

# Bluebird Care

# Gloucestershire

## May 2017

# Newsletter



## Jewellery Appeal for the Alzheimer's Society



We are collecting unwanted jewellery for the Alzheimer's Society appeal. If you have any costume jewellery you no longer want, please give it to your carer, who will bring it into the office.

## Stay Hydrated

With the sudden arrival of summer after a chilly start to spring, it is important to remember that you can easily become dehydrated in hot weather. This can lead to unpleasant, and even dangerous, conditions such as drowsiness, confusion, low blood pressure, dizziness, and increased risk of falls. Because urine is more concentrated and reduced in quantity, a common effect of dehydration is urinary tract infections (UTI's), which may result in hospitalisation if not caught early.

The best way to avoid dehydration is to keep a jug of water or squash by you, and keep taking drinks from it regularly throughout the day, as well as your usual hot drinks. If you are immobile, and your care plan does not currently include providing you with drinks to have to hand between visits, please phone the office and ask for this to be added in.

## Carer of the Month

The Carer of the Month for May for the Gloucestershire North area is **Juliana Tome**. Customers have said about Juliana:

*She spots things to do and acts. She has a pleasant personality.*

*Juliana is so very efficient, and she is so friendly, and very helpful.*

*She is always smiling, and does an excellent job – a joy to have in your home.*

*Her caring attitude and attention to detail outshines the other good carers.*

*My nan thinks she is wonderful, very helpful, caring, and quick.*

*Juliana is always very thorough in all she does, and always smiling too.*

Juliana was also nominated by office staff, for being an all-round excellent carer. She delivers really good, person-centred, care, and is quick to notice and report to the office or on-call any negative change in a customer's health and wellbeing. She is always willing to help out by doing extra calls, or extra shifts on days off to cover absent colleagues. Like many of our customers, office staff also said that Juliana does everything with a smile.



Here is Juliana receiving her certificate from Donna and Naomi. Juliana has chosen Marks & Spencer gift vouchers.

The May Carer of the Month for Stroud and Cirencester is **Teresa Walker**. Colleagues and office staff have said about Teresa:

*Teresa has a good eye for detail and notices the little things, and asks her customers if they would like them added to their care plan.*

*Teresa often comes into office to ask if tasks and information can be added to customers care plans to make them more informative and person centred, ensuring support plans evolve to meet peoples changing needs and requirements.*

*Her record keeping is very detailed and informative and she shows a genuine interest in her customers*

*I found her very supportive and professional when I shadowed her.*

Customers have said about Teresa:

*Teresa is always cheerful and positive.*

*She has attention to detail and notices the little things.*

*Teresa is kind and caring, and does what is needed without being asked.*

*Teresa is lovely she does a good job and it's a joy to have her.*

*She is always happy to help.*



Teresa is pictured here receiving her certificate from Vicky. She has chosen a One4All voucher.



As promised in last month's newsletter, here is Natasha receiving her Carer of the Month certificate for April from Rita (with a good advert for Stroud Yoga Spot in the background).

## Anniversaries



**Naomi Fanstone (Ponting)** is our longest serving employee. She started with us as a part-time Carer, but has been a Supervisor for the majority of her career with Bluebird Care. She has recently taken over the Care Coordinator role, which is one of the most challenging roles in the office. Naomi is always very enthusiastic about new projects we are working to set up, and was instrumental in the set-up of the Pass System, which we consider to be of great benefit to the service. Naomi likes to get involved with new initiatives, and has set up projects to raise money and awareness for different charities such as Alzheimer's Society, Cancer Research, and others. As mentioned in last month's newsletter, Naomi is taking part in the Race for Life in aid of Cancer Research on 11th June, along with Donna Jones and Poppy Yolland-Jones.



**Claire Hodges** has reached another fantastic 8 year anniversary, just behind Sam and Jackie. She has always been steadfast and reliable. Claire provides good standards of care and shows a genuine concern for customers' wellbeing. She is very good at reporting any concerns about customers' health. Customers have always been pleased to see Claire, and have commented that she pays attention to detail, and does little things that make a difference. Claire is currently on maternity leave. We and customers look forward to having her back.

## Introducing the Dementia Red File

The Dementia Red File is the brainchild of Donna Jones, the Dementia Lead in our Gloucester office. Donna is passionate about improving the experience of patients with dementia as they pass through the healthcare system. She has developed the dementia red file to integrate the care of people with dementia by Carers and Supervisors, family members, Social Workers, GPs, District Nurses, Consultants, nurses, and other healthcare professionals, and promote partnership working. Everyone will have access to the same high quality, up to date information, improving the quality of care, and reducing the stress and confusion so often experienced by people with dementia.

The red file includes:

- The 5-step approach, which includes full details of the person's wishes, preferences, and holistic choices.
- All important details of their personal and medical history, together with a current medication list.
- Details of important contacts; family members, neighbours, healthcare professionals, and care company etc.

We believe that the dementia red file will become an essential tool for all involved in the care of people who have dementia. Our aim for the red file is that it should become instantly recognisable to all NHS staff, carrying the butterfly motif used in hospitals to identify patients with dementia, and that the information in it will be used to aid effective communication and interaction, and so to improve outcomes in every way possible.

If you would like any further information, please email [donnajones@bluebirdcare.co.uk](mailto:donnajones@bluebirdcare.co.uk), or phone Donna on 01452 414952 during office hours, excluding Thursdays.

## 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 an audio form, or by email.