



# Bluebird Care Stafford Annual Employee Survey 2025





# Summary Report

This report summarises the findings of our Annual Carer Expert Satisfaction Survey which was conducted during August 2025.

## 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.

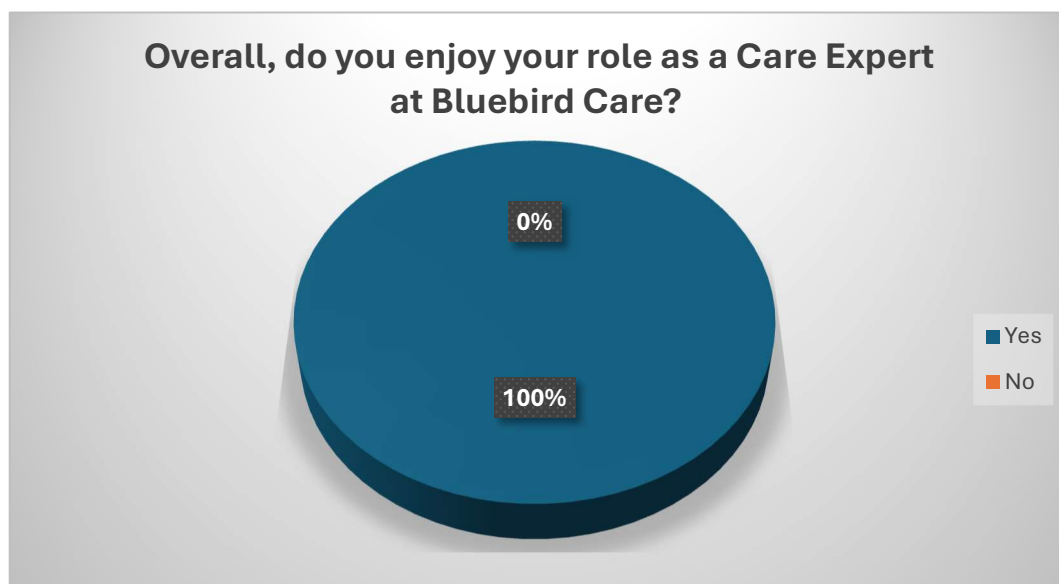
We consistently promote an open environment for our team to express their perspectives and insights, and this year, we've attained **an excellent participation rate of 100%** from carers. We want to extend our appreciation to all those who devoted their time to participate in this survey.

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 improve 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.

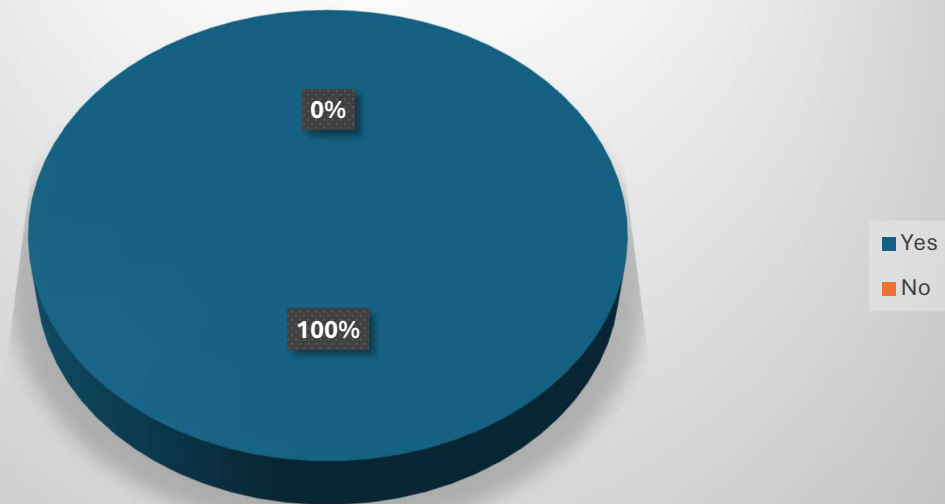
The feedback shows that 100% of our Care Experts believe the training provided is adequate, and 100% feel communication is effective. Additionally, all of our Care Assistants find the Care Manager approachable, and 100% would recommend us to a friend, which is fantastic to hear.

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

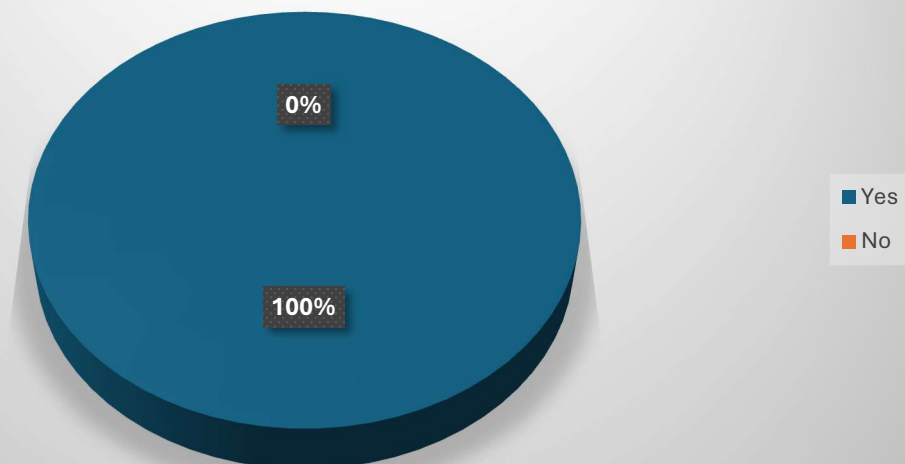




**Do you feel the training provided is adequate for you to complete your duties and responsibilities?**

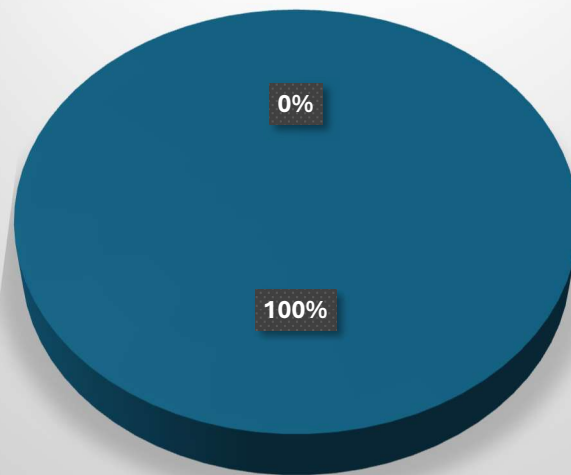


**Do you feel communication within Bluebird Care is of a good standard?**

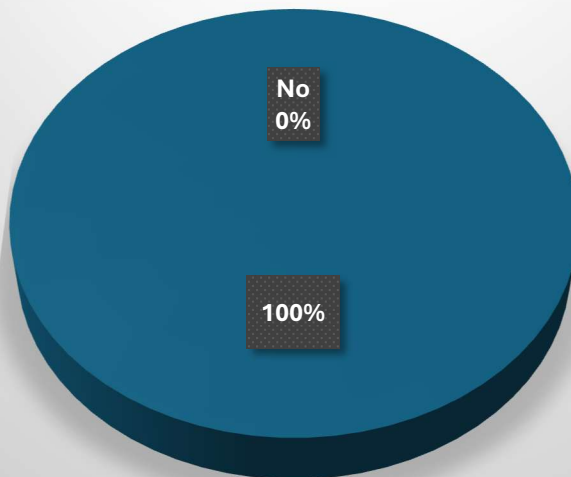




Do you feel you receive enough support and supervision from the office team?

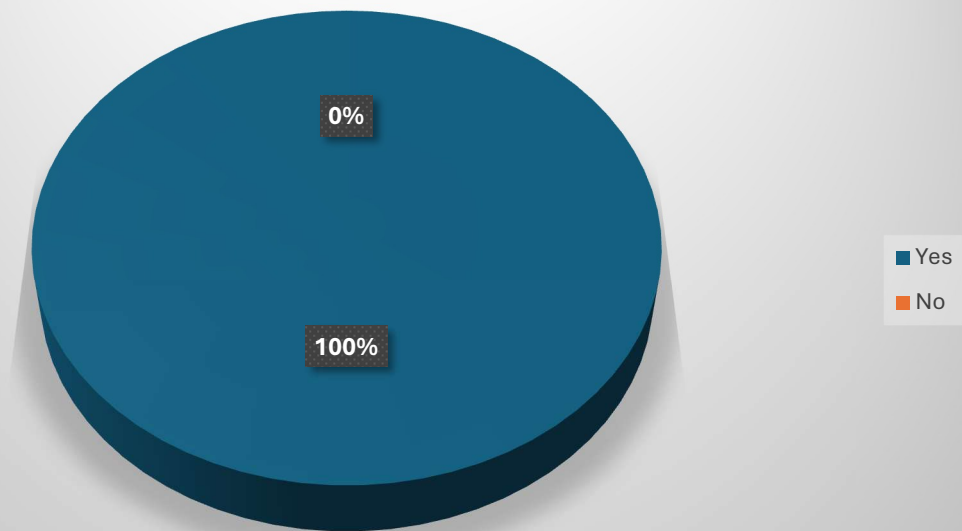


Do you feel listened to, whether this is over the phone or during your supervisions and one to ones?

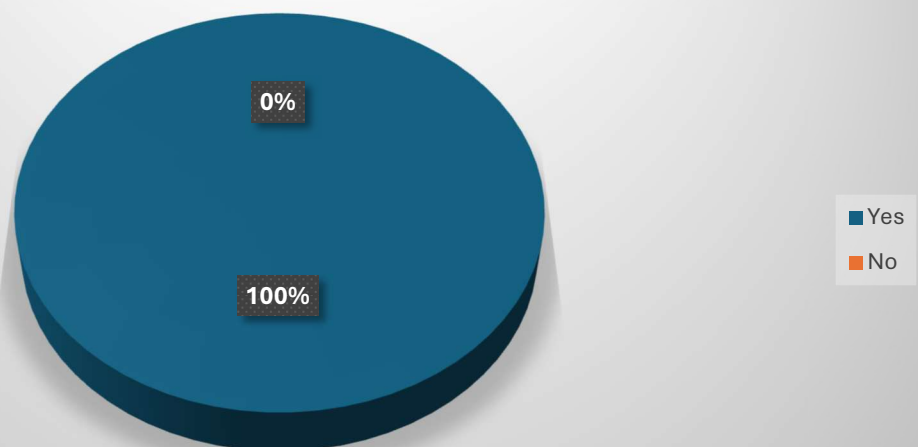




**Do you feel you can approach your manager if you have a problem?**



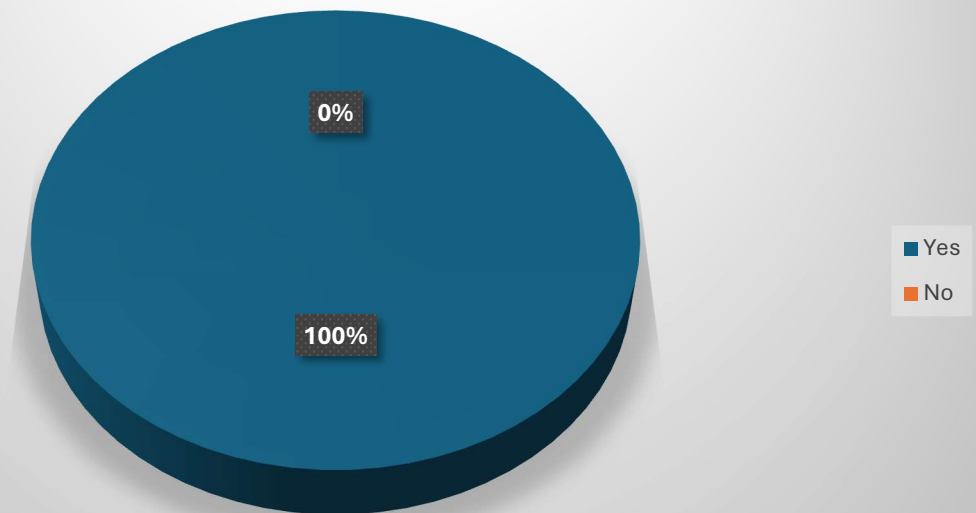
**Do you feel there is enough information in the customers' care and support plans when using PASS to allow you to support each customer appropriately?**



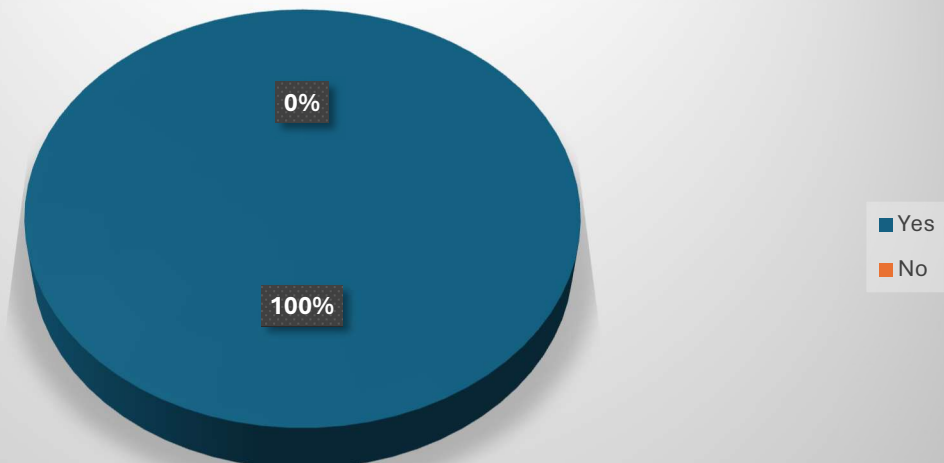




**Would you agree that Bluebird Care do not discriminate against any of the protected characteristic?**



**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

*“The love and support from all colleagues and customers”*

*“The relationship with customers I care for”*

*“Having a wonderful support system both from colleagues  
and managers”*

*“I get a lot of job satisfaction knowing we give the best care”*

*“They are very professional”*

*“The chance to make a real difference in people’s lives every day. As a care worker, I get to build meaningful relationships with customers and support them in staying independent and comfortable in their own homes. It’s incredibly rewarding to see the positive impact we have. I also really appreciate the support from the office team and the ongoing training it makes me feel confident and valued in my role. There’s a genuine sense of teamwork and respect, which makes it a great place to work.”*



*“Supporting people to live the way they want to in their own homes. I value the relationships and bonds that you make with the clients over time.”*

*“I’ve worked for Bluebird Care Stafford for five years, and what I value most is the supportive team environment and the genuine focus on delivering person-centred care. It’s incredibly rewarding to be part of a company that not only prioritizes the wellbeing of its customers but also invests in the support and development of its staff. Over the years, I’ve felt truly valued, and knowing that I’m making a real difference in people’s lives every day gives me a strong sense of purpose.”*

*“The fact bluebird cares about us as carers, so we can give the best care to our customers”*

*“They listen to the employees as well.”*

*“Very friendly and always welcoming understanding no matter what”*

*“The way the management, office team and seniors are always ready to support”*

*“Person centred support.”*

*“Quality communication and feedback.”*





## Do you have any suggestions to improve your working conditions?

*“A bit more time between care visits. Sometimes the travel time between customers can be tight, and having a bit more time would help reduce stress and make sure we’re not rushing, so we can give each person the full attention and quality of care they deserve.”*

*“More travel time”*

*“Paying mileage in cases where the carer has to start their calls 15 minutes or more away from where they live”*

*“Sometimes care plans are not updated. Have information for where medication and care plans are kept”*

*“Have a Bluebird waterproof coat”*

*“More contribution towards the overall invoice for MOT”*

