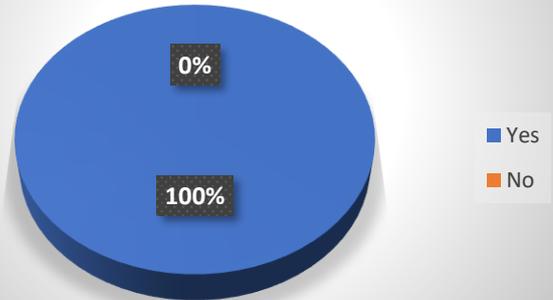
Taking this on board, we have now introduced stoma training for all employees within Bluebird Care. In addition, we are in the process of introducing End of Life training. This new training will further enhance the continued professional development of our team and improve the service our customers receive.

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

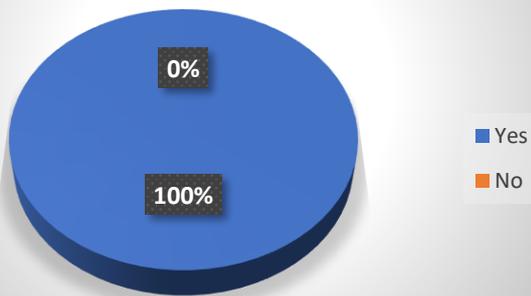
Do you enjoy your job as a care assistant?



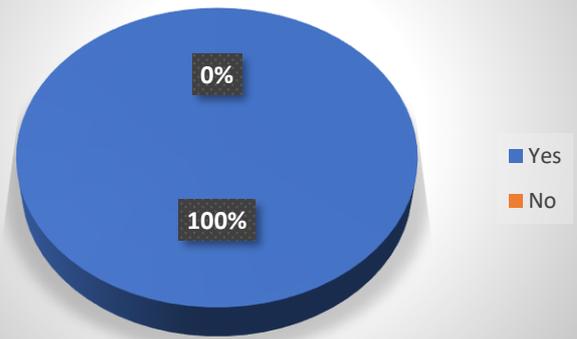
Do you feel the training provided is adequate for you to complete your duties and responsibilities?



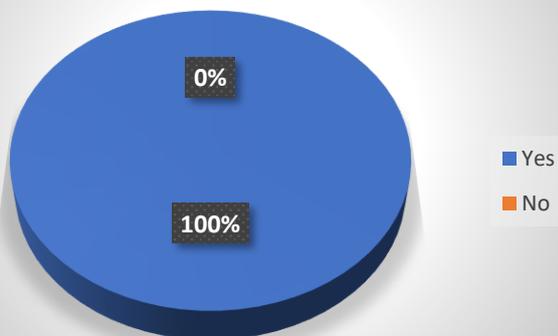
Do you feel you receive enough support and supervision from the office?



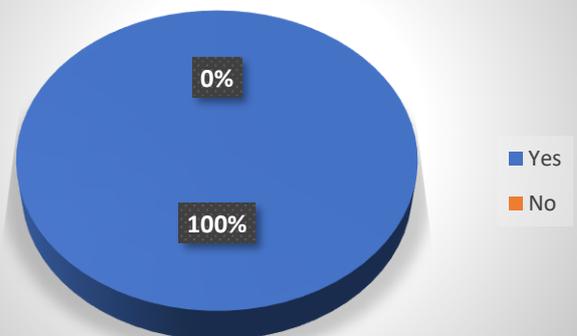
Do you feel communication is of a good standard?



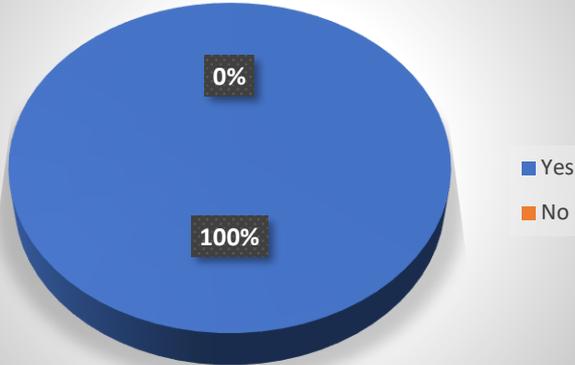
Do you feel you can approach your manager if you have a problem?



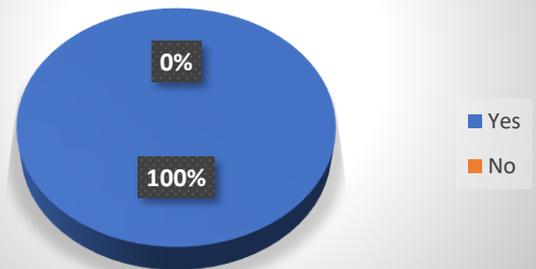
Are the office staff polite and do they treat you respectfully?



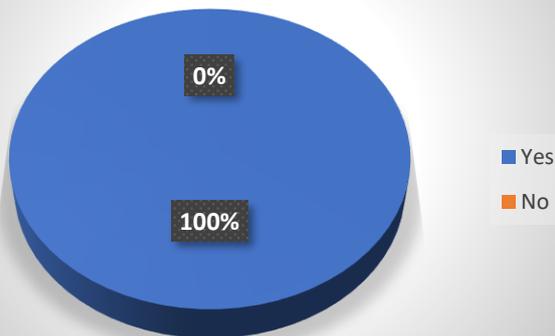
Do you feel listened to?



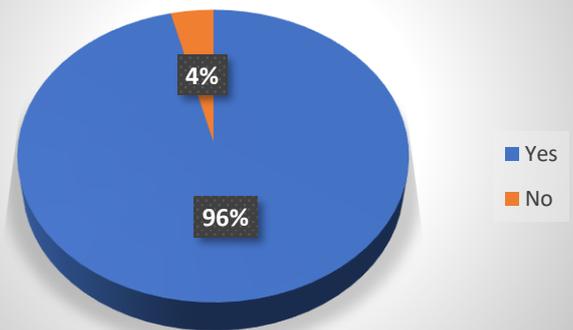
Do you feel there is enough information in the customers' care and support plans to allow you to support each customer appropriately?



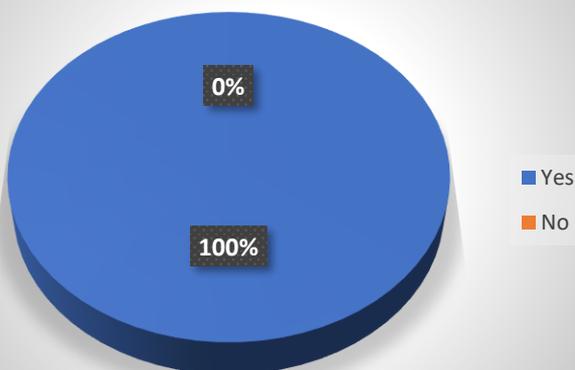
Are you given enough travel time between calls?



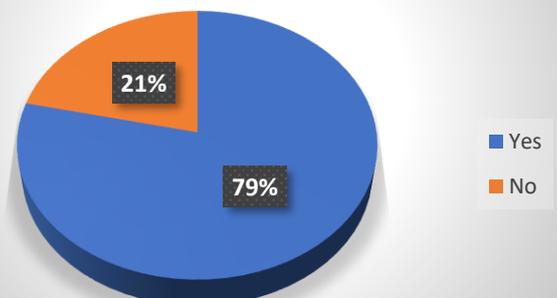
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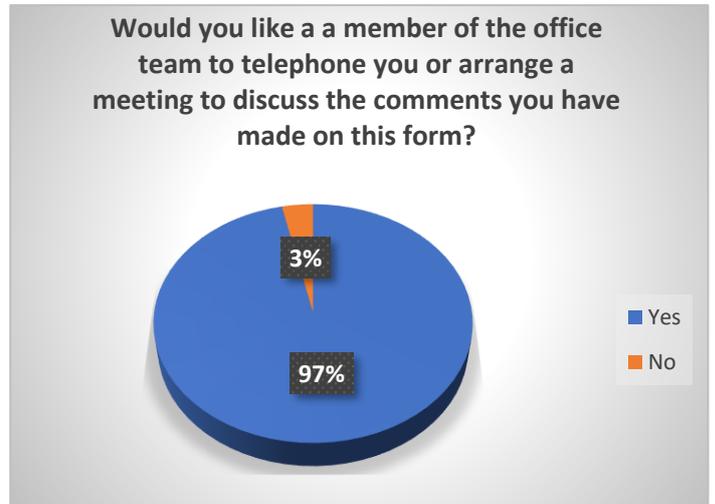


Are you happy with your current rota?



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





Do you enjoy your role as a care assistant?

'I really enjoy being a carer, making life a little better for the customers and putting a smile on their face'

'I love making people happy and safe'

'I enjoy everything'

'I enjoy meeting new people and learning about their lives, knowing I might have helped a customer have a good day making a difference'

'I just love to see my customers happy'

'I love knowing I have helped someone'

'I enjoy meeting new people and enjoy the stories they tell'

'Seeing all my customers regularly and socialising with them as well as helping them do things'

'Assisting my customers to live a comfortable, peaceful life and enjoy their day'

Ways we could improve

'Weekly pay'

'We can always get better, must not stagnate'

'More training in the field- end of life care'

'Would like to have same hours but work Mon-Friday'