



Talking about Birdie with families

Families often ask about the carer's phone, the Family App and who sees what. Here's how to explain it in a few seconds, in the same words as the rest of the team.

In 30 seconds

"We use Birdie to plan and record your care. Your carer has your care plan, tasks and medication on their phone, and records what they've done at every visit. Nothing relies on memory or a paper folder, and the office can see straight away if something needs attention. If you'd like, family members can follow your visits on the Birdie Family App."

When families ask

Why is the carer on their phone?

"They're recording the care they've just given: tasks, medication and notes. It's part of the visit, not a personal call."

Who can see my information?

"Your information is stored securely in the UK. Birdie follows UK data protection law and is ISO 27001 certified, an international standard for keeping information safe. Family members only see your care if you agree and we invite them. Health professionals, like district nurses, can see recent records with a secure code, and we're told each time."

What if there's no signal?

"Your carer can still complete the visit and record your care. It all sends once they're back in signal."

Do I need a smartphone?

"No, you don't need any technology for your care. Family members who'd like to follow your visits need a smartphone or tablet for the Family App."

How will my family know the visit happened?

"Family members we invite can see visit notes, check-in and check-out times, completed tasks, medication and any concerns on the Family App."

Can my family message the carer?

"Not through the Family App. They can call the office, and we'll pass on anything your carer needs to know."

Our Q-Score

For coordinators and managers, when families or commissioners ask how good our care is, especially if our last inspection was a while ago.

"We use Birdie's Q-Score to track the quality of our care week by week. It looks at five areas, in line with the CQC's categories: care planning, medication monitoring, call monitoring, alert responsiveness and caring staff. Our latest Q-Score is [score], from [month]."

"Our last CQC inspection was in [year]. Our Q-Score shows how we're doing now."

The Q-Score is not a CQC rating and doesn't predict one. Describe it as how we keep track of the quality of our care.

Not sure of an answer?

Say you'll check with the office, and let your manager know what they asked.