



ANNUAL CARE EXPERT SATISFACTION SURVEY 2024



Care Assistant
Survey
Results



Your life, your home, your care, your way.



Summary Report

This report summarises the findings of our Annual Carer Expert Satisfaction Survey which was conducted this during August/September 2024

How did we do?

At Bluebird Care Stafford we conduct our annual care expert satisfaction survey to allow our team to share their views on how they think we are doing, and ways in which we can better support them.

We consistently promote an open environment for our team to express their perspectives and insights, and this year, we've attained **an excellent participation rate of over 90%** from carers. We want to extend our appreciation to all those who devoted their time to participate in this survey.

Our care staff are paramount to the service we provide at Bluebird Care. We always look to attract and retain the best carers. We invest in our staff, constantly providing them with ongoing training and support to upskill their knowledge and abilities allowing continued professional development.

We actively seek feedback from our staff by various means including 1:1 supervisions, staff meetings, appraisals, and our annual satisfaction survey. By creating these platforms for our employees to share open feedback, we are giving them a direct voice to the management team. Creating a two-way communication system is a crucial process in helping us to identify what we do well and where we can improve.

The feedback shows that 100% of our Care Experts believe the training provided is adequate, and 100% feel communication is effective. Additionally, all of our Care Assistants find the Care Manager approachable, and 100% would recommend us to a friend, which is fantastic to hear.

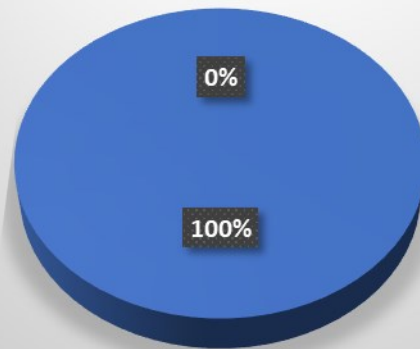
Thank you!!

Receiving this feedback provides valuable insight into areas for improvement, enabling us to focus on continually enhancing both our employment experiences and the services we offer. We greatly appreciate the opinions and views of our care team as we strive for ongoing improvement.

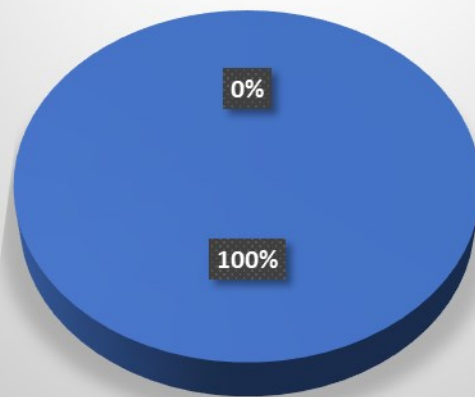
A heartfelt thank you to all our Bluebird Care Carers for their continued dedication and compassion in delivering care to our customers.

The full results and comments are presented on the following pages, with some results displayed in graphical format.

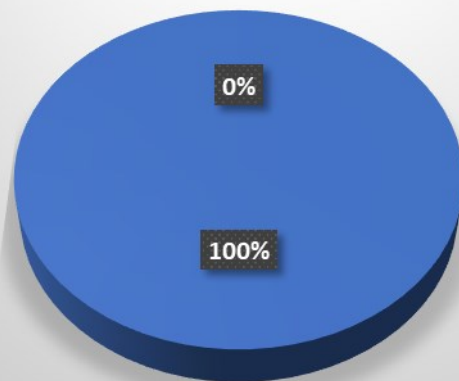
Are you confident in accessing our policies and understand the importance of regularly reviewing our agreed ways of working?



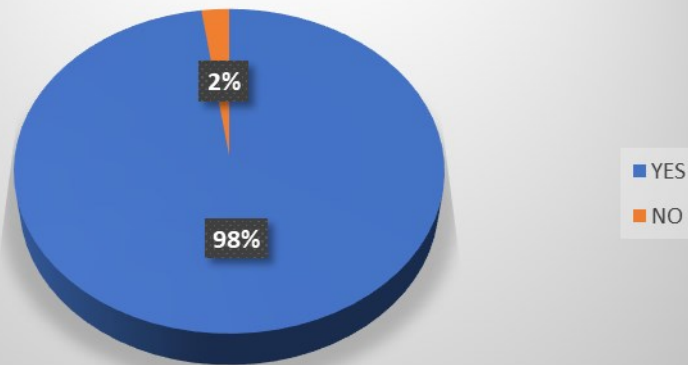
Do you feel the training provided is adequate for you to complete your duties and responsibilities?



Do you feel communication within Bluebird Care is of a good standard?



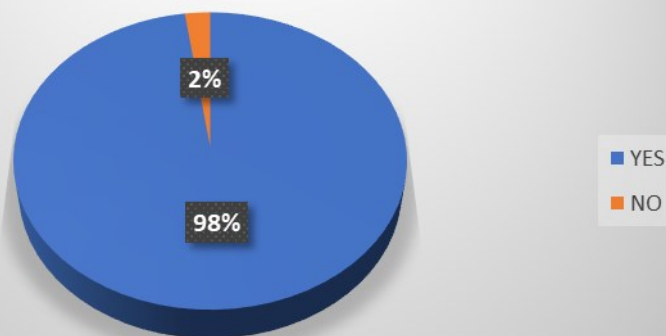
Do you feel you receive enough support and supervision from the office team?



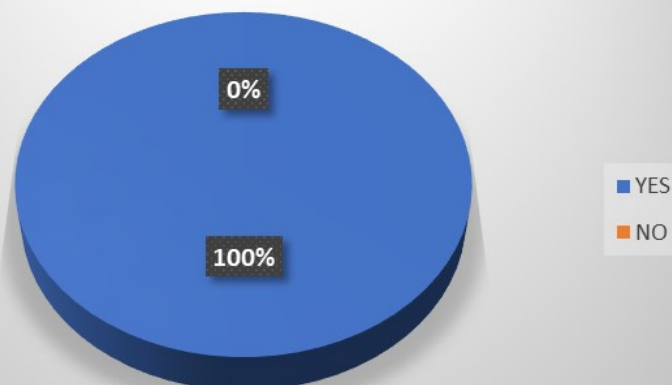
Comments

"Supervision yes and I feel listened to but when completing care calls I don't receive enough support. On call is for emergencies only so if I need help I don't know who to contact "

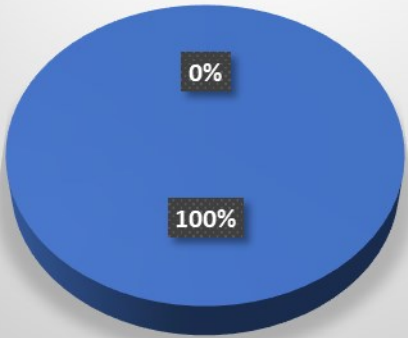
Do you feel listened to, whether this is over the phone or during your supervisions and one to ones?



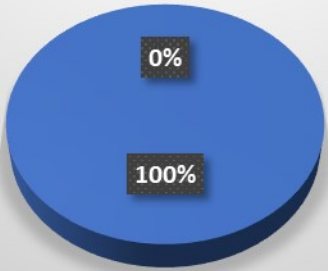
Do you feel you can approach your manager if you have a problem?



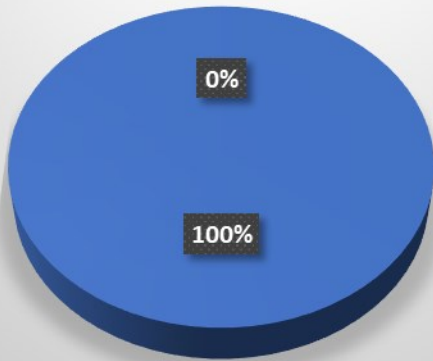
Do you feel there is enough information in the customers' care and support plans when using PASS to allow you to support each customer appropriately?



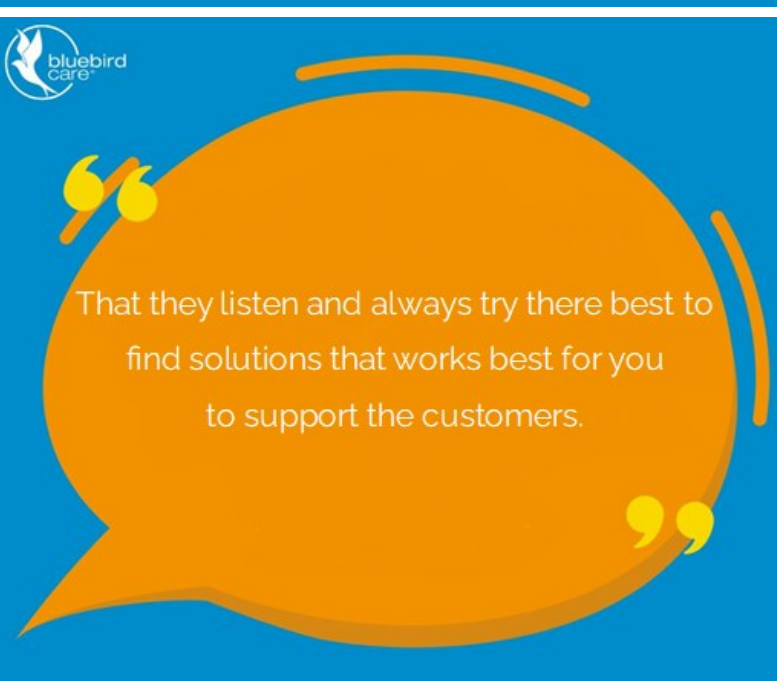
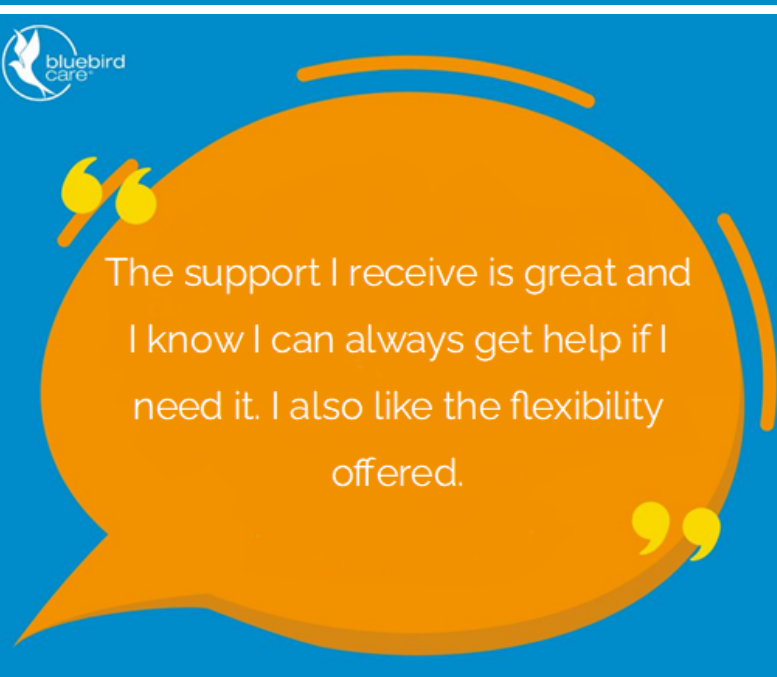
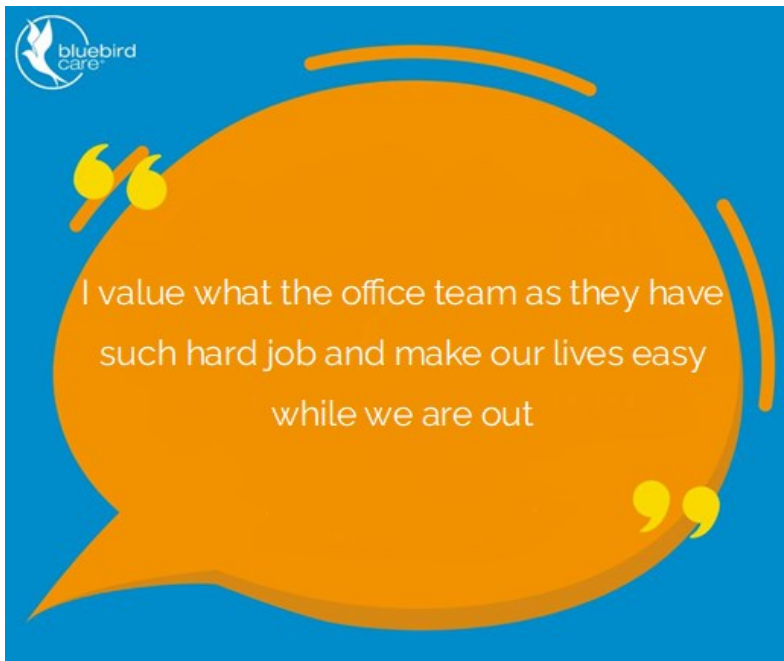
Would you agree that Bluebird Care do not discriminate against any of the protected characteristic? (These include age, disability, gender reassignment, race, religion or belief, sex, sexual orientation)



Would you recommend Bluebird Care to a friend or relative whether this be for employment or care support?



What do you value most about working for Bluebird Care Stafford?



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Do you have any suggestions what Bluebird Care could do to improve your working conditions?

I am happy with everything

Provide a work mobile so all staff have the same provider and standard of phone.

I am happy with everything

On call being more approachable at weekends

Improve on Rota schedules

Maybe 2 weeks Rota in advance

My only suggestion is the late night and early mornings as it can be very hard as your body isn't getting enough rest

Communication when a customer passes away or no longer requires Bluebird Care support

Allow decent travel time between visits