



ANNUAL CARER SATISFACTION SURVEY 2022



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 2022

Report Summary

At Bluebird Care we understand that employee engagement surveys are more than just data collection tools; they serve as catalysts for nurturing an open, trusting, and continuously improving organisational culture. We have also found when employees witness that their voices matter and their feedback drives positive change, it can significantly boost morale, enhance productivity, and contribute to overall organisational success.

How did we do?

We are proud to announce the results of our annual employee survey and delighted with the enthusiastic responses from our staff. 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.
- **88%** of our Care Assistants feel communication is of a good standard.
- **100%** of our Care Assistants feel listened to whether over the phone or one to one.
- **100%** of our Care Assistants stated they feel they could approach their office team if they had a problem.
- **100%** of Care Assistants agreed that Bluebird Care does not discriminate against any of the protected characteristics.
- **100%** of our Care Assistants would recommend us to their friends or family.

Feedback on new care planning system

In August of this year, a cyber attack targeted our existing rostering system, forcing its shutdown. Consequently, we made the transition to a new care management system, OneTouch Health. It has become evident that OneTouch is not meeting the needs of our dedicated care team as effectively as we initially anticipated.

"I don't consider onetouch as being very user friendly. It seems to take longer to complete notes. You have to save each individual task and this doesn't allow you to go back and add anything before you clock out. Where the signal is not good you

*have to go on aeroplane mode, this is even slower to complete and being on aeroplane mode means you can't receive or make any calls. Once you have clocked out you then have to find somewhere with a signal so you can then sync and update your calls. This all takes up extra time and shouldn't be necessary.
I quite honestly don't have anything good to say about onetouch, except it shows the time you clocked in but it doesn't do this if you have to use aeroplane mode.
Being able to book holidays is useful.
I don't find the timesheet very easy to follow"*

"It's fine apart from the fact that your in someone's house and it says your 3.2km away even though your not. Sometimes it let's you clock in but then it won't clock out as your too far away but in the same place. It doesn't matter how many times you refresh it either"

"Hard too grasp at first still finding it difficult it's taking a lot longer too complete which doesn't give us enough time with the client just needs to be made simpler"

"It's just so erratic, slow, sometimes just refreshing to work and when it does its long winded.

On positive points you can see what time we clocked in"

"Not happy with OT

"One annoying problem is you cannot go back into the specific task you are on if you accidentally kick yourself out

I found PASS more reliable and easy to work on"

We understand the importance of providing our staff with tools and systems that make their day-to-day tasks smoother and more efficient. Following the findings of this survey senior management within the East Staffs office have started direct communications with OneTouch to help find a resolution to the issues that are occurring in our team to find methods as we are actively exploring better support for the daily activities and achieve more favourable outcomes. We greatly appreciate the dedication and invaluable insights provided to help us serve and make the work experience as positive as possible.

See some comments below of what our staff value most about working for Bluebird Care?

I spent 17 years working in care homes and not once did I ever feel appreciated. Bluebird is the exact opposite. You are constantly told how well you are doing and how your a valued member of the team and to me personally that means more than anyone realises. I love the customers and the relationships iv managed to gain with them. I love the staff both office and in the field. They are all so helpful"

"Having the opportunity to do my bit in the community to have the opportunity to care and to be a valued team member"

“The support from the office and work colleagues. If you are unsure about something there is always someone who can give advice. Being able to support clients so that they can live safely in their own home. They are all so friendly and grateful, which makes your job worthwhile”

“Being listened to

Can communicate easily with office staff

Happy with working hours”

“The support received when starting out”

“The ongoing team support and the way that Bluebird value their customers”

“Best decision I ever made to come to bluebird. Don't see myself working anywhere else. Love love love my job”

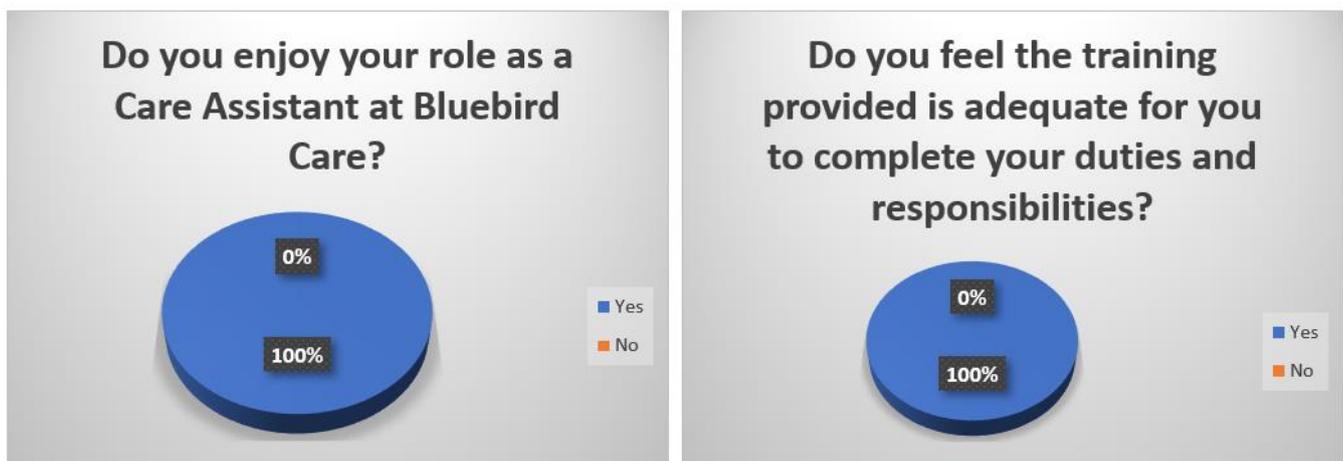
“Bluebird have been very patient and supportive during my time with them. I arrived with no previous care experience and because of Bluebird my confidence has grown so much over the past 2 years”

Thank you

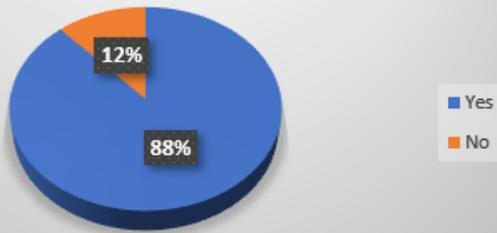
We would like to extend our thanks to each and every one of you who has taken the time to participate in our annual surveys. The feedback is invaluable to us, and it plays a pivotal role in our ongoing efforts to continuously improve the Bluebird Care service, this input helps us make our service the best it can possibly be.

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

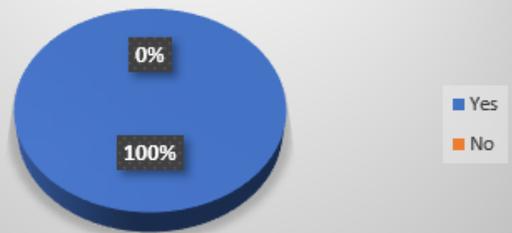
Our Survey Results



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



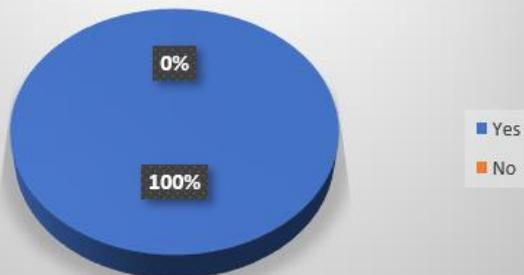
Do you feel you receive enough support and supervision from the office?



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



Do you feel the office team are approachable?



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



Would you recommend Bluebird Care to a friend or relative whether this be for employment or care support?



Would you like a member of the office team to phone you or arrange a meeting to discuss the comments you have made on this form?

