

Employee Feedback Results 2024

In October, we conducted an employee survey to gather feedback on Bluebird Care East Staffs & South Derbyshire as an employer. The results demonstrate our commitment to fostering a positive, inclusive, and supportive workplace for our care team.

Results

100% of staff know who their Registered Manager is.

100% of staff are aware of our company values.

100% feel their cultural needs are valued and recognised.

100% believe Bluebird Care actively promotes inclusion and diversity.

100% have access to customer care plans and risk assessments prior to visits.

100% are given opportunities for ongoing learning and development.

100% are proud to work for Bluebird Care East Staffs & South Derbyshire.

97% feel part of the team.

97% believe we care about their wellbeing and mental health.

94% describe the company culture as supportive.

94% feel their concerns and opinions are valued.

94% feel supported in achieving a healthy work/life balance.

94% believe we recognise important events in their lives.

91% say changes to their rota are communicated effectively.

88% feel appreciated in their role.

88% report they have enough time to complete tasks during care visits.

88% state that concerns escalated about a customer are addressed, with feedback provided.

What our staff value most about working for Bluebird Care

"The way they value the customers care above everything to make sure they're receiving the best they can"

"Everyone's really friendly and passionate about what they do, which makes the work environment positive and motivating. Being part of a community that genuinely cares about each other and the clients is definitely a highlight for me!"

"The chance to advance in my career and build myself up and elevate my skills "

"The feeling of being part of a family and the decent wages paid to ensure we live a comfortable life "

"I enjoy seeing the customer and making sure they're happy and content and have all their needs met, this role never actually feels like you are at work, if there's ever a problem the manager sorts things out efficiently "

"Enjoy the relationships I have built with customers and colleagues. I have a good work life balance"

"I value the fact that I am fully supported in my role and I am proud to work for a company that believe in the quality of service they provide."

"The inclusion and how everyone is a part of a team to make sure the care provided is to the best quality "

"At Bluebird Care it's like a little family, everyone is included and made to feel valued. Bluebird have been very supportive throughout the 6 years I have worked for them. They are always trying to make things better and listen to what you have to say and if they can help in any way, they would. "

"The commitment they have for staff and customers they go that extra mile if it is needed. Always make time and effort for customers and colleagues, listen, nonjudgemental that's what makes them a good company to work for that what I value the most about "

"Most valuable working for Bluebird care is that management, office staff and colleagues are always supportive, friendly, makes you feel comfortable and listen to you about any concerns at your workplace! Love working with all of you!"

"Feel like a 2nd family I can report any concerns to Bluebird Office knowing they will be dealt with accordingly Bluebird have respected my working hours Proud to be working with Bluebird "

"As an older carer I appreciate the first-class training and support given. Communication is great"

What We Currently Do to Support Our Team

We recognise and reward our team's hard work and dedication through a range of initiatives, including:

Staff Appreciation:

We prioritise recognising and rewarding our team's dedication through initiatives such as celebrating 100% attendance, marking milestones with annual anniversary rewards and probation completion recognition, and honouring outstanding contributions with Employee of the Month awards. To show appreciation, we send birthday cards, Christmas gifts, and Easter treats, and we share compliments from customers to highlight exceptional performance. Additionally, we support our team's practical needs by providing a £40 contribution towards vehicle MOT or servicing and ensure ongoing growth through continuous training and development opportunities.

Team Engagement:

Regular staff meetings to share updates and gather feedback. Maintaining open communication channels for raising concerns or sharing suggestions.

Wellbeing and Mental Health Support:

Wellbeing checks during supervision sessions to discuss mental health. Annual health declarations, with risk assessments for any health conditions to ensure safety and support. Free stress counselling available to all staff through our insurance provider.

Effective Communication:

Rotas are managed via an electronic rostering system, providing real-time updates to staff. Customer care plans are also electronic, ensuring carers have instant access to customer requirements. While rota changes are communicated via telephone, text, or email, we acknowledge that this is not always done in a timely manner and are committed to improving this process.

Customer Visit Management:

Weekly monitoring of customer care visits through time and attendance reports. For consistently over-running visits, care reviews are conducted with customers and their representatives to assess and, where necessary, update care plans to allocate additional time. Carers document reasons for visit over-runs to support effective monitoring and planning.



How We Seek to Improve

While the feedback highlights many strengths, we recognise there is always room to grow. We are already addressing areas for improvement, including:

Expanding Mental Health Support:

Our Field Care Supervisor, Louise Hawksworth, has been enrolled in a Mental Health First Aid course. Louise will lead mental health workshops to provide additional tools, resources, and support to our care team, further promoting mental health awareness and wellbeing.

Enhancing Team Culture through the Bluebird Care Committee:

Launching in 2025, the Bluebird Care Committee will bring together staff, customers, and their representatives to collaborate on improving the business. The committee will hold regular focus groups to discuss key issues, share ideas, and implement changes. By incorporating expert by experience input, we aim to ensure that everyone feels heard and valued, strengthening our community and team spirit.

Improving Communication of Concerns and Feedback:

We record all concerns raised, along with actions taken and their outcomes. However, we recognise that staff are not always informed of these outcomes. To address this, we have updated our concern forms to include a prompt to notify the staff member who raised the issue. This update aims to ensure that staff feel included, informed, and acknowledged throughout the process.

Better Communication of Rota Changes:

We are enhancing processes to ensure rota changes are communicated more promptly and efficiently.

Supporting Visit Management:

Continuing to review call durations and adjust care plans to allocate sufficient time for tasks, reducing stress and ensuring high-quality care delivery.

Closing Statement

At Bluebird Care East Staffs & South Derbyshire, we are immensely proud of our team and the culture of care and collaboration we have built together. This survey reflects the incredible strengths of our team and the areas where we can improve to better support their needs.

We remain committed to listening, acting on feedback, and fostering an environment where every employee feels valued, supported, and inspired. Together, we will continue to make a meaningful difference in the lives of both our staff and our customers.

Thank you to all our employees for your dedication, hard work, and contributions to our success.