

Bluebird Care Stafford

Annual Customer Survey 2024

Summary of results



**Summary Report**

**How did we do?**

This report summarises the findings of our Annual Customer Satisfaction Survey which was conducted during August, September and October of this year.

We encourage all customers and their families to complete the survey each year, we have received a 72.5% response rate. We are delighted with some of the feedback that has been received from our customers who we support.

The overall feedback suggests that we are providing and maintaining a good quality, safe and effective service.

**We are also pleased that a high number of customers individually acknowledged specific Care Workers and felt these individuals deserved special recognition.** All carers mentioned will be informed of the positive comments received.

We are always looking at ways to improve the services we provide. By receiving such feedback, it gives us a better insight into what needs to be reviewed and what we should focus on to continually enhance and better our services.

**Thank you**

**All the team at Bluebird Care Stafford would like to thank everyone who took the time to complete our annual survey.** The opinions and views of our customers and their representatives are highly valued, and we continually strive to improve the services that we offer and provide to all our customers. **The positive feedback and comments received are overwhelming, we are genuinely touched to receive so many generous comments.**

**Finally, we would also like to thank our Bluebird Care team for all their continued dedication and compassion whilst delivering care to our customers. You are all truly wonderful!**

The full survey results and customer comments are shown on the following pages and some findings are represented in a graphical format.

**Further Information**

If any of our customers or their relatives have any concerns or issues, please contact our team on 01785 337711 or alternatively email **Stafford@bluebirdcare.co.uk** who will be happy to help with any queries you may have.

**Survey Results**

We asked our customers if there are ways which we could make the service better for you, See below responses on suggested improvements

*‘’Earlier notification of visits, this now seems to be rectified by informing me online’’*

*‘’Nothing,**With the time allowed the carers do very well’’*

*‘’More carers available to deal with complex dementia care’’*

*‘’No issues have always been sorted swiftly. Lisa Kenyon is amazing. See always gets things done as they should be and encourages us to get in touch when things are not quite right’’*

*‘’Carers generally complete all tasks as required but occasionally miss things, such as not documenting what amount of food/drink Peter has consumed at mealtimes. Documentation seems to have improved of late’’*

*‘’The price is too much. I do love the coffee afternoons; they are not long enough or often enough.’’*

*‘’Because Mum has dementia, consistency of carers is very important, it is helpful to me and mum. Mainly because she doesn't think to speak for herself anymore. However, I think this has now been resolved’’*

*‘’Nothing needs changing’’*

*‘’At this moment the service provided is just right’’*



*Again, thank you all for taking the time to complete our survey*