

Customer Feedback Results 2023



In November, we asked all our customers to provide feedback on their experience of receiving care and support from Bluebird Care East Staffs and South Derbyshire, we received responses from 78% of our customers and we are delighted with the results.

What we do well...

51%

of our customers would rate the care and support they receive as **OUTSTANDING.**

38%

of our customers would rate the care and support they receive as **Good.**

11%

of our customers would rate the care and support they receive as **Satisfactory.**

0%

of our customers would rate the care and support they receive as **Unsatisfactory.**



Where we can improve...

79%

of customers confirmed that their care assistant arrives promptly within 30 minutes, either side, of their scheduled visit time.

Whilst we always endeavour to work to this 30-minute window, there are often factors outside of our control, such as, traffic and road closures and emergency situations where the care assistant may need to remain with the previous customer for longer than planned. In this instant we always try to inform the customer of any unforeseen circumstances.

77%

of customers stated that their care assistants stay for the full duration of their care visit.

We actively monitor all scheduled care visits. Care assistants are required to document any reasons for leaving care visits early or that exceed the planned durations. This information is then further reviewed and forms part of a discussion during staff supervisions. We also use this information during customer reviews to identify where changes in customer needs are requirements.

98%

of customers stated that they do know how to raise a concern or make a complaint.

All customers are provided with this information as part of our Customer Guide upon the commencement of care. We have contacted the 1 customer and ensured they now know how to raise a concern or make a complaint should they require.

Some of the comments included:

"Care, support and communication is excellent"

"All staff, Carers and office & management are extremely supportive and always there to support and assist whenever needed."

"Take the day to day pressure off us regarding R's well being."

"You are very understanding. The care and consideration given to our parents has been outstanding, the whole package has just been excellent "

"Arrives on time and keeps family members updated with any concerns via the Openpass App or via a quick call."

"Communication"

"Cups of coffee - Make good cup."

"Listening, helping"

"Keeps to times, has clear care plans and easy to communicate with"

"Communicate + Care"

"Staff are good at assessing my needs without me having to tell them"

"Consistency."

"Always meet my needs."

"Efficient and courteous when we phone with a query. Very helpful."

"All aspects of care provided."

"The organization of staff"

"Your reliability and professionalism."

"Good listeners, Can't fault you."

"Respect independence and privacy and complete all tasks."

Some care assistant special recognition:

"Dementia is devastating and it is truly heartbreaking what it is doing to our lovely dad - the care from yourselves is so important in supporting us as a family to keep dad safe and well and at home for as long as we possibly can - Thankyou."

"Richard due to his autism doesn't find it easy to chat unless this is initiated by another person, the above seem to recognise this and have a natural way of bringing Richard into an easy bit of banter which he loves."

"All of the ladies who have attended to our parents have been the best, we could not single one out because they all care and they are all so nice."

"Katie W - she is a star. Always gives Dad a cooked breakfast as well as competing all of the other tasks. I would also like to mention Graham too. Graham gives Dad that male contact and they get on well. Kate and Graham work really well as a team with Dad."

"Keyra she do really well since starting to understand and look after L very well thank you Keyra"

"Rachel B, Look forward to seeing her"

"Nagma H. Mum says Nagma is her favourite and her approach is always consistent"

"Evette, She's great right from when first met. She's top."

"Viktorija, Very nice, pleasant, very efficient, always feel well cared for when she visits."

"Jane F, She is so concerned to help me she goes above and beyond"

"Sally P, Always goes the extra mile"

"Codie, Exemplary very professional & very caring. She lovely!"

"Viktorija, Pleasant, efficient, sense of humour, chatty. Always sees extra things to do other than just what she is asked to do."

"Gill, She does everything that's asked of her"

"Evette and Gillian, always thorough, never rush, always do the job properly."

"Jackie, Sue, Kirsty, I get on really well with them."

"Nagma as her regular, Jackie is very nice, everyone is lovely."

