



Hello and welcome to our new Edinburgh & Glasgow South Newsletter

It's been a very busy/exciting/challenging 2018 so far with various changes in and around Bluebird Care. Changes within an organisation are inevitable and can sometimes be unsettling, especially when it is with someone you have grown attached and used to; changes within the office team or within the care team are unfortunate, as we all prefer stability, but sometimes when certain individuals decide to move on, that then is out-with our control. It is how we react and adapt to the changes that is key. As you may or may not know, there is a dire shortage of good quality care staff, which is one of the major reasons that we are unable to grow and develop our businesses as we would like. We felt that the introduction of salaried carer roles would be the answer, giving the carers the stability of a 'salary', but even this has not had the desired effect we anticipated. We feel here at Bluebird Care, that we are a very fair employer who value our staff, give them an extremely competitive salary package/hourly rate and treat them with the respect they deserve for the job they do, because as somebody famously once said "your front line is your bottom line" and that is never more true than when it comes to getting the right people on board. We will never drop our standards just to gain that extra customer, if we feel that they are not the right fit for Bluebird

Care. We are very proud of the people who we have working for us, people who share our passion for delivering the best service possible and that is what drives us each and every day.

We hope that you find this edition of our newsletter interesting and as ever, if there is anything you would like to see in the next edition, please let us know, your comments and ideas are most welcome.

Thank you for putting your continuing trust in us as your care provider, we sincerely appreciate it.

Jane & John Perry and all at Bluebird Care.

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PASSsystem:

The PASSsystem and openPASS are the latest technology that has helped Bluebird Care to become an outstanding care provider. Gone are the days of piles of paper! With the online PASSsystem carers and supervisors are able to view their rota's for the next 7 days either on their phone, tablet or computer. It is updated regularly so that when any changes occur, such as customer medication or tasks change, they are notified straight away. As well as this, they can access customer care plans, assessments, enquiries and reviews, ensuring that all staff stay on track of their work load and are prepared before they enter a customer's home.

Thanks to the PASSsystem carers can tag in and out of their calls meaning that times are recorded accurately, enabling our staff to never miss a call. With this unique piece of technology families and pharmacies can use it to find records and care plans. All they need to do is download the openPASS app or log in on a computer. This is the way forward to giving the best defined care possible and Bluebird Care are at the forefront.

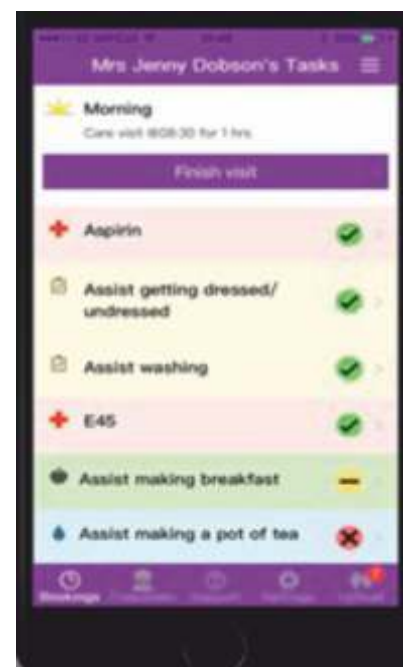
Who can use the PASSsystem?

The initial access is for Bluebird Care assistants and office staff in order to monitor the staff in the field. However, there is a widget at the front of the care plan which will allow you to log in to see the care records. If you wish to have 24-hour access, we can set you up for openPASS access. This is the citrix based application which will allow you to log in remotely. You will then be able to read the care logs and give us feedback if needs are changing or medication needs to be updated.

What is the best feature of the PASSsystem?

Here at Bluebird Care Edinburgh & Glasgow South we know what good customer service is and that is why we invest in systems like the PASS system. One of the most important aspects of PASS is medication recording, as medication is a vital part of an elderly person's life. Often there are several tablets to be taken at different times of the day, therefore it is important that the right tablets are taken at the right times, in the right doses.

Another feature is that we can monitor whether the carers are doing the tasks in the time agreed and whether the calls need to be lengthened or shortened. If the care needs changing, and we have the customers or their representatives permission, we can immediately adjust the care plan so that the care assistants can start to carry out the new tasks in a timely fashion as agreed.



Webroster:

We are in the process of implementing a new scheduling system called Webroster, which will go live on 20th August.

Webroster is an online workforce management and scheduling system designed to save time and money through automating and streamlining manual processes. Webroster matches resources to customers to create rosters, generates timesheets and processes invoices and payroll. Webroster incorporates electronic monitoring systems for tracking time and attendance; PhotoTrac™ which uses barcode scanning. Field staff can also use the Bee app which utilises NFC technology or QR codes to check in and out of visits. Webroster.net supports remote working with the Bee app, giving field staff access to their roster from their mobile phone. They can also see client details and tasks required for each visit. Using Bee staff can check in and out of bookings and accept or reject booking requests.



STAFF SPOTLIGHT



Maggie Thomson, Glasgow South: Long standing Care Assistant

"I started my career back in 2013 after the birth of my daughter. The key factor in staying these years has been the flexibility that has enabled me to maintain a healthy work/life balance. My employer is also a living wage employer.

What I find most rewarding is knowing that I'm helping someone. I have made a difference in someone's day whether it's been helping them get up and have a wash or even making a cup of tea and chatting with them about their day and their life. The customer welcomes me into their home and I get the honour to meet that person and their family.

I began with Bluebird Care as a Care Assistant at weekends. This allowed me to look after my daughter during the week and when she was ready for nursery, I was able to increase my availability. I found that because I didn't have previous professional experience, a lot of companies were not interested and wanted people with that. I found myself in catch 22 position - I didn't have professional experience (only helped with my gran before she was moved into a care home) but nobody would take me on without experience. Bluebird Care gave me the opportunity to show what I was capable of. When my daughter went into nursery 5 mornings, the manager asked if I wanted to help out in the office. I found this would benefit me in allowing me to see the business from the other side and still help customers and staff and would allow me to have some weekends with my family. I returned to a weekend run and have been able to increase my experience and hours and undertake distance learning courses to expand my knowledge in areas such as dementia and end of life care.

I would advise people to try home care if they have been thinking about it. It can be long hours but with the right employer, a healthy work/life balance can be maintained. The difference that can be made to someone is not something that you can put a price on. The opportunities are there to progress through the company and indeed the care sector if a person wants to.

Home care allows me to see the person in their own environment and find out more about them, their likes and dislikes. It also allows me, if possible, to take the customer out for the day, share time with them over a cup of tea and listen to their stories."

Longest Serving Staff Profiles - Hazel Storey:



You started your career back in 2010, what has been the key factor in staying 8 years?

A: Bluebird Care have been very good at allowing me to work hours that best suits my family needs too. A good work life balance and lots of flexibility. Their continuity of care has been important too, an example of that has been me caring for one of our customers for all those 8 years.

Q: What do you find most rewarding about being a care assistant?

A: Making a genuine difference to someone's daily life, whether that is practically or emotionally.

Q: Tell us about your career journey, where did you begin, and where are you now?

A: Before I had my family, I was a secretary for a partner in a large legal firm in Edinburgh. However, after caring for my family and helping to care for my father-in-law who had Parkinsons disease - I felt I enjoyed a caring role more - I find it a natural response. I went along to a Bluebird care open day and was relieved to find that my natural abilities were what qualified me to do the job - and some excellent training of course!

Q: What advice would you give to those considering a career in home care?

A: I have enjoyed spending a lot of time caring for the same customers and I have always felt valued and encouraged by Jane and John (Directors of Bluebird Care Edinburgh).

Q: Why did you choose home care v's working in a care home?

A: It means so much for people to stay in their own homes where it is familiar and where there memories are - it's great helping people achieve that.

Q: Can you give me an example of a day you found particularly rewarding, or a favourite memory at Bluebird Care - helping a particular customer or a touching story to tell?

A: One of many memorable moments for me was hearing that a social worker had been in touch to say that a gentleman with Alzheimers, who I had started to visit had improved amazingly and he could remember my name to tell her about it. Another customer, who also suffered from Alzheimers whom I visited for a number of years, could always remember my name and always used to say "Every home should have a Hazel"...I loved that!

SUMMER ADVICE

Britain's weather is becoming increasingly unpredictable, and as we experience more extreme temperatures we are urging people to keep an eye on their older neighbours to make sure they are happy, healthy and have everything they need during a heatwave.

Extreme temperatures can be particularly dangerous for older people and sustained hot weather like the heatwaves we have experienced in recent years can trigger health problems unless care is taken to keep cool.

Visit the NHS summer health pages for more information about how to enjoy the rare British sunshine without feeling unwell.

Keep cool, stay safe

Follow some of these tips for older people and their families to make sure you keep cool and stay safe during a heatwave.

- Stay hydrated by drinking cool drinks such as water or soft drinks. Try to avoid hot drinks such as tea or coffee.
- Stay indoors during the hottest part of the day, which is typically between 11am and 3pm.
- Keep cool by splashing yourself with water throughout the day, or even have a cold bath or shower.
- Make rooms in the house as cool as possible by closing blinds and curtains to keep the sun out and only open windows when it is cool enough outside to do so.
- Find the coolest room in the house and spend time there if you need to.
- Keep an eye on weather forecasts for what the temperature will be and make plans accordingly. Visit the Met Office's heat health pages for warnings of heatwave conditions.

Please exercise your common sense when considering this guide and whether to take any of the steps that may be suggested in



it. Whilst we have taken reasonable care to ensure that any factual information is accurate and complete, most of the information in this guide is based on our views and opinions (and sometimes the views and opinions of the people or organisations we work with). As a result, we cannot make any promises about the accuracy or the completeness of the information and we don't accept any responsibility for the results of your reliance on it.



Why Respite Care is Important



At Bluebird Care, we understand that to be able to take good care of your loved one means taking good care of yourself. Time to rest and recharge is

essential so that you can continue to give your best care. We recognise the importance of easy access to high quality respite care that gives you the assurance you need.

Short breaks can be of great benefit to the person you care for too. They offer the person the opportunity to do something a bit different from their usual routine and the chance to meet new people.

We can provide respite care and support for people with complex needs in the comfort of their own homes. Our services range from a sitting service for a couple of hours to 24 hour live-in care. We offer personalised care and support, so you and your loved one have the service that you want, in the way you both want it.



Better with Bluebird Care

Are you, or do you know of anyone who would be a good addition to our team of wonderful carers?
“Call today to find out more”

“I have a support network of colleagues, always there to help me.”

- JACKIE

“I’ve gained further on-the-job training and new skills.”

- BRIAN



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www.bluebirdcare.co.uk

“Where staying at home means living at home.”

Refer a friend scheme: As you are no doubt aware, recruitment within care at home (and generally within overall care sector) is very challenging. We are recognised as having excellent staff (C I results 2016) and we wish to maintain these very high standards. This puts additional pressure on our service as we try to only employ the best people available. In order to increase and re-energise our workforce, we have increased the amount paid to introduce a friend to Bluebird Care; Once your friend passes their 6 month probation, then you receive £250.00! Know of anyone?

LOCAL PARTNERSHIPS



The Edinburgh Care Forum are a group of passionate individuals, specialists in long term care, who are all experts in their fields.

Their goal is to provide a high level of advice and support to those in need of specialist care. This can be at any point in the process where they are required and have to pay for their care, whether in their own home or a residential care home.

By working together and pooling knowledge, members of the ECF are extremely well equipped to guide their clients to the best place from which to access the information they need. This allows clients to find their way through the sometimes

confusing information available and to make considered decisions. If not experts in an area themselves, ECF members can source advice on care related issues from fellow members who are trusted experts in those areas

Jane Perry, Director is an active working member of the Edinburgh Care Forum.



black & lizars optometrists

Bluebird Care Glasgow South have now formed a partnership with local company, Black & Lizars Optometrists. Black & Lizars is one of Scotland's largest optometrists, with over 180 years' experience of delivering eye care. You can find out more about them at: www.blackandlizars.com/

Speaking of the new partnership, a representative from the organisation commented;

"We are delighted to partner with Bluebird Care Glasgow South to offer high quality eye and ear care to their customers. We are proud to associate ourselves with the country's leading provider of care at home and feel we are a natural fit with their ethos of passionate care for their customers. We use industry leading technology and fully trained optometrists and audiologists to provide the best possible diagnosis and solutions to eye and ear problems and look forward to a long and fruitful partnership."

TO AM THE OPTICIANS AT MARCHMONT

Edinburgh continue to be associated with The opticians at Marchmont who offer all of our customers a comprehensive eye test, **free of charge**, and due to working in conjunction with us, are happy to offer 30% off the total cost of glasses should our customers require them.

The Opticians At Marchmont are an independent opticians offering a friendly, professional service and boast over 40 years of experience. They offer a personalised service to all customers and are more than happy to visit you at home to test your eyes free of charge.

Please phone Stephen Hyslop on **0131 662 9440** to arrange your free eye test.



No life half lived! This is the new campaign recently launched by Chest Heart & Stroke Scotland. Leaflet enclosed. Bluebird Care are delighted to partner with CHSS having agreed to sponsor their upcoming St Andrew's Ball in Edinburgh's Corn Exchange on 30th November. We will be inviting our longest serving customers from both Edinburgh and Glasgow to attend this prestigious ball for a night to remember. Entertainment by BBC weather presenter Judith Ralston and Scottish comedy sensation Bruce Devlin with a live auction to raise funds for the charity and a ceilidh.



'Give a Dog a Bone... and an animal a home' is a small, unique and award-winning charity that helps the over 60's to afford a rescue pet companion - tackling loneliness in ageing years and the rising number of animals experiencing homelessness.

The charity was founded by ex-Bluebird Care -employee Louise Russell in November 2013. Since then the charity has helped almost 300 animals - and their owners - find a brighter future, together.

Louise's work has not gone unnoticed. In 2015, she was awarded the Prime Minister's Point of Light Award and in October 2016, she won the International Fund for Animal Welfare's 'Community Award' for her work bringing rescue animals and the over 60s together!

Most recently, in April 2017, Louise has been selected as a finalist - from thousands of nominations - in the Pet Plan and ADCH Animal Charity Awards.

As they enter into their 5th financial year, they have big plans around the charity, it's growth and how they can reach more people, and rescue animals, who need their help!! Louise has asked Jane Perry if she would like to come on board to assist with this as a trustee which she naturally has agreed to given the affinity in tackling loneliness and companionship. Please check out all the good work Louise and her team are doing on their website www.giveadogabone.net

NEWS

Important birthday date for the diaries!

Edinburgh will celebrate 10 years in business this year and Glasgow South 5 on the 8th of August. To mark these milestones we will be having a coffee morning for all our customers, carers and their families plus contacts in local businesses. There will be birthday cake, light refreshments and the opportunity to meet all the team if you haven't done so already.

If you would like to come along and help us celebrate, please let one of our staff know and this will allow us to firm up on the catering numbers for those attending. Let us know if you need any assistance on the day, as we can plan that in too.

We look forward to celebrating with you all on the day!



New staff? – We have had a number of new starts this year, some of whom you will have already met. A big Bluebird Care welcome goes to...

Edinburgh: Karen Skollon, Toniann Grady, Angela Brown, Jennifer Scott, Natasha Svane, Bree McKay, Abigail Enriquez, Christina Finlayson, Claudia Finlayson, Emma Mckinnon, Mark Thomson, Carlene Francis, Lisa Russell.

Glasgow South: Samiya Zafar, Ellie Garnish, Priyanka Uppalpath, Kamla Nahar, Patricia Brandon, Shona Cassidy, Shirley Mackenzie.

Our recruitment resourcer Lindsey Clark, is working tirelessly to bring new staff on board to compliment our award-winning teams. If you know of anyone who may be interested in joining Bluebird Care, whether they are currently working in the Homecare sector or not, please get in touch with Lindsey on 0131 659 9435.

Carer of the year - Annie Devlin (Edinburgh) & Tina Nash (Glasgow South):

Congratulations to both our 2 Carers of the Year for 2017, Annie Devlin in Edinburgh & Tina Nash in Glasgow. Both ladies do an incredible job on a day to day basis and were thoroughly deserving of the accolades.

Thank you ladies, keep up the fantastic work, you are a credit both to yourselves and Bluebird Care!



For Edinburgh:

January was Lindsey Clark,
February – The trio of Lucy Parsons, Sue Soutar & Patrick Faulkner
March – Giorgia Loi, and
May was Sammy McLeod
June – Tracie Stevens

For Glasgow South:

January was Sarah Jane Hence,
February – Sandra Mackay,
March – No nominations received
April Barbara Turner
May – Maureen McGhee
June – Fiona McNaught and Catherine Boyd

Congratulations ladies and gentlemen on your awards, very well deserved. We look forward to the end of the year when the votes will be cast for the Employee of the year.

What does General Data Protection regulation (GDPR) mean?

The GDPR requires organisations handling personal data to do so according to its six data processing principles, namely that:

- 1) it is processed fairly, lawfully and transparently
- 2) it is collected and processed for specific reasons and stored for specific periods of time, and that it is not used for reasons beyond its original purpose
- 3) only the data necessary for the purpose it is intended is collected, and not more
- 4) it is accurate and that reasonable steps are taken to ensure it remains accurate
- 5) it is kept in a form that allows individuals to be identified only if is necessary
- 6) it is kept securely and protected from unlawful access, accidental loss or damage

We recently sent out a letter outlining the measures Bluebird Care have taken to ensure your data is handled correctly together with our privacy statement. If you need a copy of this, please contact Lisa on 0131 258 5005.

NEWS

Winter Madness! The extremely challenging conditions earlier this year put huge demands on both our carers and office team alike. As you are aware, we have a contingency plan for such times, when we go to our RAG (Red, Amber, Green) system and this was diligently communicated by our office team, to all customers during that time. We would also like to thank you, our customers for being very understanding during that period and we hope that we don't have to experience those conditions again for a good number of years.

There are so many stories of the incredible lengths carers (not only ours, but many more from other agencies up and down the country) went to, to reach their customers and maintain the service, was 'way above the call of duty' sometimes walking huge distances and risking their own safety by driving through the bitterly cold and dangerous conditions. They are true heroes.



CUSTOMER SURVEYS

By now you or your representative should have received a copy of our recent survey. If you haven't received this and would like to give us some feedback on our services, Edinburgh customers please contact Lisa on 0131 258 5005 and for Glasgow South customers, contact Fiona on 0141 638 0167

New Company Cars for Edinburgh & Glasgow South:



We have just invested in 2 new company cars for our Edinburgh and Glasgow South offices, to be used for both staff and customers alike. The cars are 5 door Nissan Notes and are big enough to accommodate most requests, whether it be for shopping, trips out, hospital / dental appointments etc etc. Please contact your local office if you would like us to reserve the cars for you.



Our dog Robbie is a frequent visitor to the offices, and is a very valued member of our office team, where his relaxed and laid-back manner brings a calming influence to all. If you have the opportunity to visit us in the Edinburgh office, please say hi, Robbie loves meeting new people.

NEWS

Care Inspection Results - Edinburgh & Glasgow



We are very proud to say that our Care Inspectors, graded our service as 5 (Very Good) for Edinburgh and 6 (Excellent) for Glasgow South. A huge thank you goes out to all our staff who go that extra mile every day, to collectively provide a care service they are proud to be part of. Without their support, this would not have been possible. We have a loyal and committed group of people which was recognised by the inspector in both branches and was reflected in the overall gradings.

To view the report in full, please visit either our own websites or the care inspectorate website - www.careinspectorate.com



We would like to start a forum for our customers to join us in some brainstorming sessions discussing current issues, topics and suggestions. If you would be interested in joining the forum, please contact Lisa and we will get back to you once we have sufficient numbers for a good conversation.



Direct Payment Options for Edinburgh & Glasgow: There are many ways to pay for your care;

Direct from Council - If you are referred through your local Council, they will choose your provider and we will invoice them directly which takes the onus out of your hands. (Glasgow & Edinburgh)

ISF - Another option is to have ISF (Individual Service Fund) You have more control using this option, you can choose your own care provider and spend your funding the way you will feel it benefits you. We send our invoices out to you and the Council send payment to us for a fixed amount. If the amount the Council give you is not enough you may have to top this up. (Glasgow & Edinburgh)

SDS - The Scottish Parliament passed the Social Care (Self-directed Support) (Scotland) Act 2013 so people who are eligible for social care support can get greater choice and control over how they receive these services. This means care services can be 'personalised' to your individual needs and wishes. This money would be paid directly to you into your bank account. You may have to top the amount up if the council amount they give you is not enough for the care you have chosen. (Glasgow & Edinburgh)

Direct Debit - If you do not have your invoice sent to Edinburgh Council or Edinburgh Council pay us directly we would ask you to fill out a Direct Debit form and we would debit money every 2 weeks, 7 days after the date of each invoice. You will never have too much deducted as it is only the balance of your account debited. Bluebird Care are in full control of this. (Glasgow & Edinburgh)

Corporate Card - This option is where Edinburgh Council give you a card currently "All Pay Ltd". The account will have funds transferred into it, again you may have to top this up if the amount the Council give you does not cover what you chose to have in the way of care. You can set up a Direct Debit with us for us to deduct the 2 weekly invoice. (Edinburgh only)

facebook

Calling all Facebook addicts. Did you know Bluebird Care has its own Facebook page and you can follow us to keep up to date with all our chat in between newsletters? There is one for each business and you can simply search and click like.



The Edinburgh Festival is just about to start and we ask for everyone's patience during this time allowing sufficient time for your journey and for your care to arrive. Please keep up to date and let us know if we can help if you find yourself stuck in a pop up show (which can happen) or just running late due to the sheer volumes in the City.

Our Services

Did you know we offer additional services that you or your relatives may find helpful. Our staff can accompany and transport you to appointments including regular clinics and social engagements. We can offer respite live-in care for you if your carer is going on holiday. It may be that you just need someone to sleep over for a night occasionally.

Care staff often take customers on outings to the local garden centre or museum. Perhaps your carer could assist you with housework and laundry.

Any of our services can be offered on an "as required" basis in addition to your regular care giving you flexibility. There is no requirement to commit to any long term service. Our objective is to be able to make life a little easier for you and your family. Give us a call if you have any questions Tel: 0131 258 5005 or 0141 638 0167.



Self Directed Support
My Support My Choice

Brian Sloan, Chief Executive:



Age Scotland's mission is that we should all be able to love later life. That means ensuring we can access the health and care services we require when we need them.

So, we are concerned about emerging issues in the sector around funding and staffing.

It reflects very real challenges across Scotland's health and social care sector.

Just a few months ago, the Care Inspectorate highlighted problems with health and social care services in Edinburgh. Five areas were described as "weak" or "unsatisfactory", with too many older people and unpaid carers facing long waits for help.

We welcome the drive towards Health and Social Care integration which the Scottish Government has pioneered. But there remains a gap between the ambition for the kind of care services we want to see and what is happening on the ground in our communities.

Our helpline staff often hear from people who have difficulty accessing the care they need. One caller said her mother hadn't been washed for a week, while others reported that their care packages fell apart after their relatives went into hospital.

People are entitled to a care assessment within a "reasonable period" of time. But what seems reasonable to someone worried about a frail parent with dementia might be very different to an overworked health and social care partnership.

A shortage of care workers is having a serious impact on older, vulnerable people.

Although the Scottish Government has taken action through the provision of the living wage. Still too often carers are paid relatively poorly for a demanding job.

It's no surprise that carers grow frustrated when they lack the time and support to really care for their clients. We've all heard about flying visits, with carers expected to wash, dress and provide a meal for people against the clock before rushing to the next one. The idea of sitting down for a cup of tea and a chat is unthinkable.

This is reflected in a survey by Scottish Care, which found that 90 per cent of care-at-home services had difficulty filling vacancies. Staff turnover is high, with a third of staff leaving each year.

This is only set to get worse with Brexit on the horizon. Many care providers rely on workers from other European Union countries. At the same time, these immigrants tend to be younger, working adults, whose taxes help fund the social safety net.

Of course, there's no easy solution. Cutting care budgets might save money in the short term. But it means more hospital visits, putting additional strain on our over-worked NHS. And it makes it more likely that older people will have to leave their own homes to go into residential care.

At the heart of the problem is recruiting and retaining workers who provide these lifeline services. We need to look at ways to make these jobs more attractive to more people, and ensure they have the training and support they need.

In so many ways, the Scottish Government's flagship free personal and nursing care policy has been a success. We welcome its commitment to extending this to cover younger patients with degenerative conditions.

But as demand grows, it's vital we ensure it is properly funded and staffed. Our national agencies must work together to address these very real concerns and ensure that every older person who needs it receives high-quality care with dignity.



Power of Attorney



**“I’m perfectly capable”. “I can manage, don’t worry”.
“I don’t need a Power of Attorney!”**

None of us likes to think that there will come a time when we cannot manage our own affairs. Despite reminders from our families, it is not always easy to admit that we may require a little help. Contrary to popular belief, should you lose capacity for any reason and be unable to attend to your own affairs, your family cannot simply step in and take control for you. There would need to be an Attorney appointed by way of a Power of Attorney, in order for someone to make decisions on your behalf.

What is a Power of Attorney?

A Power of Attorney allows you to appoint someone to act for your benefit during your lifetime should you become incapable.

You can appoint more than one Attorney and you can state in the document whether they are to act independently or jointly.

There are three types of Attorney;

- a continuing attorney (who deals solely with financial affairs);
- a welfare attorney (who deals solely with welfare matters) and
- a combined attorney (who deals with both financial and welfare matters).

Having the document in place before you lose capacity is essential, as you would be unable to grant a Power of Attorney if you were considered to be incapable. Instead, it may then become necessary to undertake a court process to have a Guardian appointed to look after your affairs. The Guardianship process is an often lengthy, not to mention costly, process and having a Power of Attorney in place means you wouldn’t have to go to court.

Who can be my Attorney?

You can appoint anyone over the age of 16 to be your attorney. It should be someone you trust completely and believe will act for your benefit. You can appoint more than one Attorney and even have different attorneys to attend to your financial and welfare matters.

Which type of Power of Attorney do I need?

Deciding upon which type of Power of Attorney document you wish to put in place is purely a decision for you. Most people choose to opt for a Combined Continuing and Welfare Power of Attorney, as this allows your Attorney to deal with both financial and welfare matters. Wide ranging powers are usually included to allow your Attorney to deal with most eventualities. However, what specific powers you wish to grant are entirely a matter for you and should be stated in the document.

You can also specify in the document when these powers should become effective; for instance, on the registering of the document or at the onset of incapacity.

No one can predict the future. However, some sensible planning by putting a Power of Attorney in place will ensure that your affairs can be managed in the event, that you are no longer capable of attending to your own affairs.

Information courtesy of T. C. Young.



Edinburgh & Glasgow South

Want to speak to anyone in Bluebird Care directly?

Bluebird Care Edinburgh main number - 0131 258 5005

Direct Dial No's:

- Tracie Stevens, Office Manager (Ex.201) 0131 659 9433
- Anne Brown, Support Supervisor NE (Ex.202) 0131 659 9434
- Lindsey Clark, Recruitment Resourcer (Ex.203) 0131 659 9435
 - Jane Perry, Director (Ex.204) 0131 659 9436
 - Lisa Russell, Business Support (Ex.205) 0131 659 9437
 - George Lang, Registered Manager (Ex.206) 0131 659 9438
- Montanna Clevely, Lead Carer's hot desk (Ex.207) 0131 659 9439
 - Angela Young, Co-ordinator (Ex.208) 0131 659 9440
- Nina MacLean, HR & Training Manager (Ex.209) 0131 659 9441
 - Spare port in Tracie's room (Ex.210) 0131 659 9442
 - John Perry, Director (Ex.211) 0131 659 9443
- Julie Clee, Support Supervisor SE (Ex.212) 0131 659 9444
- Kim Ritchie, Support Coordinator (Ex.213) 0131 659 9445

Bluebird Care Glasgow South Main Number - 0141 638 0167

Direct Dial No's:

- Shirley MacKenzie, Supervisor (Ex.301) 0141 465 4796
- Catherine Boyd, Supervisor (Ex.302) 0141 465 4780
- Fiona McNaught, Co-ordinator (Ex.303) 0141 465 4781
- Lorna Easton, Registered Manager (Ex.304) 0141 465 4796

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