

BLUEBIRD CARE

Autumn



Newsletter

Redbridge | Epping & Harlow | Essex West | Mid Essex | Maldon | Southend & Rochford

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Welcome to the Autumn edition of our newsletter for both customers and our excellent care teams.

We've enjoyed an incredibly busy and successful summer period with customer parties, charity event participation, fantastic inspection results and we are welcoming some important new additions to our comprehensive care team structure.

All of our offices arranged a local summer party for customers, their families and care staff too. All the functions were a great success, a special mention for the Southend office who invited an Elvis impersonator to the party which was brilliant and added a real sense of fun, music and even some dancing to the occasion.

Congratulations to Jo Prebble who completed the London Marathon in the incredible time of 5 hours and 6 minutes for Marie Curie, all the months of hard early morning training finally paying off, well done Jo.

Also, Karen Myhill for Ziplining the Penrhyn Quarry, that takes some courage! for the very worthy Alzheimer's Society, well done Karen.

Following on from our great CQC inspection results in the spring at our Brentwood and Southend offices, we would like to congratulate the care teams in both the Chelmsford and Maldon offices for achieving overall outstanding from CQC in Mid-Essex for their service. This is an incredible result which puts them in the top 2% of homecare provider's in the country from a quality perspective.

They also received Excellent when inspected by Essex County Council a further top-class reference for the quality of service and attention to detail they provide.

We are very grateful for all compliments and letters of thanks we receive from our customers and the assistance they give the inspection process when requested.

As always, we are continually trying to recruit the best people out there so if you do know anyone who could help deliver our quality service please recommend them and there is the recommend a friend bonus scheme.

We will soon be making plans for our Christmas customer parties which we hope many of you will be able to attend. It is events like these that separate us from the other care providers and makes us incredibly proud to be part of this organisation and the people who work here.

Last but not most certainly not least we are saying au revoir to one of our longest serving employee's Kim Butterick at our Redbridge office. Kim has worked for us at Bluebird Care for 10 years and made an enormous contribution to the office and community, her sense of fun is legendary, we would like to thank her for her hard work and commitment since the very early days with us, we wish her all the very best in her new life by the coast.

We would like to thank everyone for your ongoing hard work and commitment let's hope we all enjoy a fantastic autumn period.

Best Wishes Kevin and Tracey McCormack.



Outstanding!

We are proud to announce that following our inspection in May, our Mid Essex and Maldon branches were rated outstanding by CQC.

Being registered with the CQC means that on a bi-yearly basis we are inspected to ensure that the care we provide to our customers and the working environment for our employee's is; Safe, Effective, Well led, Responsive and Caring.

All the staff work very hard to deliver high quality service, and it is extremely pleasing that this has been recognised in a very public way.

In addition our customers have been very supportive in all our developments and changes over the past few years and have been very supportive in working with the team enabling us to achieve outstanding.



Below are some quotes which can be found in our CQC report;

"provided exceptional person-centred care."

"The service was exceptionally proactive in recognising social exclusion and isolation and involved people in the life of the community."

"Care plans identified peoples diverse needs and were person-centred including how people's health conditions affected their lives."



Above: Maldon Office Manager Tracy Poulson and Registered Manager Natasha Schneider.

"They go far and beyond what they need to."

"Bluebird Care are 110%, I would be lost without them as there is nobody like them."

The CQC publish what they find, including performance ratings to help people choose care—all reports are available on the CQC website.



Customer Parties

We would like to thank all of the customer's, families and staff member's whom attended our recent customer parties.

These were real "feel good" events which brought our local Bluebird Care community closer together.

From playing Bingo, singing along to Elvis and eating home made cakes and ice creams—we all had a great time.

We look forward to planning and welcoming you all to our Christmas events in



Thank You Sharon!

Sharon, Health Care Assistant for Bluebird Care Mid Essex joined the team earlier this year. Since joining the Mid Essex team, Sharon has consistently gone above and beyond her call of duty and provided excellent care for the Mid Essex service users.

Most recently Sharon organised a local café to donate a raffle prize of afternoon tea for the Mid Essex Summer party. Thank you very much to The Secret Garden in Writtle for their kind donation.

Sharon was invited to go with the winner, Joan (pictured left), where they enjoyed their afternoon tea in the sunshine.

We would like to thank Sharon and recognise her for all her hard work this year so far, you are a real credit to the team and we are proud to have you in a Bluebird Care tunic! Keep up the fantastic work!

Meet the Team

Meet Our In House Trainer—Tracy Young

I have been with Bluebird Care since 2012, I have a 40 years background in care (on and off) starting in a care home at 17 years. Since 2015, I have been responsible for all induction training, and care certificate and update training as and when I am needed.

You would think that after several years training the same topics week in and week out, I would have become a little weary by now. I do sometimes look tired (doesn't help that I have a grumpy 'don't mess with me' resting face) but that's more to do with my age than my disposition. I love my job, passing on and sharing knowledge is great and there have been some pleasant surprises along the way, like finding out how much I actually do know as well as how much I don't.



The wide range of personalities that become carers is probably what has surprised me the most. You would think that you would have to be a 'certain type' of person to be able to care well for strangers, especially when it comes to certain aspects of personal care, but this is far from the truth. I have completed induction training for 'just out of school candidates', and 'in my last job before retiring' candidates, those with a wealth of experience, and those with none, shy and quiet, outgoing and chatty, not to mention the myriad of people in-between.

This wide range of personalities is what helps keep the training fresh and fun for me, and no two weeks are the same. Listening to the experiences of others, sharing opinions, discussing ways of dealing with situations, is a great way of learning and I am still learning after all these years.



Welcome to our new Appointee's

At Bluebird Care, we are constantly looking to grow our team. Our team ethos and culture is very important to us, so ensuring we recruit the right people into our organisation is the key to our success and providing a professional service.

Jenny Vivash—Live in Care Co-ordinator (Group)

Hello my name is Jen Vivash. I have joined Bluebird Care as the Live-In Care Co-ordinator

As the Live-In Care Co-ordinator it is my role to ensure that our Live-In Service is running smoothly and that our carers and customers are both happy. It is also my role to recruit new Live-In Carers and market our Live-In Care service to enable it to grow.

Prior to working for Bluebird Care I worked as a HR/Recruitment Assistant and therefore feel that my previous experience will really help me in my new role, as I have experience in performance management, employee engagement and development and I also bring with me a vast knowledge of Recruitment including Safer Recruitment Processes.

I was first attracted to Bluebird Care because of their great reputation and during my interview my mind was made up that I definitely wanted to be a part of the amazing and friendly team. Since joining the team and starting my role I have learnt what a lovely company Bluebird Care is to work for and how taking on this role was one of the best decisions I have ever made!



Julia Mills—Recruitment assistant (Mid Essex)

Hello my name is Julia Mills, I have joined Bluebird Care to recruit Care Assistants and carry out general administrative work.

As a recruiter, it is my role too find people who are naturally caring and cheery who can bring a little bit of sunshine in someone's lives who may for whatever reason not be able to fully care for themselves.

Prior to working for Bluebird Care I worked as a bookings coordinator at the local hospital, my early career was working in HR and recruitment in hospitality, and therefore I have many transferable skills such as being able to see past a person's CV to identify personal traits needed to be able to care for our customers. Also having worked in an industry where high customer service is essential I already have the skills to join a company who are rated Outstanding by the CQC.

What attracted me to join the Bluebird Care team was how friendly, professional and supportive the team are, no-one is working alone, everyone has a support network, and since joining the team I have learnt that my perception of the care industry was wrong, I believed it was all about providing personal care but the first and most important part of being a Care Assistant is to provide companionship and support to our customers to enable them to live as independently as they can.



Deanna Smith—Finance Assistant (Group)



Hello, I would like to take this opportunity to introduce myself. My name is Deanna, I joined Bluebird Care as a Finance Assistant based in Mid Essex in July.

As a finance assistant, it is my role to assist the finance team with the process of financial transactions such as processing invoices, customer receipts, payroll and process supplier invoices and payments accurately and in a timely manner.

Prior to working for Bluebird Care I worked as a Supporting People Officer/ Finance Officer for 25 years within the care industry and therefore I have transferable skills and knowledge of both finance and the care industry.

What attracted me to join the Bluebird Care team was the friendly feel of being a part of a caring team that wants to make a difference to people's lives and since joining I have learnt that this small and dedicated team work together to help and support staff, customers and colleges feel supported in all the fantastic work that they provide.

Jade Aldridge—Care Coordinator (Essex West)

Hello my name is Jade Aldridge and I have joined Bluebird Care as a care coordinator for the Brentwood Office.

As a care coordinator, it is my role to allocate the appropriate carer to the customer at the right times.

Prior to working for Bluebird Care I worked as a nursing assistant and then onto recruitment as a consultant and therefore I have transferable skills because I have nursing skills and office skills.

What attracted me to join the Bluebird Care team was the job specification, location and upon meeting the team the office staff, and since joining the team I have learnt that it is a real team playing office and have been giving many tools to help me succeed in my role.



Dementia Champion

Angela, Customer Care Support Supervisor from our Mid Essex branch, is one of our Dementia Champions. A Dementia Champion is a volunteer who encourages others to make a positive difference to people living with dementia in their community, they do this by giving them information about the personal impact of dementia, and what they can do to help.

By Angela being a dementia champion she can teach our carers and people in the community to understand dementia more and they can become dementia friends.

Here is what Angela had to say on why she became a dementia champion;

"I am very passionate about dementia for several reasons but mainly because it's misunderstood.

As dementia is not visible, as such, the individual and carers need a voice. It is important in our line of work to understand as much as possible about different types of dementia and how it impacts daily life. It's vital we listen and respond accordingly to try and make life a little easier and a little kinder for all involved.

It is my job to share this information with the wider team so they to can spread the message."



Dementia Friends

An Alzheimer's Society initiative



Dementia Support

Admiral Nurses

Admiral Nurses are registered nurses and experts in dementia care. They give practical, clinical and emotional support to families living with dementia to improve their quality of life and help them cope.

Contact

0800 888 6678

helpline@dementiauk.org

More information is available at:

<https://www.dementiauk.org>



DementiaUK

Helping families face dementia

Virtual Dementia Tour



The Virtual Dementia Tour provides the ability to change not only the lives of people in our care but also our staff by walking in shoes of a person with dementia.

The Virtual Dementia Tour is a method of giving a person with a healthy brain the experience of what dementia might be like, and giving them a better understanding of supporting people with dementia.

Many of our carers have already taken part in the dementia tour, and here is what a member of our Essex West care team, Laura White, had to say about the tour;

"When I told some of the Bluebird customers that I was going on the Dementia Bus a lot of them laughed and said "will they let you off again". To be honest I really wasn't sure what to expect either but I have to say the experience was invaluable to me.

The aim of the bus is to enable participants to see the world from the perspective of someone living with dementia. It lets you feel first-hand the fear and anxiety that people living with dementia feel on a daily basis. It has made me understand how I need to communicate much more clearly with my customers to help them with their needs. The experience prompted me to reflect on just how lonely and frightening dementia can feel and how a calm steady hand and voice is really a lifeline to grab onto.

The bus also includes a question and answer section afterwards and this helps clarify some of the everyday things we can do as carers to help those living with dementia have a happier life. Dementia is not just about forgetting things, it's an entire body experience that can affect touch, sight, hearing, taste and speech.

I came away with a much broader knowledge of dementia and hopefully a better practice."





Jo's Marathon

Our Essex West Office Manager, Jo Prebble, would like to thank everyone that sponsored her for the London Marathon.

The final total raised was £4900.64 for Marie Curie.

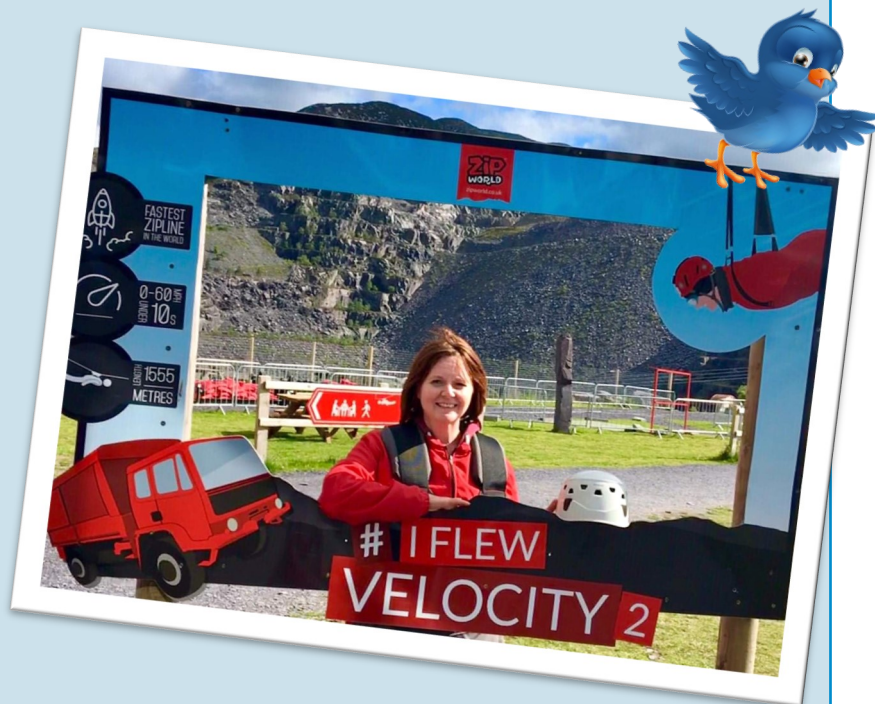


Karen's Zipline

Our Maldon Care Supervisor, Karen Myhill, would like to thank everyone that sponsored her for the Snowdon challenge.

Karen travelled to Snowdonia and Ziplined over the Penrhyn Quarry, reaching speeds of up to 100 miles per hour.

The final total raised was £400 for the Alzheimer's Society.



Professional Care Workers Day

Professional Care Workers Day— 4th September

This month we want to celebrate our amazing care assistants who go above and beyond, whatever the weather, and ask for little in return. Care assistants are at the heart of Bluebird Care and ensure our customers receive the exceptional care they need. Below are some photo's from our Essex West team celebrating professional Care Worker's Day. Thank you to all those whom where involved and a massive thank you to all of our care staff whom continue to work professionally each and every day.



Happy 60th Birthday Theresa!

All at Bluebird Care would like to wish our long standing Health Care Assistant at Bluebird Care Redbridge a very Happy Birthday!

Theresa Thank You for all your continuous hard work throughout the years, and we hope you have a very special time celebrating your Birthday!



Happy 50th Birthday Michelle!

All at Bluebird Care would like to wish our long standing Care Supervisor Michelle a very Happy Birthday.

Michelle is the Love and Laughter of our Essex West office, an exceptional employee and a fantastic part of the team!

Michelle we hope you had a lovely birthday, with love from everyone at Bluebird Care.



Farewell—Kim

We would like to wish our Care Support Supervisor of 10 years, Kim, the very best of luck for the future. Kim, we thank you for all your work over the years—you will be sadly missed by all.



Farewell Poem:

Once a co-worker, but always a mate
May we've sealed together by our fate
Once a partner, but always a buddy
May we cross paths again in our destinies
Once an associate, but always a chum
You kept my work life from being humdrum
Once a colleague, but always a friend
May our newfound friendship never end
Farewell



Pollard's Promise—Quality Care Insurance Services Ltd.

We have teamed up with Quality Care to give Bluebird Care customers the chance to make dreams a reality. You can nominate yourself or someone else that is celebrating a milestone Birthday or an unaccomplished wish .

QC have already granted wishes such as taking an ex-pilot for a flight on the British Airways i360 & giving a learning disability centre a private feeding experience with Giraffes and Elephants at Colchester Zoo!

We'd also like to introduce the Pollard's Promises mascot, conveniently named Pollard! You will see Pollard out and about and we will be giving Pollard to our various office's in turn. If you're going on a day out, ask to take Pollard along with you, take some pictures of him so that we can feature you and Pollard in our next issue!

For more information or to submit a nominations please contact essexfinance@bluebirdcare.co.uk or call 01245 207715.



COMPETITION

We have hidden a several bluebirds throughout this newsletter, guess correctly how many we have hidden for your chance to win a M&S Luxury Shortbread & Tea hamper.



To submit your answer please email essexfinance@bluebirdcare.co.uk or call us on 01245 207715.



Answers to be submitted by 31st October 2019 and the winner will be selected on 8th November 2019.

Thank you to Dale at Pinnacle Printing & Stationery for his kind donation

Dates for the Diary



Genes for Jeans day

20th
September

Raising money to support genetic research.



Macmillan Cake day

27th
September

World's Biggest Coffee Morning 2019—Macmillan's biggest fundraising event for people facing cancer.



Go Sober –Macmillan Cancer Support

1st—31st
October

Be a Soberhero and go 31 days without alcohol this October – say no to the booze and yes to raising money for people living with cancer.



Memory Walk—Hylands Park, Chelmsford

6th
October

This is a sponsored walk to raise money to defeat dementia. Either 2km or 7km. Essex West & Mid Essex Teams will be attending and it would be lovely for you to join us



World Mental Health day

10th
October

World Mental Health Day is a day for global mental health education, awareness and advocacy against social stigma.



BLUEBIRD CARE



Contact information

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If you want to contact us, for any reason, you can find all of our contact information below.

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