

Bluebird Care Gloucestershire

April 2017 Newsletter



Another Apology

We are sorry that this newsletter is late, due to staff holidays.

Introducing a New Supervisor in the Stroud Office

Rita Alden joined Bluebird Care this month. She is a qualified Social Worker with a background in safeguarding adults and children, working within the fostering service and specialising in disabilities. Rita has worked in the care industry for many years with previous hospital based roles as a Physio Assistant and Occupational Therapist.

Rita came to Bluebird Care at a time when she was looking for the opportunity to have a more 'hand's on' role, giving her the time to get to know customers and staff in order to deliver a real customer centred service. She really enjoys building relationships and supporting others, making this the perfect role for Rita.

Rita looks forward to future training opportunities and building on her knowledge with Bluebird Care.

Welcome back

We are delighted that Tracy Morgan has found that she missed us too much to stay away. Tracy has returned to the Stroud office for 3 days a week, to boost the supervisory team. She is working on Tuesdays, Wednesdays, and Thursdays, and will be out and about as well as spending time in the office.

Introducing the New Bluebird Care Staff Guide Mobile App

Unique to Bluebird Care, and developed in-house by Becky Goodright at the Franchise Support office in Petersfield, the staff guide mobile app (short for application, for the benefit of those of you who are don't speak Smartphone) will give every member of staff instant access to a wealth of information at the touch of a button on their mobile phones.

For example, if a less experienced care assistant wants to check whether a mark on the customer's skin might be the start of a pressure sore, s/he can look at the pictures of pressure sores, at various stages, in the guide, and will be confident in knowing what action to take.

The app will be rolled out at team meetings over the next few weeks, so that staff can have a face to face explanation, and assistance to install the app if required, as well as being given a comprehensive user guide.

Carer of the Month

The Carer of the Month for April for the Gloucestershire North area is **Mariana Lopes da Silva**. Mariana has received a bumper crop of customer nominations. Reasons include:

She cares, and is efficient.

She is so thorough with her work, and so very kind and thoughtful.

Mariana is very loving and caring, and always has a nice smile. She is always on time and does excellent work for Margaret.

Mariana is a very caring and lovable person. She has a nice smile and is always polite. She really brightens up my day.

She is always on time, and an excellent worker.

I find her a kind, cheerful person, who looks after me very well, and knows what my needs are.

Mariana intuitively knows what to do, and carries out her work in a professional, caring, and friendly manner. Her timekeeping is also excellent.

She thinks, and does everything possible for my comfort.

I have found Mariana is always pleasant and happy, and is a very good carer in all the care she has to give me.

Mariana is also a popular choice among the office staff, for the quality of the care she provides, her willingness to help out when needed, her excellent communication with the office when there are any concerns about a customer, and her unfailing cheerfulness.



Here is Mariana receiving her certificate from Donna and Anabela.

Mariana has chosen All For One gift vouchers.

The April Carer of the Month for Stroud and Cirencester is **Natasha Shingleston**. Customers and office staff have said about Natasha:

Natasha deserves praise this month for looking after me so well after my fall.

She is very kind and I enjoy having her come to see me.

Natasha is very lovely and Bluebird Care are very lucky to have such good carers.

I am very impressed with Natasha, she went right around the carpet edges – something I haven't done for ages and the stairs were done much better than I could have done.

Natasha has a very calm gentle way about her and does not make me feel rushed.

Natasha has a keen eye for detail and ensures that any changes in physical or emotional wellbeing are shared appropriately to ensure the wellbeing of her customers. Her written and verbal communication are very good.

She is very kind and, observing her practices, she has a caring manner which is very apparent and makes her customers feel comfortable and relaxed, as she adapts to them as individuals.

Natasha was exceptionally good with one customer who was nearing the end of her life.

Natasha's photo will appear in next month's newsletter.

Anniversaries



Sam Pocock has been with us for an amazing 8 years, almost since we started. She is very reliable, hardly ever off sick, and very committed to the customers and to Bluebird Care. Sam is always cheerful, and gets on well with the customers. She has had long care relationships with some of our customers with very particular requirements, and has met their needs with understanding and respect. She has been very helpful, and working outside her availability, whilst we have been struggling. Sam is very conscious of ensuring the wellbeing of our customers, and she always informs the office of any concerns or changes to care plans, which we appreciate.

Jackie Smith, like Sam Pocock, has been with us for an amazing 8 years. Jackie provides consistently excellent standards of care to our customers, is very quick to report concerns to the office and is always concerned for the customers' wellbeing. Jackie is always reliable and conscientious, and has a natural ability to work really well with customers living with dementia. Jackie is passionate about the work she does.



Jenny Brice has now been with Bluebird Care for 7 years. She is caring and supportive, always reliable and will go out her way to help out as much as she can. Jenny provides good standards of care and will report concerns promptly and appropriately. She is currently working hard on her level 3 Diploma in health and social care and doing well.

Race for Life

Donna Jones, Naomi Fanstone (Ponting), and Poppy Yolland-Jones are all taking part in this year's 5 kilometre Race for Life, in aid of cancer research. Naomi says her motivation is to feel good enough about herself to be able to complete the run, while raising money for such a good cause. Donna, who will be walking the course, has set it as a personal goal, to prove to herself that she has worked through her health issues and can live life more fully. Committing to raise money for cancer research is her incentive to finish the course. Poppy is the fittest of the three, and confident of finishing the course. She is delighted to be running for such a good cause.

If you have access to the internet, you can find details of how to sponsor the participants on our Facebook page. Otherwise, you can send your donation to the Gloucester office – cheques made out to Cancer Research please – so we can tot up how much our intrepid trio have raised, before sending it all off.

Freebies

*We have been donated several boxes of **Attends Soft 3+** incontinence pads, size small. If they are of use to anyone, you will be very welcome to them. Just phone the Gloucester office and ask one of the supervisors, and we will arrange to get them to you.*

There are about 20 packs per box, so plenty to go round if several people would like some.

Newsletter Items

If there is anything you would like to have put in the customer newsletter next month please call or e-mail us.

Please let us know if you would like this newsletter in large print, in Braille, on CD or on tape.