



Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS



Bluebird Care receive 'Top 20 Homecare Provider' Award for 2nd year running (more on page 2)



Bluebird Care wins 2nd
HOMECARE AWARD

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Pattinson's Jelly Drops
BOOST WATER INTAKE

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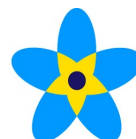


'Excellence in Care'
CARE TEAM Q2 AWARDS

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'Top 20 Homecare Provider' Award 2021 Winner

Bluebird Care Rushcliffe and Melton is delighted to have achieved another 'Top 20 Home Care Provider' award in 2021 for the second year running. We are now ranked 2nd for Rushcliffe region by the UK's leading home care review site, homcare.co.uk.

Website: www.homecare.co.uk/awards



What is the significance of these awards?

HOME CARE.CO.UK AWARD SELECTION PROCESS

The homecare awards are highly regarded within the social care sector, showcasing the most recommended services within each region of the UK. They only publish authentic testimonials written first-hand by service users, and/or their family and friends, via strict vetting procedures.

Providers are ranked based on key performance criteria such as Quality of Staff, Management, Value for Money, Treating People with Dignity, and Overall Standard of Care. Given the challenges we've all collectively experienced this past year, it means a lot to our carers to have their hard work formally acknowledged.

“Given the adversity and hardship faced over this past 12-month period, being recognised for our efforts in keeping our customers safe and well-cared-for during the pandemic is truly rewarding.”

Peter Bryan (Registered Manager)

We value your feedback

CUSTOMER TESTIMONIALS

Beaming reviews mean the world to our care team. We are always grateful to customers who take the time to leave us feedback about their home care experiences with us.

“If you are looking for a care package for your loved ones then don't look any further than Bluebird Care. Eight months ago, we needed a care package for my Mum who was in the early stages of Dementia and just didn't know where to start, so started trawling through reviews online. Thankfully, we came across Bluebird Care, and they guided us through every step of the way, including any changes we encountered to ensure Mum's safety and wellbeing. Without a doubt, the service we received at every level was exceptional. The quality of care my Mum received meant that she was able to continue to live at home, which was her wish. On a few occasions where she had a fall or was upset and confused the care staff comforted her and stayed with her beyond their agreed times until family were able to attend, we can't thank them enough.”

Overall Standard	★★★★★
Staff	★★★★★
Care / Support	★★★★★
Management	★★★★★
Treated with Dignity	★★★★★
Value for Money	★★★★★

from John S (Son of Client) Average Rating: ★★★★★ 5

Jelly Drops ‘Water Sweets’ for Hydration

It is no secret that staying well hydrated is essential for our health and wellbeing, especially during the summer months.

This is a common concern for people living with dementia, who might not remember to drink enough throughout the day, and/or may not experience ‘thirst’ as readily as they once did due to changes in their cognition.

The Alzheimer’s Society has supported the development of Jelly Drops, bite-sized sugar-free sweets made up of 95% water, designed to increase your fluid intake.

Lewis invented Jelly Drops in 2018 for his late grandma Pat who struggled with dehydration. Through careful design by a passionate team of engineers and food scientists, the finished product is what you see here (right image).

Find out more and order online at:

www.jellydrops.com



Source: Highways England

A52 roadworks started in Radcliffe on Trent

Please be aware that a small stretch of road on the A52 at the Bingham Road junction in Radcliffe on Trent is now subject to roadworks expecting to last for 12 weeks.

The disruption started on Monday 21st June, and we have seen a significant increase in the volume of traffic along this main travel route that our care team uses daily.

We thank you for your understanding and patience during this difficult time as delays are expected, particularly during rush hour. Alternative routes are being explored wherever possible.

Care Team of the Quarter - Q1 March 2021



Every 3 months we carefully examine the positive impact our care teams have had on our customers. We then look to nominate a specific team of carers who have worked exceptionally well together in order to improve the wellbeing and independence of a particular customer / individual.

For **Q2 2021**, we are pleased to announce that the 'Care Team of Quarter' has been awarded to **Team EH** in **West Bridgford**, which includes: Iwona G, Debbie W, Amanda V, Tori TS, Mel L, Charlie C, Andrea W, and Michelle R.

Just after Christmas 2020, we started supporting a lady (EH) in West Bridgford who had recently lost her sister, who was also her best friend. Up until this point she had been managing to live independently on her own at home with the help of close friends and neighbours. Unfortunately, EH's health started to decline quite rapidly. Decisive intervention was needed to ensure she could remain safely living at home for the rest of her days, which was her wish. The care team worked in partnership alongside other key healthcare professionals in order to ensure she was very well cared for during this critical period. Carers would often sit and stay longer with her in their own time to keep her company and offer reassurance, as well as promptly requesting referrals for new therapy equipment e.g., hospital bed and rotunda, when needed in order to improve her level of comfort and protection.

Excellence in Care Award Winners

MARCH - APRIL - MAY 2021

We are proud to announce the winners of our most recent monthly 'Excellence in Care' Awards. A huge congratulations and well-deserved thanks to:

- Michelle R - March 2021
- Becca H - April 2021
- Tori TS - May 2021

These 3 wonderful individuals have been recognised for going over and above in key areas of their job role. This includes receiving consistent positive praise from both customers and their peers, providing essential cover during difficult periods, and doing many 'thoughtful extras' for their regulars.

