



STAFFORD

ANNUAL CUSTOMER QUALITY SURVEY – 2020

Survey Summary Report



Summary Report

How did we do?

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

We encourage all customers and their families to complete the survey each year and are pleased to have received a 57% response. 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. Customers comments included:

“Very professional, friendly, caring and both carers and office staff are very supportive.”

“Excellent care and Support.”

“Professional and friendly.”

“Responsive service. Carers are excellent in often challenging situations, good contact with head office.”

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

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

The full results are on the following pages and are represented in a graphical format.

Thank you

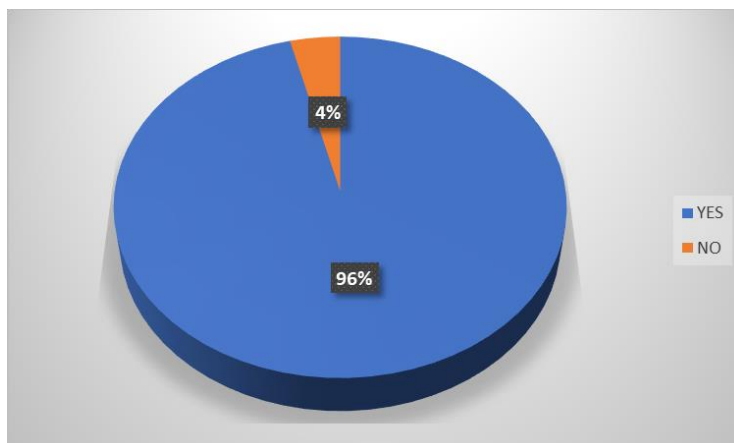
We are overwhelmed by the positive feedback and comments received and are genuinely touched to receive so many generous comments from both our Customers and their relatives. We would like to thank everyone who took out the time to complete the annual survey. Your opinions and views are highly valued and we continually strive to improve the services that we offer and provide to all our customers.

Finally, we would also like to thank the entire Bluebird Care team for all their continued dedication and compassion whilst delivering care to our customers.

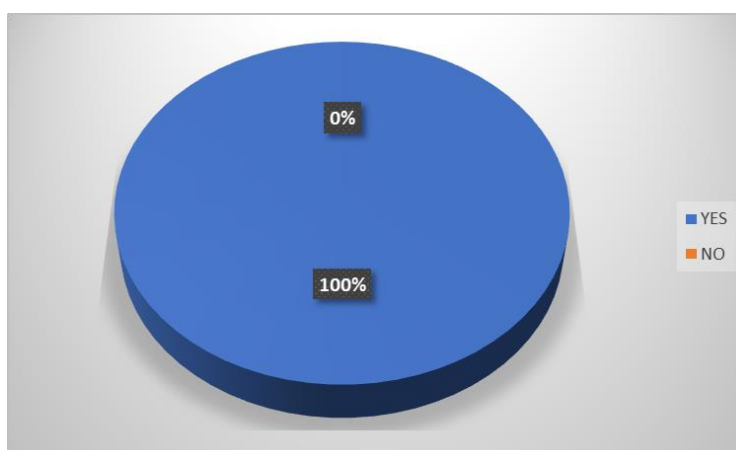
Further Information

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

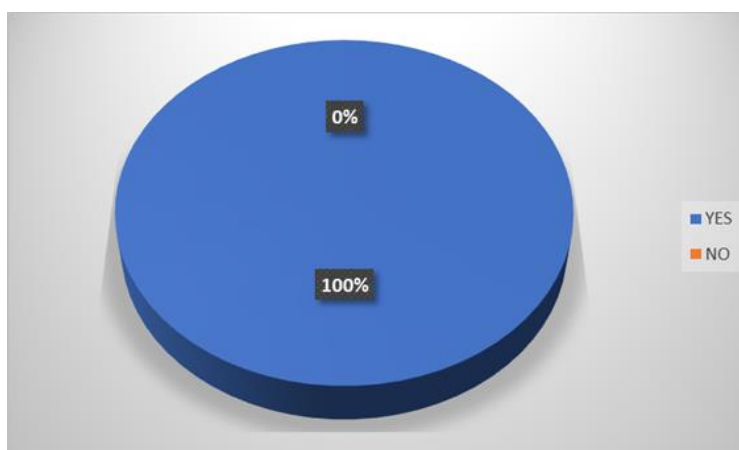
Whilst we always hope to provide a high-quality service, would you know how to raise a concern or make a complaint?



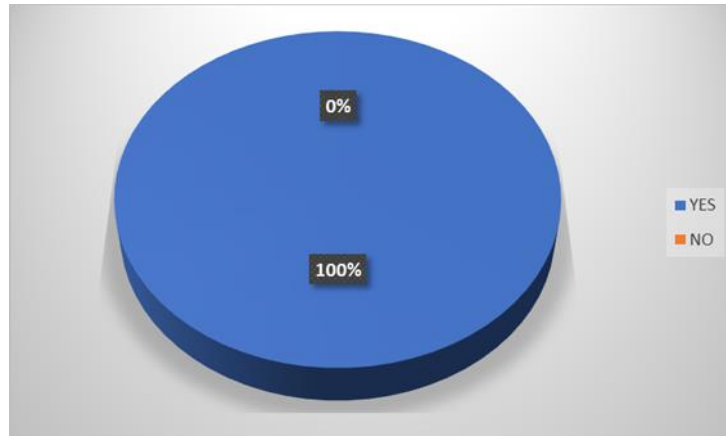
Overall, are you satisfied with the service you receive from Bluebird Care Stafford?



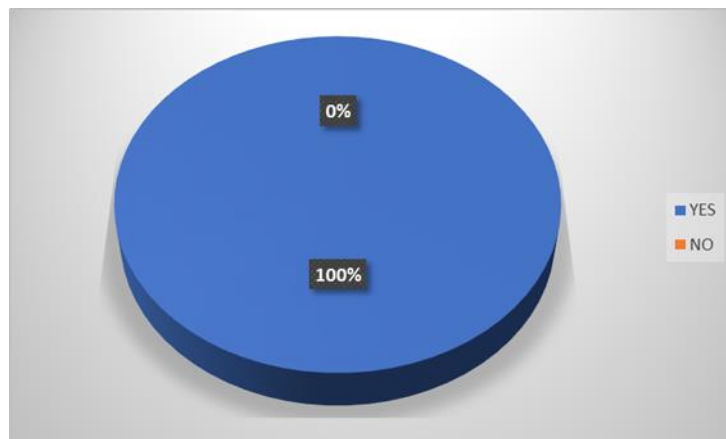
Does your care plan reflect your care needs?



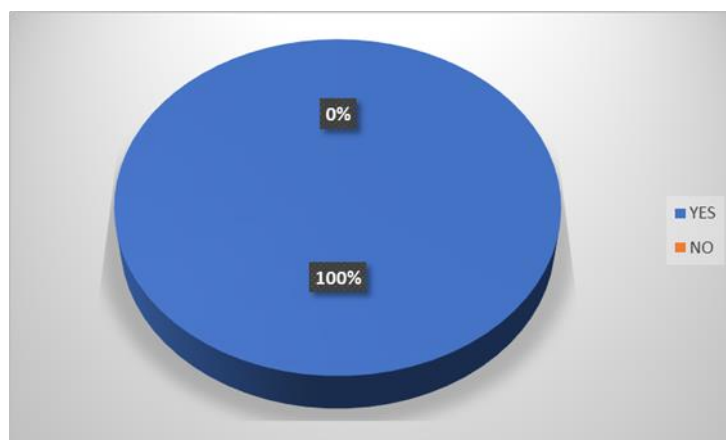
Do you feel that you (or your representative) have been involved in the planning of your care?



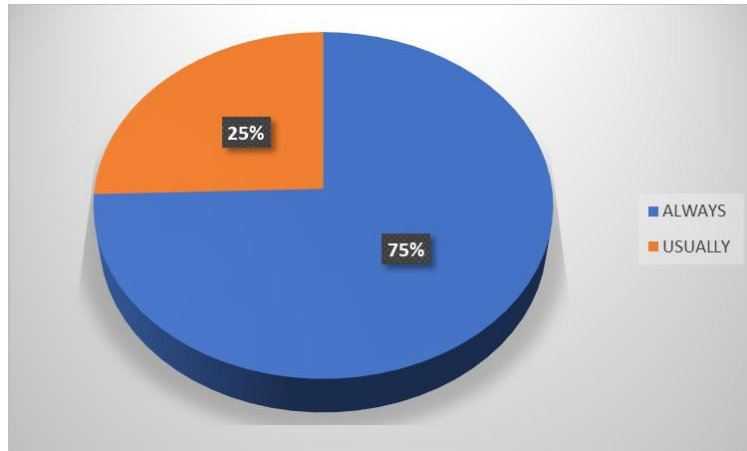
Do your care workers involve you, support your independence, your choices and show commitment to you and their role?



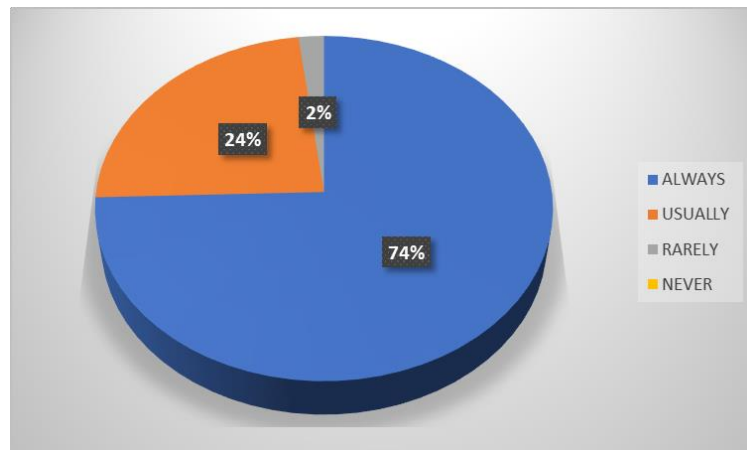
Do you feel that Bluebird Care provides a safe and effective service that meets your care needs?



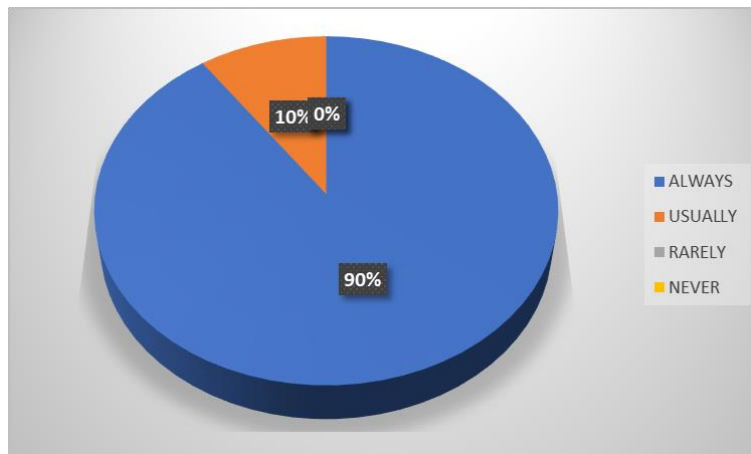
Do all your Care Workers arrive within 30 minutes, either side, of the approximate visit time?



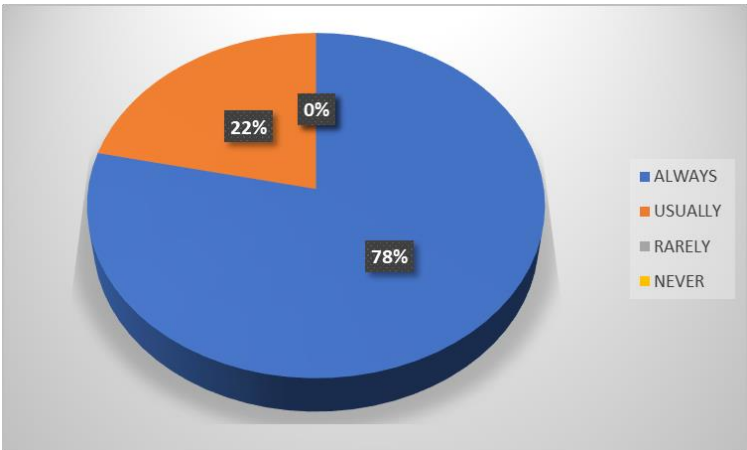
Do all your Care Workers stay for the allotted time?



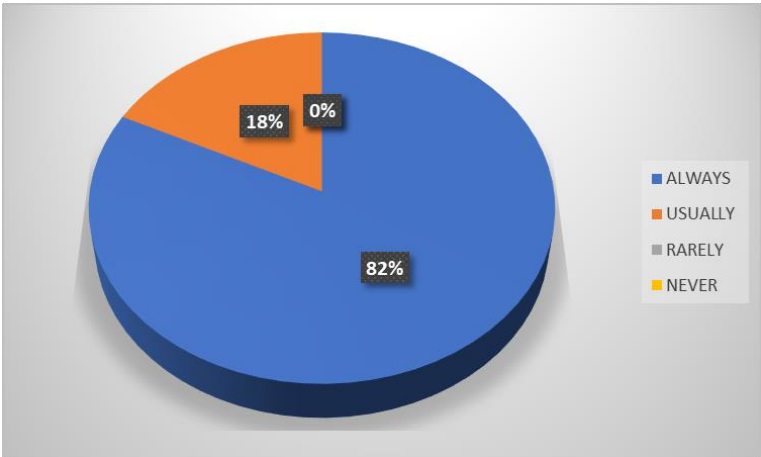
Are Care Workers polite and treat you with dignity and respect?



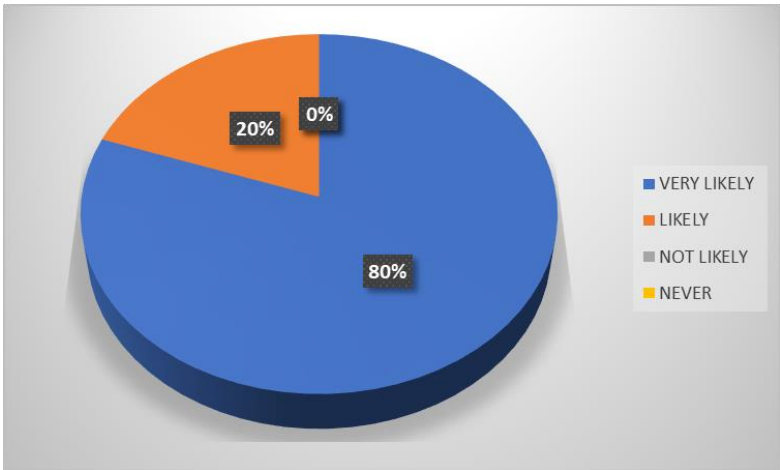
Are the tasks in the care plan carried out properly and professionally?



If you contact the office, do you feel they respond well to your needs or requests for information?



Would you recommend our Bluebird Care Services to a family member or friend?



We asked all of our customers to share their experiences as a Bluebird Care customer, and if there is any employee of Bluebird Care who they feel deserve particular recognition. Please see below some of the responses we have received:

“*Customer* values the attention to detail when she has her care visits, they are very good to remember and do things in time.”

“The fact that they are so caring. They do the very best, they care. If I have problem, they always sort it and I’m very pleased.”

“Values regular carers going so she can get to know them. Values the timings of her care.”

“Kind and caring staff”

“The privacy where carers will be respectful and allow me to be independent.”

“They are respectful caring and compassionate.”

“As *Customer* has Dementia difficult to say - as his Carer I value being able to go out knowing he is being cared for and I do not have to worry if he is OK while I am out.”

“Very professional in all aspects of life and carers trustworthy, cheerful and friendly.”

“Help to achieve maximum independence within confines of disability.”

“Peace of mind that *Customer* is being looked after while I have a break from her.”

“Efficient, supportive, professional, and very reliable.”

“Knowing mum is being supported to enable her to live at home. Ensuring she has regular face to face contact to support family member visits.”

“I am unable to physically care for *Customer* 24/7, so Bluebird allow us to spend quality time together without me wearing myself out!”

“Allowing me to have independence, giving me security at home.”

