



# Newsletter

October 2019

## Bluebird Care Cambridge & Cambridge South

### New beginnings

Hello, and welcome to the first newsletter for Bluebird Care Cambridge & South Cambs.

We're delighted to have officially taken over the Cambridge franchise, adding it to our existing centres in Newmarket & Fenland and King's Lynn & West Norfolk. Following the success of these offices, we are pleased to be able to grow further into Cambridgeshire by taking over the running of the Cambridge office.

Alongside myself and my husband Keith, we'll be joined in the running of Bluebird Care Cambridge by three members of the NFKW management team – Danni Durrant, Denise Allen and Heather Porter. They've become business partners in the new venture, highlighting our career path and our passion for progressing and investing in our teams.

Since officially taking over in September, we've set about updating our Cambridge offices, giving them a complete overhaul to give us more space, and installing brand new equipment for the team. You can see pictures of the work on page five of this newsletter.

With lots of exciting news on the way, please do give our Facebook page a follow. Full of team news as well as our latest vacancies, it's the best way to keep up to date with what's going on in our Cambridge office. Follow us @BluebirdCambs.

Carolyn Dailey  
Principal Director

# Live-In Care

We believe that the best care is delivered in your home where you feel safe and secure. Our live-in Care Assistants are highly trained care professionals and are carefully matched to our customer's needs. They respect your home as well as your own space and privacy but are on hand to give professional care with the time and attention you need - something that's not always possible in a busy care home.

We understand that everyone's needs are unique and therefore, we personalise our support services to you and your family. As a leading home care provider, our business is focused on delivering quality care within the home.

## Our live-in care services:

- 🐦 Are flexible to suit your needs
- 🐦 Mean that you can stay in our own home
- 🐦 Often mean you don't need to sell your home to fund your care
- 🐦 Have an individual focus
- 🐦 Mean that we get to know you and maintain normality

- 🐦 Mean that you can stay connected to your support circle and local community
- 🐦 Offer the reassurance of 24-hour care

For nearly 15 years, Bluebird Care have been experts in delivering high quality, personalised care solutions within the home to people across the UK. Our values are centred in delivering excellence during times that most families find difficult and stressful. Our live-in care service helps to remove that stress and delivers a quality service that means people can stay in their homes they love, surrounded by their friends and family.

If you'd like to know more about our live-in care services for yourself or a loved one, please do get in touch to find out more about how we can personalise our services to suit your requirements. We're available for a confidential and considerate chat whenever you are.



# Live-in Care vs Care Home

Continued independence

One-to-one care

Build a relationship with your care assistant

Couples or families can stay together

Keep your usual routine

Stress free

Unfamiliar surroundings

Can be pricey

Have to say goodbye to a beloved pet

There may be a limited choice of care homes in your area

## Case Study



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Read our case study below on the advantages of live in care - in the words of one of our customers.

*In my opinion, live in care works extremely well. Last year my mother suffered from a major stroke, and as a result was taken into temporary residential care. Mum was desperately unhappy there and wanted to leave, but a nurse at the facility raised concerns that she was unsettled, and wouldn't be able to manage at home. Ultimately we decided to go against the nurse's advice and took Mum home, and the difference we saw was amazing. She was happier, began looking much better and seemed much more able.*

*We recently saw the nurse from the residential home who apologised, and said how well Mum looked and was doing. She said usually she would have expected that someone would have returned to the facility in a week or two. Mum is settled at home in her own familiar environment, where she can go out and about locally, and visit her friends - all with the help of her care assistant. Live in care works really well, especially for Mum. She's settled and happy."*

K, Newmarket



# Health & Wellbeing Checks Delivered in your own home








## Bluebird Care Assist

We're delighted to introduce our new health and wellbeing check service – Bluebird Care Assist.

At Bluebird Care Cambridge & Cambridge South, we're experts in delivering high quality, personalised care solutions within the home and our values are centred on delivering excellence during times that most families find difficult and stressful. Our new health and wellbeing checks can help to **remove that stress** by monitoring general health and wellbeing on a regular basis in the **comfort of our customer's own home**, with those results shared immediately with them, their family and with health professionals if necessary.

### What does our new health and wellbeing check monitor?

Our new health and wellbeing checks are delivered in our customer's own home and involve a 30-minute visit from one of our trained Care Champions. They'll carry out the following general health checks:

-  Blood Pressure monitoring
-  Temperature
-  Oxygen saturation and breathing levels
-  Pulse
-  Alertness and general wellbeing

The results are available immediately, thanks to our Bluetooth-enabled kit and should there be any concerns, we can notify a family member, health professional or even 111. Early identification of a problem can often help prevent further deterioration and the need to go to hospital.

If you'd like to know more about Bluebird Care Assist and how our health and wellbeing checks could be provided as part of our care packages, please get in touch today or mention it to your care worker on their next visit. We're available for a confidential and considerate chat whenever you are.



## Introducing our new directors

Our new directors are husband and wife team Carolyn and Keith Dailey.

Carolyn trained to be an optician at the City & Islington College and later moved into retailing optics, before opening the Bluebird Care Franchise in 2013. The company grew with the opening of a Fenland office and the purchase of a second territory, King's Lynn & West Norfolk.

Keith joined the team in 2016, working on the recruitment side. With experience in the optical and dental industries, Keith has a multitude of experience in recruiting, developing and retaining the best candidates for my customers.

They're joined at Cambridge by Danni Durrant, Coordinating Director, Denise Allen, Operations Director and Heather Porter, Care Director. All three were key members of the Newmarket & Fenland management team, and we're delighted they've accepted the offer to join us as business partners in Cambridge.



## Cambridge office updates

We've given our offices a complete refit to create more space for our team. The before and after shots below show some of the work we've undertaken. Our team love the look of the new offices, and the new equipment will help make their daily tasks easier. Check out the new look below.



before



after

# Achievement Awards



## PROBATION SUCCESS

Letitia Barone

"I'm really pleased with passing my probation and am looking forward to what is to come."

Letitia Barone from our Cambridge team has successfully passed her probation and become a fully-fledged care assistant.

Well done Letitia!



## PROBATION SUCCESS

Karen Cooley

We've had our first Cambridge staff success since our new directors took over...

Karen Cooley has passed her probation and become a fully-fledged care assistant.

Congratulations Karen!



## CARER OF THE MONTH

Rosie Swain

Rosie has shown great skill in her time with us, gaining great feedback from both the support team and our customers. Rosie has adapted to many different situations and has shown real passion for her role, we look forward to seeing how Rosie develops further within her role and with our career pathway Well done!



# Christmas is coming!

## What's On

The next care hub event is Christmas card making on 17th December 2019. You are warmly invited to join us to get in the festive feeling with card making, mince pies and refreshments. This is a free event, please ask your care team if you would like to join us or give us a call:

**Tel: 01223 643377**



## Christmas Competition

This year we are offering our customers a chance to win a luxury hamper in time for Christmas. Just for fun! We are asking our customers to name that reindeer! The lucky winners will be picked at random and be presented with a lovely hamper...let us know! Tell your care team who will message this through to us or give us a call:

**Tel: 01223 643377**



# Meet Your Office Support Team



**Carolyn Dailey**  
Principal Director



**Keith Dailey**  
Principal Director



**Dani Durrant**  
Coordinating Director



**Denise Allen**  
Operations Director



**Heather Porter**  
Care Director



**Natalie Moore**  
Quality & Development  
Manager



**Paula Rowley**  
Registered Manager



**Katie Manson**  
Trainee Recruitment  
& Team Manager



**Joanne Bowman**  
Lead Coordinator



**Terri Evans**  
Training & Development  
Coordinator



**Jackie Manson**  
Field Care Supervisor