



Hello again everyone and a very warm welcome to our Autumn and Winter edition of our bi-annual Customer Newsletter.

Now that the 'balmy' days of summer are behind us, we can now hopefully look forward to the crisp and calm seasons of Autumn and Winter!

Anton Chekhov once famously said that 'People don't notice whether its winter or summer when they're happy' . . . he obviously never lived in Scotland!

Since our last newsletter there have been a few changes in our office personnel with a new Care Manager, Norman Webb, a new Supervisor, Nicola Locke and quite a number of new Carers - some of whom you may have already met.

As ever our goal is to ensure we provide the best care and service as possible. Our mission is and always will be to support people to live independently in their own homes or residencies, supported by friends, relatives and their personal possessions around them.

Pressure continues to mount on Social Care services to provide quality, care and support when you need it. Unfortunately this is not the case and the cold stark reality is that council's are battling against reduced budgets and the number of people waiting to be discharged from hospitals together with people who are waiting for a Care Package to be put in place is clearly unacceptable.

With an ageing population and more and more people wishing to stay in the comfort of their own homes, the challenges for all care providers is apparent.

Thank you once again for being a part of Bluebird Care, with best wishes, Jane and John Perry.

5 star awards for Bluebird Care Edinburgh!

We have been recently inspected by the Care Inspectorate who visited our Edinburgh office for an unannounced inspection. We have been given feedback and been told that we have been rated as 5's (Very Good) in each of the quality themes inspected. They spoke with and visited carers and customers alike and were very impressed with what they heard and found. They used words like 'innovative' and 'benchmarking' to describe our service.

We will continue to strive to be the best Care at home provider in the City and hopefully at the next inspection, regain our 6's (Excellent) ratings.

The full report will be available on the Care Inspectorate website and the Bluebird Care website in due course.

Christmas and New Year Care arrangements:

Thursday 24th Dec – 8:30 to 2:00pm

25th – 28th Dec – Closed all day

Thursday 31st Dec – 8:30 to 2:00pm

1st – 4th Jan 2016 – Closed all day

From Tuesday 5th January 2016 – back to normal business hours.

Our out of hours emergency service (7am to 10pm) will be available as usual when the office is closed (**07500 497 296**).
Outwith these hours please contact NHS 24 home on 111 if you, or you know someone is unwell and your Doctors surgery is closed; For more serious matters and emergencies call 999 as normal.



Question & Answer with Nicola Locke



Question: Who is Nicola Locke?

I am the Supervisor for Bluebird Care Edinburgh. I love being able to promote people's choice and independence. A big part of my job is to help and support our carers in the field and also to meet with new customers and help them with their individual care packages. I am very privileged to be part of a team that promotes person centered care and making difference in our customers individual journey.

Question: What do you bring to Bluebird Care Edinburgh?

I have an HNC in Social Care. I have a large care background. I have worked in the care at home sector for 10 years.

Previously: I have worked in teams providing palliative care, teaching life skills to service users with emotional needs who have been through the care system and service users under the care of the NHS.

Passion: To be part of a team that has a passion for care and to provide a quality service. To be able to support our amazing team of carers and to be part of the Bluebird Care experience.

Question: What is important in your role?

To be able to listen and remain objective in promoting our customers expectations and wishes. Also, being able to problem solve and never judge other people's views and preferences. Be supportive to both customers and carers and to be passionate about my job and the service we provide.

Question: Why Bluebird Care?

This is the 3rd time I have worked for Bluebird Care Edinburgh; I love the team spirit and the support I get from the Directors Jane and John and the rest of the team.

Question: What do you like to do in your spare time?

I have two children and a dog called Meggie. I like going to see films and Musicals with my children. I enjoy reading and going for long walks with my dog.

Norman Webb (Norrie) - Care Manager Bluebird Care Edinburgh



I came into the care sector through personal circumstances approximately fifteen years ago and at that time it was not my expectation or vision that this would be my life and career choice. I have and continue to be blessed that I have been part of so many different individual life journeys and this plays such a huge role in continuing to drive my passion to deliver the best possible service.

I have managed services which have covered the full spectrum of care and ages and as you can imagine there have been highs and lows however, the changes to the quality of life that our customers have received has and remains paramount to the success of any service. I am extremely passionate in the delivery of care and that the service is person centred and that the importance of the people we serve is always at the forefront of our thoughts, aims and goals.

I have an SVQ4 in Health and Social Care (Adults) and K303 in managing in care, and numerous training courses covering all areas of care.

In recent times I had the opportunity to work in a residential care home where the major percentage of our customers had been diagnosed with dementia, I have found this to be one of the most humbling, challenging and rewarding experiences in my own care journey. Through this experience I realised how important it can be that we offer the choice for our customers to continue to live independently within their own homes and provide a premium service to do this.

I have been particularly taken by the approach at Bluebird Care and have joined a fantastic team who are always working together to ensure that we are meeting and exceeding the needs of our customers.

I am now excited and fully focussed on delivering on all aspects of the Bluebird Care experience.

I am looking forward to the future and together we can expect to continue to promote independence and give people choice.

Kind Regards
Norrie

Live in care

When you need continuous care, you may not want the added stress of having to leave familiar surroundings. Bluebird Care Edinburgh gives you the option of high quality care without moving to a care home. Our live in care service offers the reassurance of 24 hour care and support in the comfort of your own home.

We never take a one-size-fits-all approach to care, our customers' unique needs are considered every step of the way, meaning you stay in control of your care and support at all times. A member of our team will ask what is important about the way you live your life so we can provide the care you want, the way you want it.

Choosing Bluebird Care Edinburgh means:

- No need to move to a care home
- A personal service where your unique needs are considered every step of the way, available as and when you need it - day or night
- Fully trained, compassionate staff who respect your home and your privacy
- A flexible service, where every day can be different
- A wide range of care and support– personal care, housework, social activities – you choose
- A proper introduction to make sure we have found the right person for you
- Regular follow up from a Bluebird Care manager to check you are happy with our service

Live in care - keeping your familiar friends, family and belongings around you. No upheaval. No stress. No trouble.

For more information about our live in care service, you can contact our friendly team on 0131 258 5005/5006. (Edin)



Preparing for wintry conditions

Keep an eye on weather forecasts, particularly severe weather warnings from the Met Office.

Stock up on store cupboard basics such as soup, tinned fish and long life milk in case you can't get out of your home for a few days.

Nominate a flu friend or neighbour who can collect essentials such as prescriptions on your behalf.

Keep a list of useful and emergency contacts by your phone.

Know where your stopcock and gas meter are located.

Make sure your pipes are adequately lagged and your roof properly insulated.

Keep torches, a battery powered radio and spare batteries where they're easy to find in the dark in case of power cuts.

Stay Warm

If eligible, join the Priority User Register of your energy distributor to ensure you receive support during prolonged power outages.

Have a hot drink regularly and if you find moving about difficult, have a flask handy.

Have your heating system checked every year and consider installing thermostatic valves on radiators in the rooms you use the most.

Ask about any benefits, grants and discounts you might be entitled to such as pension credits, winter fuel payments and insulation.

Wear warm clothes in layers.

Stay Well

Don't take any risks in snow or icy conditions. If you have to go out, make sure you wear shoes with a good grip.

Have your flu jab - book your appointment now if you haven't already done so.

Try to eat a balanced diet and eat small portions at regular intervals throughout the day.

Drink plenty of fluids.

If you can, get up and move around. If your mobility is more limited, do some chair exercises to help you stay warm and active.

Good hand hygiene can prevent the spread of viruses.

Charity Events

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Macmillan's World's Biggest Coffee Morning

On the 25th of September we helped in the fight against cancer by supporting Macmillan Cancer Support's "World's Biggest Coffee Morning".

One in three of us will face cancer, and the money we raised at our Coffee Morning will help to make sure that no one has to face it alone.

This year we invited our customers, staff past and present, friends and communities to join our team for a BIG coffee morning to raise funds to help Macmillan achieve their goal. We held the coffee morning at our Bluebird Care Edinburgh office from 10am to 12pm and Glasgow Souths' office in the afternoon. There were lots of baked goodies and a sweepstake competition too!

Overall the day was a great success, with many people coming out to join us.

In total we managed to raise a grand total of £370.00p in aid of Macmillan Cancer Support, and had a great time doing so! We would like to say a big thank you to everyone who joined us for our coffee morning and helped to support this great cause.

Abseiling for Charity

Director Jane Perry abseiled down the Forth Rail Bridge on June 12th earlier this year and raised over £300 in aid of the Chest Heart and Stroke Scotland.



Is an annual event involving the growing of moustaches and beards during the month of November to raise awareness of men's health issues, such as depression in men,

prostate cancer and other male cancers, and associated charities. The goal of Movember is to "change the face of men's health. 3 staff members of Bluebird Care, Director John Perry, Care Manager Norrie Webb and HR Support Nick Perry are participating in this worthwhile cause. If you wish to donate, please go to the movember.com website.

Embarrassing pics will be posted on our website!

Bluebird Care Edinburgh Carers of the Month

January – Liz Pryke	July – Jan McKenzie
February – Csilla Gubicza	August – Leisa Cormack
March – Caitlin McColl	September – Sylvia McIlhoney
April – Jackie Leone	October – Susan Kennedy
May – Pablo Bayo	November – Pete Jensen
June – Hannah Burns	

All the above carers were chosen due to the positive comments and feedback from both colleagues and customers alike. All go forward to the carer of the year competition and the accolade that awaits! Good luck to all.

Help to Adapt

The initiative encourages home owners over 60 years old to consider making alterations to their property now to ensure it continues to meet their future needs. The aim is to help people stay safe and maintain their quality of life in their own home.

You may have had a leaflet included in your weekly rota.

Help to Adapt helps you pay for adaptations - by using the equity in your home - and their team looks after you every step of the way - from planning adaptations to meet your specific needs through to selecting and supervising approved contractors to ensure quality standards are met.

For further information please call: 0330 303 7801

Silverline: Scotland

This is a free national helpline providing information, friendship and advice to older people, 24 hours a day, every day of the year.
Call: 0800 470 8090

NHS Inform Services

NHS Inform provides a co-ordinated, single source of quality assured health and care information for the people of Scotland.

They provide:

- General information on medical condition
- Answers to commonly asked health questions
- Information on health and welfare topics
- Information on your rights
- Links to local information across NHS Scotland
- An online enquiry service is available from 8 am to 10 pm please call: **0800 224488**



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