



# Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS



Christmas 'Elfie' 2021 Competition Winners (see more on page 2)



Customer Satisfaction  
Feedback Survey Results

Page 2



Giving Tree Charity  
Christmas Gifts

Page 3



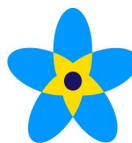
Employee Recognition  
Excellence in Care Awards

Page 4



Bluebird Care Rushcliffe & Melton, 82 Grantham Road, Radcliffe on Trent, Nottingham, NG12 2HY

[www.bluebirdcare.co.uk/rushcliffe-melton](http://www.bluebirdcare.co.uk/rushcliffe-melton) 01159 333114 [rushcliffeandmelton@bluebirdcare.co.uk](mailto:rushcliffeandmelton@bluebirdcare.co.uk)



Dementia Friends  
An Alzheimer's Society initiative



# Christmas 'Elfie' 2021 Competition

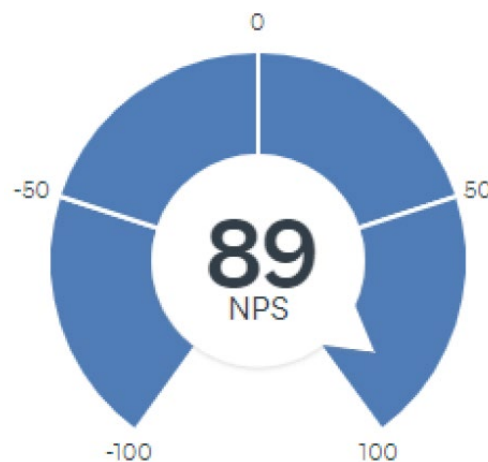
On 10<sup>th</sup> December our team whipped out their best festive garments, from jumpers and hats to glasses and moustaches, in support of National Christmas Jumper Day. This annual event is all about raising money for a very important charity, 'Save the Children'. To add to the fun, our Christmas 'Elfie' competition was in full swing, with carers in with a chance of winning a prize for the best selfie snaps with their customers. The 2021 winners were Becca H (carer) with MG (customer), and Sammi D (carer) with JH (customer). Amazing job ladies!



## 9/10 Customers Recommend Bluebird Care

### CUSTOMER SATISFACTION SURVEY NOV 2021 RESULTS

In our latest customer survey, we received our best results yet with 98% customer satisfaction. When we asked 71 of our customers what they valued most about the service, the top themes were: quality of care, friendship, seeing a friendly face, reassurance, reliability, and continuity. This feedback demonstrates an overwhelming appreciation for our care team which is so gratefully received at such a difficult time during the pandemic. We want to thank everyone, both staff and customers, who took part in the project. From here we will be carefully reviewing any recommendations submitted by customers on how we can continue to improve and develop our service. For any specific requests we will be reaching out to those customers directly.



## 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.

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

"I cannot praise Bluebird Care Rushcliffe and Melton enough. The kindness, care and compassion shown and given to my Mum and me have been outstanding. Nothing is too much trouble for the ladies who visit her, and I have total peace of mind whilst I do my own job as a Carer. The Office staff are also brilliant, if I have a problem, I know I can call, and they will do their utmost to help or advise me. I would recommend Bluebird Care to anyone who is looking for a home care provider. A very big well done to all staff, you are amazing."

from Kathy M (Daughter of Client)

Average Rating: ★★★★★ 5



**“What a heartfelt response by the local community, donating over 140 presents to the elderly and vulnerable this Christmas. Bluebird Care were kindly allocated over 20 gift nominations to hand out to our customers.”**

**Peter Bryan (Care Manager)**

## The Gift of Giving at Christmas

GIVING TREE - COTGRAVE

Having had the pleasure of being approached last Christmas by local Giving Tree founder, Laura Happs, based in Cotgrave, we were delighted to see her charitable campaign return in 2021.

Laura’s Giving Tree was set up during the pandemic to help those who may be feeling isolated or spending Christmas alone, cut off from loved ones. Momentum has continued to grow, and this Christmas even more people from the local community generously donated gifts to the elderly and those in need of community services.

Partnering with Bluebird Care enabled many of the gifts to be distributed amongst our randomly selected customers, some of which you can see smiling with their presents above. A special thanks to staff members Kate, Janice and Becca for their assistance with all the present deliveries.

## Care Team of the Quarter - Q4 December 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.

For Q4 2021, we are delighted to announce that the Care Team of Quarter has been awarded to **Team MC**, which includes: **Becca H, Sammi, Freya, Becca W, Alice, Andrea, Steph, and Kate W**. Congratulations and thank you for all your hard work.

MC is a wonderfully kind lady who has steadily required more support from Bluebird Care over recent months as her mobility has declined. Following rapid assessment from the Occupational Therapy and Physiotherapy Team, the carers have promptly adapted to her changing needs. To help maintain her independence and safety, two carers now visit three times daily to assist with transfers using a rotunda and stand aid. A motorised bed provided by the British Red Cross has also been installed to help improve her comfort at night and reduce pressure sore risk. The carers have been determined to ensure MC still enjoys a few 'treats' including visiting the hairdressers in the village. The team have gone above and beyond during this difficult transitional period, ensuring MC is reassured and happy.

### Excellence in Care Award Winners

SEPT - OCT - NOV- DEC 2021

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

- Becca W - Sept 2021
- Kate W - Oct 2021
- Treasa M - Nov 2021
- Claire G - Dec 2021

During the Autumn these individuals have been recognised for going above and beyond in various key areas of their job role. This includes receiving outstanding customer feedback, providing essential cover, and ultimately enhancing people's quality of life and independence at home.

### EXCELLENCE IN CARE AWARDS

December 2021 WINNER



CLAIRE

