

CUSTOMER SATISFACTION SURVEY REPORT

A MESSAGE FROM JATINDER AND KIRAN



Whilst the reputation of Bluebird Care Sandwell 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 about us. We need your feedback, critiquing all areas of our service so that we can properly understand what is going right and what needs working on.

Having established Bluebird Care Sandwell four years ago because we wanted to make a positive difference in our local community, we have to confess to feeling extraordinarily proud by the general feedback received from our customers. It is a testament to the efforts of the outstanding men and women whom we have the privilege to work alongside who believe, just like us, 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 during November 2022.

51% of our Customers completed the survey – we would have liked more responses, and those who did not respond were actively encouraged to do so. Generally, we were told that if there were a problem, they would let us know but they were happy and therefore did not feel the need to take part. As the completed surveys arrived, we noted all areas where we did not achieve 100% and investigated each and every instance to ensure the issues were properly addressed and resolved.

We are overwhelmed with the fact that **100% of our Customers said that their carers treat them with respect and politeness. And 100% of our customers would consider recommending us to friends and relatives. 90% of our customers also felt that our carers help to the best of their ability and go above and beyond.**

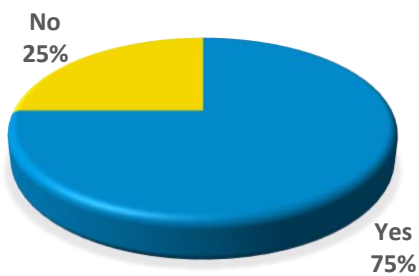
We do not take these commendations lightly and we will continue to do everything we can to be deserving of your praise. Customer feedback is vital in helping us get it right and we are learning from the times when we don't. So please continue to feel confident in sharing your views with us.

SURVEY RESULTS

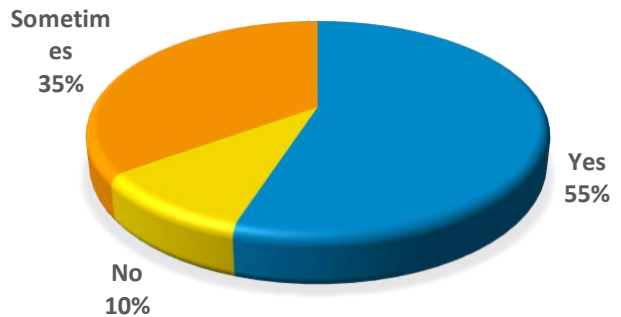
Responses 20/39 = 51%



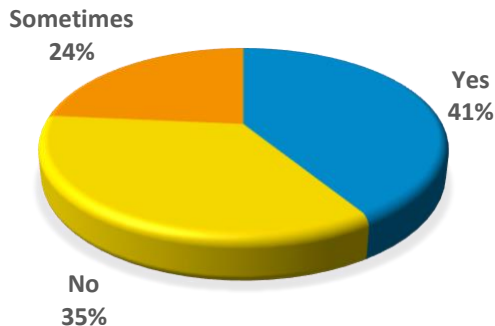
HAVE YOU RECEIVED A BLUEBIRD CARE FOLDER CONTAINING ALL OUR DOCUMENTS THAT HAVE BEEN SIGNED BY YOURSELVES?



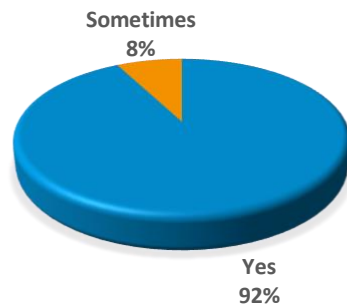
DO ALL YOUR CARE WORKERS ARRIVE AT OR CLOSE TO THE SPECIFIED TIME?



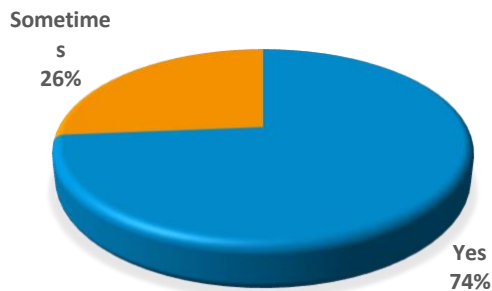
ARE YOU INFORMED IF YOUR CARE WORKER IS GOING TO BE LATE?



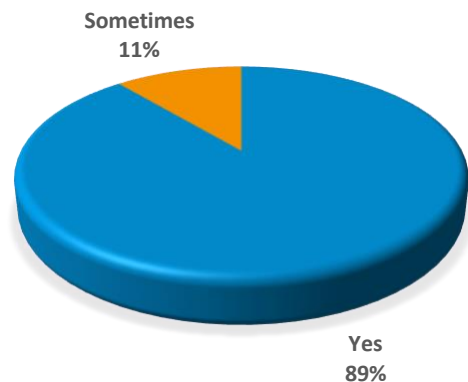
DURING THE COVID19 PANDEMIC HAVE YOU FELT THAT THE CARE YOU HAVE RECEIVED HAS BEEN DELIVERED IN A WAY THAT HAS MADE YOU FEEL SAFE AND PROTECTED?



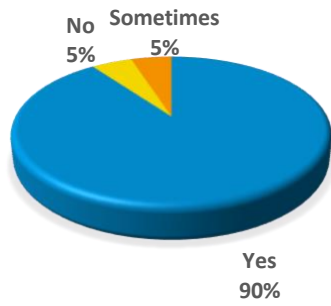
DO BLUEBIRD STAFF FOLLOW YOUR CARE PLAN CORRECTLY AND SAFELY WHEN ATTENDING EACH VISIT?



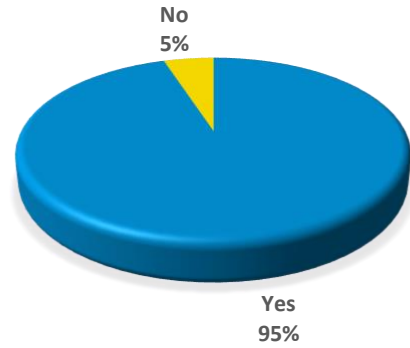
DO BLUEBIRD STAFF STAY THE ROSTERED TIME UNLESS YOU ASK THEM TO LEAVE?



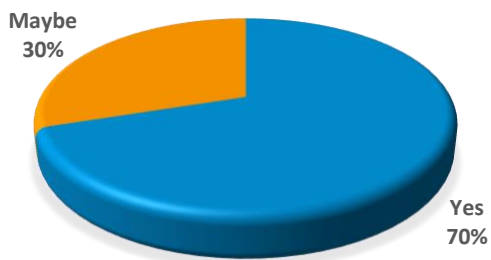
DO YOU BELIEVE BLUEBIRD CARE STAFF TRY AND HELP YOUR NEEDS TO THE BEST OF THEIR ABILITY AND GO ONE STEP ABOVE AND BEYOND IF NEEDED?



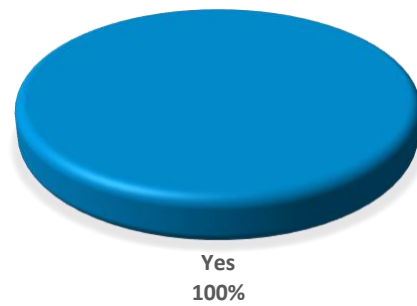
DO YOU KNOW WHO TO CONTACT AT THE BLUEBIRD OFFICE IF YOU NEED TO DISCUSS ANYTHING REGARDING YOUR CARE PLAN?



WOULD YOU CONSIDER RECOMMENDING BLUEBIRD CARE TO A FRIEND OR RELATIVE?



DO CARE WORKERS TREAT YOU WITH RESPECT AND POLITENESS?



FINDINGS AND ACTIONS

We had three main areas of feedback.

1. Information folders being up to date and ensuring customers are aware of where to find the required information within the folders.

Some of our customers said that they have not received an information guide/signature book. All customers are given a Bluebird Care folder containing important information when they start with us. This information will now also be added to our customer care app so that it is easily accessible on your phones.

2. Carers arriving on time and customers being informed of any lateness.

A number of customers mentioned carers not arriving on time and/or not being informed if they are going to be late. We allow our carers 15 minutes either side of the allocated time due for everyday delays such as traffic. You can view what time your visit is scheduled to be each day on the Onetouch App. Although we would like to provide care at the same time every day it is sometimes not possible, so if there are any significant changes from your usual time we will call you to let you know and will inform you by phone of any lateness over 15 minutes.

3. Ensuring all tasks are completed during visits.

When we spoke to our customers following the survey responses the majority of tasks were in relation to new medications not being administered. All of our care workers are medication trained and therefore will not administer any creams/medication that are not on the support plan. As we use a digital care app to record your care plans we are able to update your plan as and when we are informed of new medications, however this is not instant as we need to check the pharmacy labels before adding them. Following your feedback we have upskilled our supervisor Amanda to be able to train and supervise carers in medication administration and hope that her expertise will allow us to update your care plans much faster going forward.

WHAT OUR CUSTOMERS SAID

"Very understanding and considerate."

"Bluebird have made my life much better. Knowing mom has been seen whilst I'm at work puts my mind at ease. App notes are really useful too."

"All the carers are pleasant and helpful even when *Customer* is unwelcoming of their visits. Kayleigh and Amanda are particularly helpful and understanding. Excellent individual care is provided."

"Very approachable if there are any issues. Can always speak to all carers who attend and are respectful."

"Most of the staff are pleasant and caring, providing company as well as personal care. They always leave things tidy too."

"All of the carers are good and friendly and helpful. I have no complaints."

"They are lovely and all work very hard."

"My son has been with Bluebird care for a number of years."

"I have found that the carer is very professional and extremely polite and always give excellent service."

"The lady I have is an extremely nice person in all aspects. I have no complaints at all."

"Very happy with service that you provide."

"Overall good, some excellent carers that are very supportive and very helpful and caring."