

Bluebird Care

By your side

Winter 2017/2018



10 Year Anniversary • 2004 - 2014
Winner
Bluebird Care
Peterborough & Rutland
Franchise Owner of the Year 2016

Here's to a caring new year

Welcome to the winter edition of our newsletter. Every quarter we endeavour to pack this publication with interesting and relevant articles whilst also including pertinent information about the care sector, our staff, customers and general advice. We hope you enjoy reading these pages as much as we enjoy putting them together for you.

Once again we thank you for choosing and putting your trust in Bluebird Care, allowing us to take care of you, a family member or a friend's care requirements; we realise how important it is for you to work with a company that is focused and committed to delivering the best in home care possible - care that we would be happy for our own family and friends to receive.

It has been a very busy and enjoyable 2017 for us, a year that has presented many positive challenges and given us the opportunity to progress our industry, the service we deliver and the caring profession as a whole. We would like to highlight three major changes that have occurred:

- a move away from zero hours contracts for the Care team;
- the development and implementation of a Staff Guide App; (see page 2)
- a partnership with



The Grey Matters
(see page 3).

We work hard to ensure our reputation is of an all-inclusive provider of care and an organisation known for working diligently to improve any weaknesses whilst valuing and maintaining our strengths in providing a safe, efficient, responsive, caring and

well-led service. We can only improve our offering through reassessment of how we work and listening to staff, customers and their families.

We are now at the time of year when we are issuing our annual Customer Survey and our annual Carer Survey to our team, and asking each group

for their feedback around key service areas. It is principally by asking you, our customers, for feedback that we continue to know whether or not we are doing a good job. We actively use your comments to improve our delivery of service and to provide you with the best possible service.

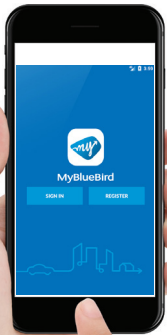
Customer forum

As always, we welcome constructive input and, to that end, we are actively setting up a customer forum, where we will meet regularly to discuss various topics relating to the care at home sector and tap into the knowledge that both our customers and families possess. We would like to bridge the gap on customer perceptions of how we work to better understand some of the challenges we face and also for us to better understand your issues too. With sincere thanks

**Leisa MacKenzie &
Tim Carey, Directors**

"We are focused and committed to delivering the best in home care possible - care that we would be happy for our own family and friends to receive."

Groundbreaking care team app is now launched



An innovative app has been launched by Bluebird Care which benefits carers whilst they are out and about delivering front line care and support in customers' homes.

The key benefit of this groundbreaking phone app is that it gives instant access and up-to-date care information in the form of a staff guide. At a touch of a button, care teams can access online support, guidance and availability of

critical customer information immediately whilst on the road.

The staff guide app has been created by Bluebird Care's experts, drawing upon feedback from care teams via workshops held throughout the UK. By combining home care expertise with mobile app capability, Bluebird Care continue to empower their care teams to deliver excellence in care.

"This app will save time, meaning we can spend more time with our customers and provide a constantly up-to-date health record." *Leisa Mackenzie*

Putting the customer first

Bluebird Care Peterborough & Rutland is delighted to have sponsored the Customer Care Award at the Stamford Mercury Business Awards 2017.



Promoting their mantra of putting customers first, Bluebird Care presented this year's Customer Care Award winners, Simmons Optometrists, with their accolade at a glittering

ceremony held at Greetham Valley Hotel. The event, now in its 12th year, celebrates and highlights some of the great businesses within Rutland and Stamford. In 2016, Bluebird Care, was 'highly commended' at the awards ceremony and decided to act as a sponsor in 2017.

Richard Parkinson, managing director of Iliffe Media, which owns the Mercury, explained to the audience at the awards ceremony that the event was all about "celebrating inspiring stories and acknowledging those who are reaching for the stars".



Grandma inspires caring career

Community Care Manager, Sarah Weston, says it's all thanks to her grandmother that she's now been working within the care industry for over 10 years.

"I used to work as a Teaching Assistant, looking after a 6-year-old boy with behavioural problems and at the same time, my grandma had Alzheimers. They could both be quite difficult at times," explains Sarah.

"The difference was that the young boy had little respect for others, and although my grandma gave me a hard time (because of her condition) on my visits, she had served in the Second World War. I kept finding myself asking 'where would we all be now without this generation?' This respect and love for my grandmother, and the older generation in general, is what led me to become interested in dementia and working in the caring profession."

For the past two-and-a-half years, Sarah has worked for Bluebird Care (Peterborough & Rutland). "I really like the ethos of Bluebird Care and how the

organisation is run."

Sarah's people-focused role is integral to the business; "I follow up any enquiries into the business, carry out initial assessments with prospective customers and their families, undertaking regular care reviews. In addition I support the carers, always ensuring that they fully understand how to deliver each care plan. I also support the newly recruited carers who are at the start of their career with Bluebird Care."

Sarah lives in Peterborough with her partner, Simon, and has one son, Albie (21).

"I really like the ethos of Bluebird Care and how the organisation is run."

Out and about

Knitting club

Our knitting club is going from strength to strength with more than 10 Bluebird Care customers now knitting hats and blankets for the NeoNatal Intensive Care Unit (NICU) for premature babies at Peterborough City Hospital (PCH). We already have over 60 hats completed and some beautiful sets including booties and blankets. Thank you to all the talented people who have taken the time to contribute so far. Our next collection of knitted items will be at in January 2018 – these will be delivered to PCH. If you would like



to join this club, simply call Sally on 01780 480881 (we supply the wools and patterns!) and she will happily organise this for you.

LET US HAVE YOUR FEEDBACK

Are there any events or clubs you would like us to write about? Or any clubs you would be interested in joining that Bluebird Care could facilitate? We are always looking for inspiration and we'd love to hear your ideas and suggestions.

Contact us via email:

peterborough@bluebirdcare.co.uk

Committed to staff training

Training

Bluebird Care's ongoing commitment to training and development of its team members is a testament to its ethos and recognition that Care is a profession in its own right. To this end, each team member is invested in and, via training, equipped with the tools, knowledge and support to ensure they can deliver the best care and be the best they can be in their chosen role. This approach not only motivates and enhances our staff, it also benefits our customers enormously too. Over the past few months staff have undergone various training courses including:

Basic life support training: very important skill area in our roles and in day-to-day life. Darren Mitchell from MJD Training, carried out basic life support training and first aid which included choking hazards, fire safety, resuscitation and lots more.

Moving and handling training: an extremely important part of every new team member's training and also as refresher training for our already skilled and trained care team. Regular sessions are held to refresh and share best practice on latest moving and handling legislation, techniques and equipment.

Safeguarding and mental capacity act training: this is a continual area of focus, ensuring we are well versed



and have the learning and education to ensure that our teams are able to recognise abuse, know how to report it and develop their skills accordingly.

If you, as a customer, or as someone who is involved in their care,



would like to attend any of our training courses, please contact Michelle Teeson, Registered Care Manager, for a comprehensive list of the courses we run.



Weather warnings

With the cold weather now firmly upon us it is important to listen to daily weather forecasts as the cold can seriously affect your health.

There are regular radio and TV weather forecasts throughout the day, and you can also keep up-to-date by following updates from the Met Office website www.metoffice.gov.uk, through www.twitter.com/metoffice or you can ring the Weather Desk on 0870 900 0100.

Winter warmers

To keep warm and healthy during the cold snap, follow these tips:

- Draw curtains at dusk and keep doors closed to block out draughts;
- Drink regular hot drinks and eat at least one hot meal a day if possible. Eating regularly helps keep energy levels up;
- Wear several light layers of warm clothes (rather than one chunky layer);
- Keep as active in your home as possible;
- Wrap up warm and wear shoes with a good grip if you need to go outside.
- If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18 degrees C. It's a good idea to keep your bedroom at this temperature all night if you can and make sure you wear enough clothes to stay warm. During the day, you may prefer your living room to be slightly warmer. Keep your bedroom window closed on a winters night as breathing in cold air can increase the risk of chest infections;
- If you're under 65, healthy and active, you can safely have your house cooler than 18 degrees C, if you're comfortable;
- Get financial support. There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating and help with bills. View the Keep Warm, Keep Well booklet online - to learn more visit: www.gov.uk/phe/keep-warm.



Make sure you are receiving any benefits you are entitled to such as the Winter Fuel Payment www.gov.uk/winter-fuel-payment and Cold Weather Payment. www.gov.uk/cold-weather-payment.

- Look after yourself. Contact your GP to get a free flu jab if you are aged 65 or over, or if you live in a residential or nursing home or are the main carer for an older or disabled person. NHS Choices provide information about flu, for more information visit: www.nhs.uk/flu.
- Don't delay in getting treatment for minor winter ailments like colds or sore throats. Visit your local pharmacist for advice on treatment before it gets worse so you can recover quicker.
- Have your heating and cooking appliances checked by a Gas Safe registered engineer to ensure they

are operating safely. Contact your water and power suppliers to see if you can be on the Priority Services Register, a service for older and disabled people.

For information about how to stay warm and well in winter visit Age UK's website: www.ageuk.org.uk/winterprep or call 0800 587 0668.

- When travelling, be sure to wait until roads have been gritted, and take extra care on icy pavements, as black ice is often not visible. You can lessen the risk of slipping by putting down grit or cat litter onto your paths and driveways.
- Check in on vulnerable neighbours and relatives who may be at increased risk during cold weather. If you have any queries please contact the local Bluebird Care office on 01780 480881.

Rewarding success

The Carer of the Month title is awarded in recognition of continuous outstanding working, commitment to development, team contribution and quality of service in their role. Recent winners include:

Hannah, pictured right
Carer of the Month November

Sarah, Care Assistant -
Carer of the Month - Oct 17

Maureen, Senior Care Assistant -
Carer of the Month - Sept 17

Christina, Care Assistant -
Carer of the Month - Aug 17



Bluebird Care's Above and Beyond title is given to those members of staff who go beyond the call of duty within their role. The title recognises true commitment, care, and effort in their everyday duties. Recent winners include:

Melanie, pictured right
Above & Beyond for November

Angela, Live-in Care Assistant -
Above and Beyond Colleague - Oct 17

Jade, Care Assistant -
Above and Beyond Colleague - Sept 17

Charlene and Veronika, Care Assistants -
Above and Beyond Colleagues - Aug 17



QCF Level 3 achievements!

As part of our commitment to quality care and staff development, we have partnered with Stamford College to ensure that many of our team have the opportunity to study to achieve vocational qualifications in Health & Social Care. This month we are delighted to congratulate Senior Carer, Maureen and Community Team Lead, Michelle, who both achieved their QCF Level 3 in Health & Social Care.

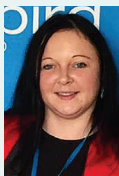


Staff news and updates

Here at Bluebird Care we pride ourselves in offering high levels of ongoing training and support to all our staff. As a result, we are pleased to announce some staff promotions and changes to our teams.

Michelle Inwood:

(joined Bluebird Care Peterborough & Rutland more than four years ago as a part-time Care Assistant) has been promoted to a Registered Care Manager. Michelle is a true testimony to the success of the Career Pathway with Bluebird Care. As part of the process of becoming Care Manager, it is necessary for the newly appointed Care Manager to apply for registration



with the Care Quality Commission (CQC) and for the Care Manager to subsequently be interviewed by the CQC Inspector for the area and for the Inspector, in the interview, to decide whether they approve the registration and appointment. This can be a daunting process however we are delighted to announce Michelle completed registration with the CQC in record time. Well done Michelle!

For more information call 01780 480881 • 01733 459907



Christina



Maureen



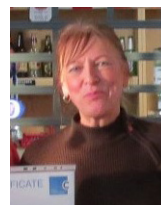
Charlene



Michelle (left) and Jade



Michelle (left) and Sarah



Angela

Do you know a Bluebird Care employee who has gone above and beyond the call of duty in their job? If so why not nominate them for an award. Simply call 01780 480881 to make your nomination and we will publish the winners' names in our next newsletter.

Meet the team



Leisa MacKenzie
Joint owner and Director of
Bluebird Care Peterborough
& Rutland



Tim Carey
Joint owner and Director of
Bluebird Care Peterborough
& Rutland



Michelle Inwood
Registered Care Manager



Zoe Martin
Care Co-ordinator



Karen Andic
Accounts & Payroll



Sarah Weston
Community Care Manager



Harry Evans
Quality Administration
Auditing



Sally Wing
Part-time Office
Administrator & Receptionist

Have your say

This month our **Annual Customer Survey** has been issued and you will all have received a copy. We really value all feedback and this survey allows you to have your say by telling us what we are doing well and what we need to do to make our service even better. Please support this survey by giving us a few moments of your time to complete and return the questionnaire. All results will be analysed, published and action plans taken for the spring.

Did you know we employ an independent service, approved by the Care Quality Commission, that allows you to give independent feedback that is verified by them, feeding back to NHS Choices rating and reviews for us.

You can access this online at www.homecare.co.uk to review us.

Bluebird at Christmas celebration



To celebrate and thank our fabulous Team, we held a Christmas afternoon tea at BBC HQ Stamford. Cake, crackers, Christmas jumpers and tunes made for good merriment with every member of the team receiving a Christmas gift from under the Christmas tree. Thank you to all our lovely customers who sent in chocolates for the team for Christmas. These were very much enjoyed during our afternoon.

Much more than just care...

You may already know many of us here at Bluebird Care Peterborough & Rutland and be familiar with the way we help you or a member of your family. However, are you aware of the full range of our services? We offer:

- 24-hour live in care
- Night care
- Sleep in service
- Companionship
- Sitting service
- Domestic support
- Parkinson's care
- Dementia support
- Stroke care
- Respite care
- End of life care
- Personal care
- Medication support
- Meal preparation
- Shopping

If you would like to discuss how we may be able help you further, please do not hesitate to contact us.



If you need more help, have queries, questions or concerns, don't hesitate to call a member of our Customer Care team on **01780 480881** or **01733 459907**. Alternatively you can email us at: peterborough@bluebirdcare.co.uk

For all the latest news about how Bluebird Care Peterborough & Rutland can provide the services you require in the comfort of your own home, visit our website at:

www.bluebirdcare.co.uk/peterborough-rutland

Like and share us on Facebook @bluebirdcarepeterboroughrutland