

# Bluebird Care Wandsworth Customer Satisfaction Survey SUMMARY OF RESULTS 2023



## A MESSAGE FROM KARINA



Whilst the reputation of Bluebird Care Wandsworth 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. Asking you to critique all areas of our service helps us to properly understand what is going right and what needs tweaking.

We try our hardest to lead by example and to make a positive difference to those we serve. I am 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 at the end of 2023.

Our Customers are actively encouraged to complete the survey, either independently or if they prefer, with our help. As the completed surveys arrive, we note any areas of concern and investigate each and every instance to ensure the issues are properly addressed and resolved.

We have been overwhelmed by the positive feedback we've received and note that **100% of respondents said that if their opinion were sought, they would recommend us to a close friend or relative.**

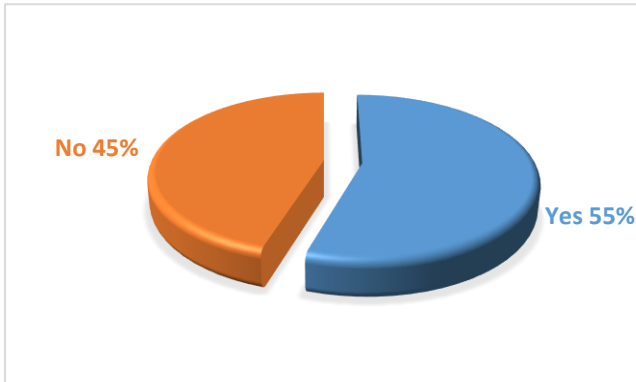
**Of those Customers who have experienced home care from another agency, 82% of you told us that our care was better by comparison** (18% thought we were similar). In our opinion, just as importantly 100% of you also said that if you had a complaint, you would feel comfortable raising it with us. That shows me that we have a close relationship with you and that you trust that we will always do our best.

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.

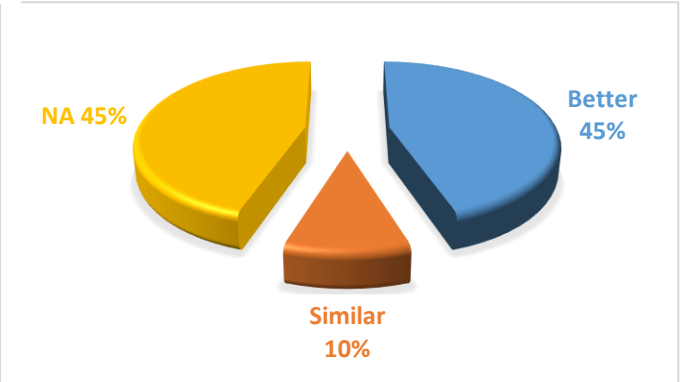
We do not take these commendations lightly and we will continue to do everything we can to be deserving of your praise. Customer feedback is vital in helping us get it right and learning from the times when we don't so, please continue to feel confident in sharing your views with us.

## YOUR EXPERIENCE OF HOMECARE

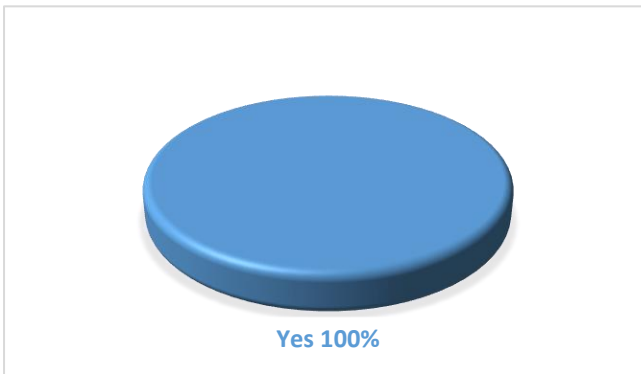
Have you experienced home care from another agency?



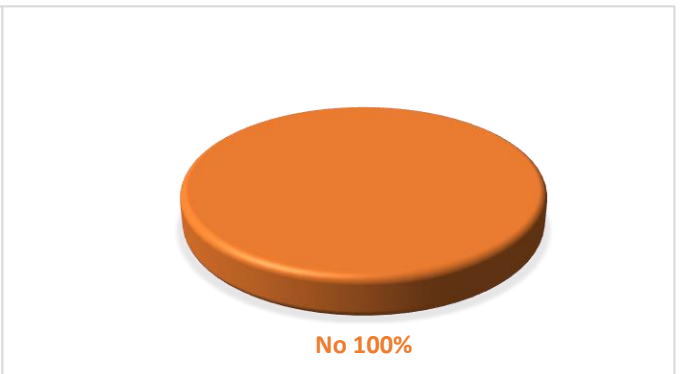
If you have experienced home care from another agency, how do you rate the service received from Bluebird Care in comparison?



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

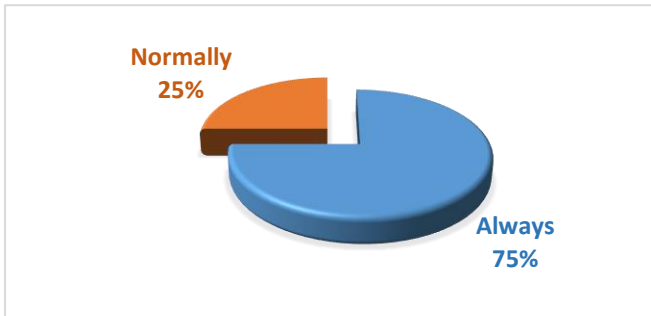


Is there any aspect of the service you receive from Bluebird Care that you are unhappy or concerned about?

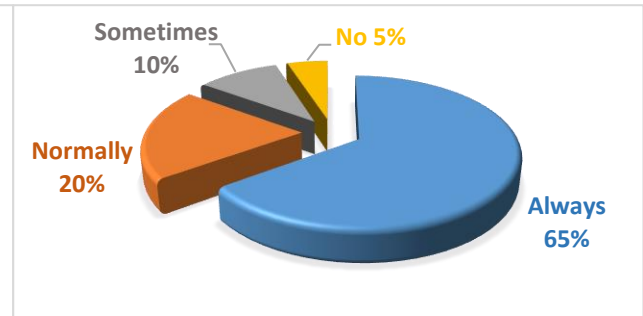


## YOUR CARE ASSISTANT

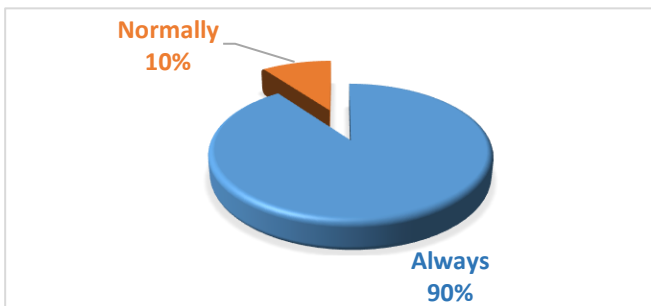
Do your Bluebird Care, Care Assistants arrive at, or very close to (within 15 minutes) the specified time?



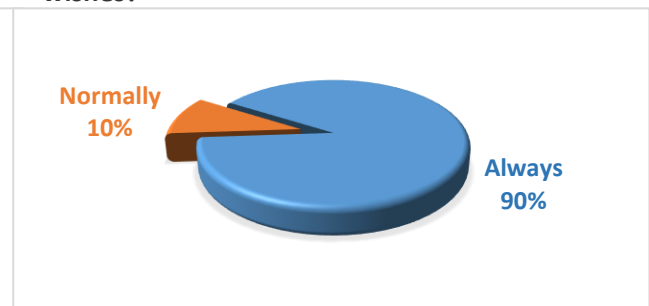
Are you informed if your Bluebird Care, Care Assistant has been delayed?



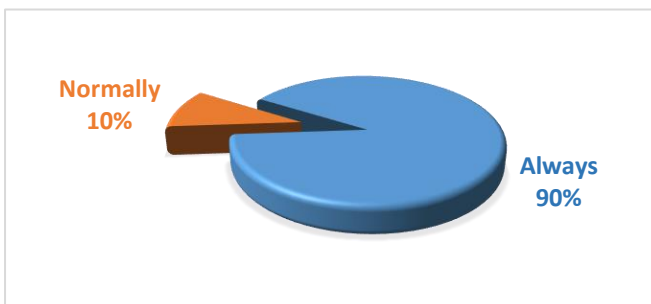
Do your Bluebird Care, Care Assistants arrive in uniform and smart dress?



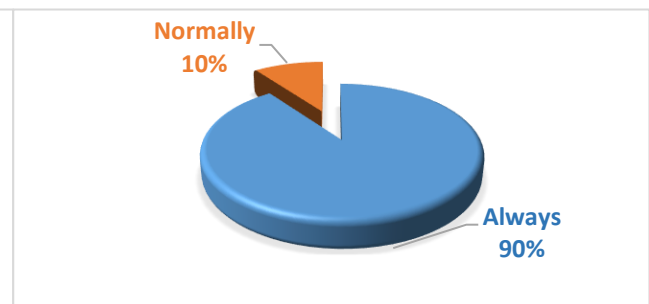
Do you consider your Bluebird Care, Care Assistants to be polite and considerate of your wishes?



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

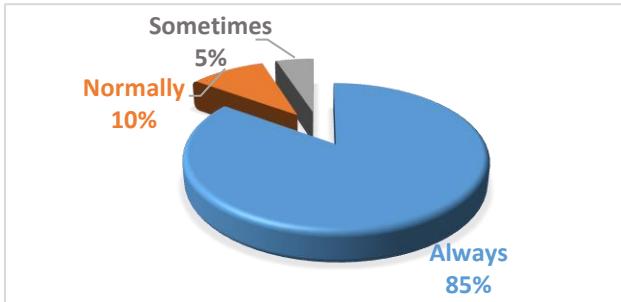


Are tasks carried out properly and professionally?

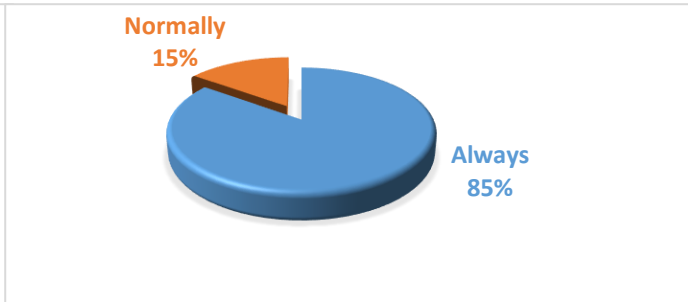


## YOUR CARE

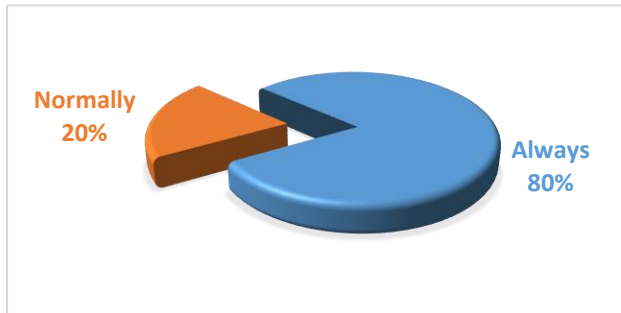
Are new staff joining your Bluebird Care team shadowed and introduced so they understand your needs?



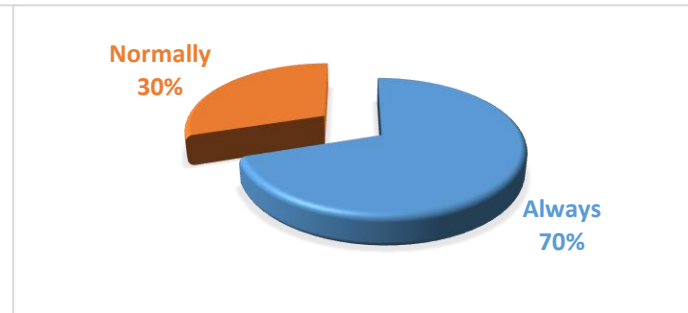
Do you feel safe with the Care Assistants and the care that Bluebird Care provide?



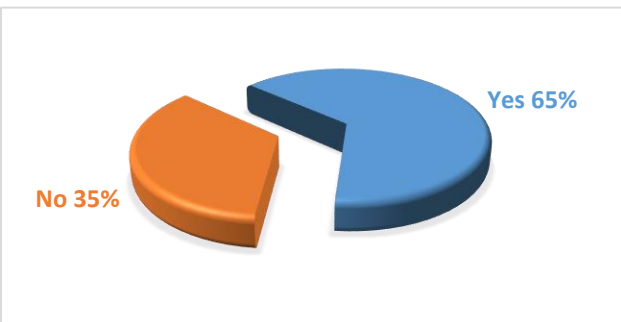
Are you happy with the continuity of care provided by your regular team of Care Assistants?



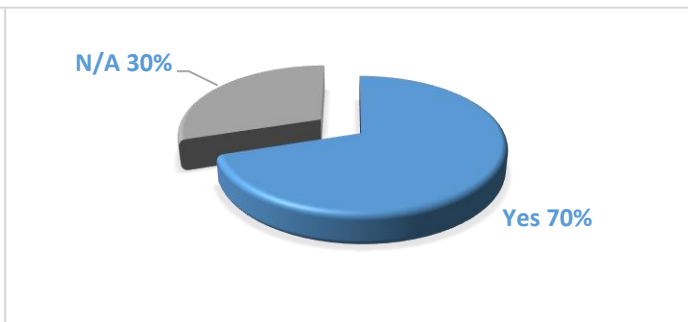
Do you find Bluebird Care is flexible and responsive to your wishes?



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



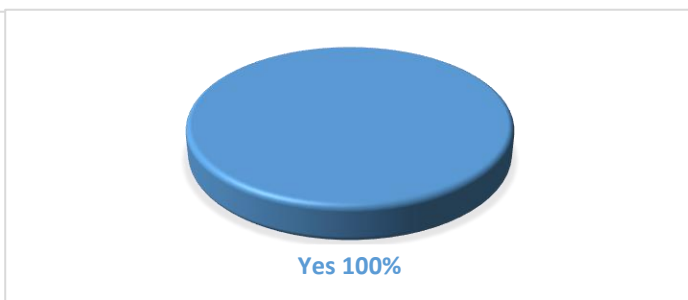
Do you feel that your cultural and religious wishes are respected where applicable?



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?



## OUR CUSTOMERS SAID

*“I have found Bluebird carers are good timekeepers, good listeners, kind, caring, patient and very understanding.”*

*“Bluebird staff are very helpful and understanding, I would not be able to manage without them. Thank you.”*

*“Our carer is excellent. She treats my mother as if she was a member of her family. She is punctual, respectful and nothing is too much trouble.”*

*“Bluebird Care was recommended to us by our dementia group as one of the best and having spoken to other people about their carers, I agree. I also have a good rapport with the people in the office. They make it easy to make any changes and are very accommodating.”*

*“My dad is very pleased with the support he receives from M. She is always cheerful and pleasant. She encourages him to keep to his routine even when he is reluctant to do so and he is always glad afterwards that he didn't just sit in his chair. It's a real skill to be able to gently guide someone to do what you know is best for them while enabling them to still feel in control.”*

*“I have been with Bluebird Care for several years and never had cause to complain.”*

*“My home care is a delight to have in my home, always bright & cheerful and ready to make everything comfortable for me.”*

*“Don't think that you could improve on the excellent service.”*

*“The carers arrive on time and never let you down without support. Bluebird Care is effective, appropriate, & courteous.”*

*“Having the same carers has meant L feels safe as she knows them and has built up confidence that she's never alone.”*

*“Our carer G is outstanding.”*

*“First rate care in every respect. Delivered with kindness and love.”*