

# Bluebird Care By your side

Summer 2018



10 Year Anniversary • 2004 - 2014

Winner

Bluebird Care  
Peterborough & Rutland  
Franchise Owner of the Year 2016

## A reputation for excellence

Bluebird Care Peterborough & Rutland has confirmed its reputation for excellence thanks to YOU our customers. We asked you to tell us what you thought of our service and we are very pleased to report you gave us top marks in most areas with plenty of useful feedback to help us improve still further.



Leisa MacKenzie: "Your life, your home, your care, just the way you like it."

When we established Bluebird Care Peterborough & Rutland just over seven years ago we wanted to make a positive difference and I believe we are doing that every day. However, we know we are only as good as our customers say and we will never rest on our laurels.

In the recent Annual Customer Satisfaction Survey we asked you to tell us exactly what you thought of every aspect of our service – what is

going right and what needs tweaking.

We have to confess to feeling extraordinarily proud of the general findings of the survey which is a testament to the efforts of the outstanding men and women we have the privilege to work with. They believe, just like us, that if you are going to do something then you should do it to the best of your ability. To read the full report of our Customer Survey turn to pages 4 and 5.

### Can you help?

To ensure we maintain our high standards we would like to ask if any customers or relatives can help by being part of our team meetings or training. We are looking for individuals to talk to our care team about:

- What care means to you and what is most important?
- Dementia – help us understand what it means to you
- Parkinsons – do you suffer or have someone who does?

If you can help please contact Michelle Inwood on 01780 480881 or email [michelleinwood@bluebirdcare.co.uk](mailto:michelleinwood@bluebirdcare.co.uk)  
Transport can be arranged.

### Mud larks

Cheery smiles from dedicated Bluebird Care staff who wallowed in a sea of mud at Stamford's Burghley House to raise £756.88 for Cancer Research. Find out more on page 6.



# High training standards



**Making sure staff are highly trained is key to Bluebird Care and we are very proud of the high standards we set and the continuous monitoring of everyone employed.**

We believe it is important that you, our Customers, understand what goes into our training programme so you can have complete confidence in every single team member.

Each new Carer completes a five day classroom induction in all areas of care and another five days shadowing with a fully trained Carer to see what they have learned put into practice and to be able to meet who they will be supporting.

If everyone is happy the new Carer starts work whilst being shadowed by an experienced team member and



only when Bluebird Care's high standards are reached are they allowed to go it alone. There follows a three month probation period focusing on support, training and completion of the recognised Care Certificate.

New and existing Carers are also expected to complete regular refresher

## TRAINING CONGRATULATIONS GO TO:



Registered Care Manager, Michelle completed her Level 3 in Education and Training; Senior Carer, Zoe achieved QCF Level 3 in Health & Social Care. Zoe also completed a nine week course for advanced training in Understanding Dementia; Care Assistant Elizabeth, who successfully completed her probation period, achieving her Care Certificate; Carer Assistant, Charlene (pictured above), did amazingly well in achieving her Level 3 in Dementia Care, increasing and specialising her knowledge in Dementia Care.

Well done all of you. Keep up the good work, it's great to have you in the team.

training covering medication, moving and handling, infection control and all aspects of care. This ensures Carers are kept up to date, checks their competency and is an opportunity to share best practice ideas. But in addition to that, they are funded to complete vocational qualifications such as Dementia Care, QCF/NVQ Level 2, 3 and 5 in Health & Social Care, End of Life Care and other specialist training that helps them to learn more, increase their skills and knowledge, and excel in their chosen profession of Care.

## Caring for a relative? Would you like to receive training?

Relatives or friends who would like guidance on the best way to care for loved ones can find expert advice at Bluebird Care. We offer safe practice training in basic life support, moving and handling and dementia care which includes everything from using a hoist,

slide sheets, standing aids and much more, free of charge.

Most recently, the daughter of a customer recently attended the moving and handling course to learn how to safely support her mother with specialist training. She said the training

was invaluable. If you feel this would be something that you, or a relative would benefit from, please contact Care Manager, Michelle Inwood on **01780 480 881** or email [michelleinwood@bluebirdcare.co.uk](mailto:michelleinwood@bluebirdcare.co.uk)



Stay at home with Bluebird Care Live In Care

# What happens when you need continuous care?

Being able to stay living at home, surrounded by a lifetime of memories and belongings is something we all hope for and it's something Bluebird Care makes possible through its Live In Care service.

When you need continuous care, you may not want the added stress of having to leave familiar surroundings. Bluebird Care's Live-In care service offers quality care without moving to a care home. Our live in care service offers 24-hour care and support in the comfort of your own home.

We never take a one-size-fits-all approach to care, your unique needs are considered every step of the way, meaning you stay in control of your care and support at all times. A member of our team will ask what is important about the way you live your life so we can provide the care you want, the way you want it and the companionship too.

Live-in Care is a solution for those who need help on a permanent basis, can be used temporarily after an operation or illness or as respite care,

or as help for couples to stay living together. Or to support you whilst family members go on holiday, or for you to go on holiday yourself. The possibilities are endless and we are always happy to discuss flexible options.

We have a specialist team of Live in Carers and only the best Live In Carers are selected. We find the best match for you. They are closely supervised and supported by Bluebird Care with regular meetings to ensure the arrangement is working.

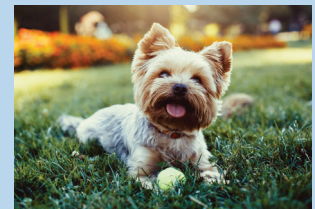
Staying at home in familiar surroundings is often a good solution for those suffering from dementia when living alone is no longer a safe option. Live-in care and support offers the stability of being safe at home in familiar surroundings, close to people and things they know and love.

## Our Live in Service means:



- No need to move to a care home
- A personal service where your unique needs are considered every step of the way, available as and when you need it - day or night
- Fully trained, compassionate staff who respect your home and your privacy, and who can provide companionship and support

- A flexible service, where every day can be different, to do the things you would like to do
- A wide range of care and support- personal care, housework, social activities, caring for your pet(s) – you choose



- A proper introduction to make sure we have found the right person for you
- Regular follow up from a Bluebird Care manager to check you are happy with our service

- If you would like to find out more about our live in care for either your short term or long term needs, simply contact the Office on **01780 480 881** and we will be more than happy to help.

# Top marks

for Customer Care Survey shapes Bluebird Care's future

Customer feedback is vital – please help us to get it right by sharing your views with us.

**We at Bluebird Care Peterborough & Rutland care deeply about the service we provide – but are we getting it right?**

Every year we conduct an in-depth survey to establish exactly what you, the customer, thinks and where there is room for improvement. This year's Annual Customer Satisfaction Survey tells us overwhelmingly that more than 97% of those who took part are very happy with the service received. That is fantastic news but we don't take these commendations lightly and will continue to do everything we can to be deserving of your praise.

Here's what we asked you and what you said:

More than  
**97%**

of those who took part are **very happy** with the service received

## What we do well

*"Always turn up for calls, let us know if running late, staff are always friendly & caring"*

## How do you rate our care?

An outstanding 100% of customers who completed the survey said Carers treated them with dignity and respect, kindness and compassion. They said Bluebird Care staff responded to them as individuals, respecting their preferences and took time to listen and support them in distress and discomfort. More than 90% would recommend Bluebird Care to a friend, relative or colleague.

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## How do you rate our staff?

Again 100% of those who took part rated Bluebird Care staff highly, agreeing they were well trained to provide care, treatment and support. Customers said they felt safe in their hands and 90% said they were encouraged to be as independent as they wanted to be.

## What do we do well?

We were genuinely touched to receive so many generous comments from our customers and their relatives. Here are just a few samples: "Unable to find fault in anything". "You provide competent carers who express a genuine desire to help and care for clients. Bluebird Care provides a consistent service which is good quality and responds promptly and proactively whenever I raise issues." "Over the years many carers have been involved in our care and none have fallen below the standard."

**"Unable to find fault in anything".**

## How can we improve?

We were delighted to receive so many compliments including: "You can't improve it." "So far – everything is to my satisfaction". However, we listened to all suggestions and came up with the following action plan to improve our services even further.

**"You can't improve it."**

# What you said and how we responded

## Increased continuity of care

Continuity of care is hugely important to customers and Bluebird Care works hard to minimise the number of Care Assistants allocated to a customer. (Some customers do like a regular change of face).

A great deal of work has been done to improve continuity of care and customers should see a marked improvement in the permanent allocation of carers which should only be changed for holidays, illness or if a carer leaves.

Emergencies, including carer sickness, heavy traffic or bad weather, can mean a short term change in carer but we will always ensure a call is made. We are working on creating a 'team sheet' to identify care workers and also colleagues that may visit from the local team of care workers to ensure continuity.

## Keep yourself safe

When customers were asked if they knew how to raise a concern about their own safety or the safety of others 17% of respondents said they didn't. Staff are trained to identify safety and well-being issues but it is important you, our customers, know how to raise a concern.

Advice is contained in guides supplied to all customers within their home folders but our survey suggests this is not clear enough. All customers will be given a leaflet outlining safety, types of abuse, what to look for and agencies to contact if concerned, including our full details. Please do contact us if you are at all concerned. Confidentiality assured.

## What we do well

*"Provide competent carers who express a genuine desire to help and care for clients. Provide a consistent service which is of good quality. Respond promptly and proactively when ever I have raised issues."*



## What we do well

*"Bluebird excels in the recruitment, hiring and training and management of front line staff. Although many carers have been involved with Thelma over the past year none has fallen below the standards"*



## Compliments and complaints

We welcome all kinds of feedback. We want every customer and their relatives to contact us if things need improving. Our survey revealed 25% of respondents didn't know how to raise a concern and 33% of customers didn't know how to officially compliment staff. This information is in our guide within every customers' home folder but feedback suggests this needs to be clearer. All customers will now receive clear information on our compliments and complaints policy and a list of frequently asked questions. You can also tell us what you think at scheduled reviews of your care.

**A great deal of work has been done to improve continuity of care and customers should see a marked improvement**

# Unique insight into Dementia

## Bluebird Care offers ground-breaking training

**A unique opportunity for carers and relatives to experience what it might be like to suffer from Dementia is being offered by Bluebird Care through the ground-breaking Virtual Dementia Tour.**

Once on board the Dementia Tour bus, care staff and loved ones will begin to understand what it means to live with Dementia and to experience being confused, isolated, lost, intimidated, vulnerable and much more.

Leisa MacKenzie of Bluebird Care said it was a long held ambition to bring the Virtual Dementia Tour to the area. She said: "By walking in the shoes of a person with Dementia we can start to understand the issues they experience every day. I am delighted we will have the opportunity to learn from this experience.

"There is no doubt it helps staff and



loved ones to truly understand that by making adjustments to care we can really start to improve the lives of people living with Dementia." Up

to eight places will also be offered to relatives of Customers with Dementia.

The key objectives are to:

- improve and continue to raise Dementia Care standards with Bluebird Care
- improve the lives of our Customers and our community
- Offer true support based on experience training

The Dementia Tour was invented by American Dementia expert PK Beville and is the only scientifically and medically proven method of giving a person with a healthy brain an understanding of what dementia might be like. The Tour will arrive in Stamford on Thursday September 27th.

## Join in the big knit!

A third charity is set to benefit from the Bluebird Care Knitting Club which is rapidly establishing itself as a force to be reckoned with. After delivering tiny blankets and clothes to Peterborough's special care baby unit and more than 100 hats to Age UK, the group are to knit for dementia sufferers. The aim is to knit 'twiddlemuffs' which are hand knitted mittens decorated with various tags, Velcro and buttons that can be worn by dementia sufferers and 'twiddled' with for stimulation.

Bluebird Care Customers who joined the knitting club have got involved with the community and rediscovered a passion for knitting. Wool, needles and patterns are supplied and Care Manager, Michelle Inwood said: "The response has been great. Members of our team knit with Customers and we have been amazed by the talent of both Customers and staff." The club's success has featured in the Peterborough Evening Telegraph and the Stamford Mercury prompting even more interest.



If you would like to join the club or would like it to support your charity contact Michelle on 01780 480881.

### Events:

- **27th September 2018 – Virtual Dementia Tour**
- **28th September 2018 – MacMillan Coffee Morning** – a coffee morning raising money for MacMillan Cancer
- **Ongoing** – Bluebird Care Knitting Club embarks on its 'twiddlemuff' project for dementia sufferers.



## Race for Life

Most people are affected by cancer in some way and dedicated Bluebird Care staff decided to fight back. Entering the Pretty Muddy Race for Life at Burghley House, they tackled an hilarious obstacle course ( see front page picture). T-shirts and entry fee were provided by Bluebird directors, Tim and Leisa and an amazing £756.88 was raised for Cancer Research.

**Pictured are:** Care manager, Michelle, Community Care Managers, Sarah and Michelle, Senior Carer, Zoe and Trudy, Care assistants, Jayana, Phillipa, Lauren and Gayle. Thanks to all who supported.

We are very proud of our Carers for the high standards and dedication they offer. Each month Carer of the Month goes to someone who has consistently displayed our values in the care they deliver.

## Rewarding our Carers

### Carer of the month winners include:



Care Assistant, Helen for the 'excellent care and support' she delivers.  
**January 2018**



Much loved Care Assistant, Aggie won praise from a visiting GP for her professional attitude and support for a Customer.  
**February 2018**



Care Assistant Lindsey is new to Bluebird Care and receives continuous high praise and compliments for her 'wonderful' approach.  
**March 2018**



When a Customer was having a difficult day Care Assistant Mia stepped in and won high praise from a relative.  
**April 2018**

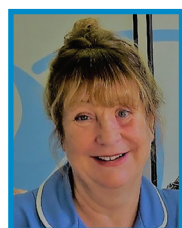


Carer Assistant, Helen is renowned for her consistency and professional approach.  
**May 2018**

All winners receive a certificate, flowers and vouchers. We are sure you will join us in congratulating these worthy award winners!

### Above and Beyond winners include :

Special monthly awards are also made to those who have gone **Above and Beyond** the call of duty. Recent winners include:



Live In Carer, Polly deserves congratulations for outstanding support provided to a long term Customer and grateful family.  
**January 2018**



Severe snowy weather meant all Carers who made calls could have won but it was Asta and Charlene (pictured) who were recognised for boosting morale, injecting fun and serving Customers.  
**February 2018**



Care Assistant Michelle showed true Bluebird Care dedication and values, ensuring Customers received continuity of care.  
**March 2018**



Fabulous feedback from Customers and fellow team members did it for Care Assistant, Liz  
**April 2018**



Cristina really shone in May, ensuring continuity for her customers and doing it with a fabulous smile every time.  
**May 2018**

## Congratulations! Michelle begins her new role



We are proud to announce our newly promoted Community Care Manager, Michelle who celebrates two years with us and an impressive career progression within Bluebird Care.

Her appointment as Community Care Manager means Michelle is now responsible for welcoming and supporting new and existing Customers to Bluebird Care, assuring care and support that meets individual needs, preferences and wishes, and mentoring members of our Care Team to continually achieve the best in care delivery

New to care, Michelle first joined us as Care Assistant and quickly realised she had discovered her vocation. She studied hard and won her Care Certificate, moving quickly on to Senior Carer, and promotion after her first year to Community Team Lead. She achieved her QCF Level 3 Health & Social Care last year.

Michelle said: "I am proud of myself for taking that step two years ago to go out of my comfort zone and try something new, which has changed my life with regards to my career. Being in the care sector is so rewarding, I really do love what I do."

# 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



**Donna Bryan**  
Care Co-ordinator



**Zoe Martin**  
Care Co-ordinator



**Karen Andic**  
Accounts & Payroll



**Sarah Weston**  
Community Care Manager



**Michelle Teeson**  
Community Care Manager



**Tom Skinner**  
Office Administrator  
Apprentice

## Compliment of the month

We love to receive good reviews from customers and pin them on our office noticeboard. This month's favourite is from **J. Cox** who said:

**"The Carers are very caring. They treat mum as a person with a mind of her own. They are professional in every way. They do all they say they will. They keep the family informed through me and One Pass app is brilliant. What more could we want – nothing."**



## 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.



## Let's celebrate

Love was in the air for Derek and Pat who celebrated an impressive 60 years of marriage with the help of Bluebird Care. The lovely couple were treated to a bouquet of flowers and staff were on hand to celebrate the very special Diamond Anniversary. Birthdays are also seen as an opportunity to celebrate by Bluebird Care and we make sure everyone receives a present.

**Get in touch**

We love to receive feedback of all kinds. There's lots of ways:

Call us and let us know: **01780 480881** or **01733 459907**. Alternatively you can email us at: **stamford@bluebirdcare.co.uk** or **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](http://www.bluebirdcare.co.uk/peterborough-rutland)**

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**Bluebird Care office normal opening hours 8.30am - 5.00pm Monday to Friday.**