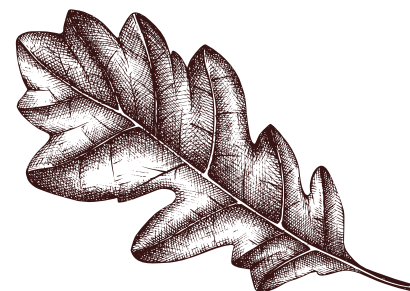


Newsletter

October 2018



Bluebird Care Newmarket & Fenland, King's Lynn & West Norfolk



Wow, what a busy few months!!

You may have noticed the sparkling new office we now call home! After months of work, we officially moved into our office in August. Superbly located in the beautiful city of Ely, our new HQ will also provide a training and care hub for our team, our customers and local community.

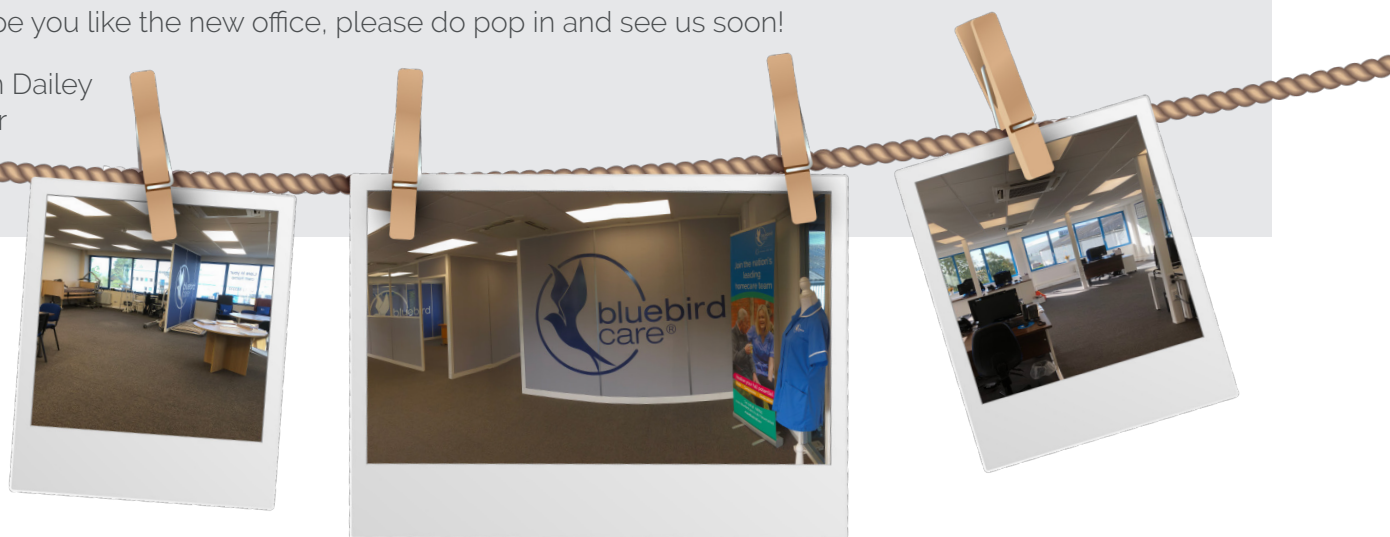
We are starting some local events in the hub to supplement our Bluebird Care Buddies and Loneliness campaign. The first event will be taking place in November which will be a Christmas Card making session for selected customers. This will be held with refreshments and our team member Sharon Crane will be sitting with our customer making Christmas cards ready for December, lots of social inclusion.

Over the past few months we've enjoyed lots of staff celebrations. Several of the team have successfully passed probation periods, completed training and celebrated work anniversaries. Special mentions go out to Sarah Pickwell, who has celebrated 4 years with us, and Heather Porter who was selected as a Regional Team Member of the Year at the National Bluebird Care Awards.

Finally, looking forward, our five-year-anniversary is fast approaching. The magic date is 1st December. We're going to be holding some special events to celebrate. We are excited to announce that one of these events will be hosting the Virtual Dementia Tour on 7th December 2018. We will be holding 3 sessions throughout the day and offering some places out to customers and family members who would feel they could benefit from this unique experience. If you would like further information, please get in contact with us. Don't forget to check our Facebook page for more information about our anniversary, as well as much more interesting news from us.

We hope you like the new office, please do pop in and see us soon!

Carolyn Dailey
Director



Live In Care

When you need continuous care, you may not want the added stress of having to leave familiar surroundings. Bluebird Care Newmarket & Fenland gives you the option of high quality care at home without moving to a care home. Our live in care service offers the reassurance of 24 hour care and support in the comfort of your own home.

Choosing Bluebird Care Newmarket & Fenland 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
- A flexible service, where every day can be different
- A wide range of care and support- personal care, housework, social activities – 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

Live in care - keeping your familiar friends, family and belongings around you. No upheaval. No stress. No trouble. Care at home.

If you would like more information about how our experienced, friendly live-in team can support you or a loved one to stay at home, please give me a call. We can support on either a long term or short term care package, even if you would like to know your loved ones are safe whilst you take a break and have a much needed holiday we can arrange this.

Keith Dailey, Director.

“Peace of mind for our family.”

“After some family discussions around whether live-in care or life in an elderly care residential home would work best for our elderly father, who is now unable to look after himself, we opted to trial live-in care with Bluebird Care. Fortunately for us we were sent a wonderful, very experienced carer who looks after our father in every way possible. She very quickly worked out how to gain our father’s confidence with a smile, questions and suggestions rather than instructions. She thinks of all the little things that can make his life easier. He gets lovely home cooked food every day and is now eating with relish rather than having little appetite at all.

She thinks of all the little things that can make his life easier

His care really is round the clock, his night waking and confusion is handled with patience and care, encouraging him back to bed with assurances that all is well and the house really is secure! He has the continuity of a familiar face around the house rather than people who are working shifts as it would be in a care home. Having such a high level of care at home means peace of mind for our family, allowing relaxed visits and less stress for us, whilst there is always lots to do in looking after everything else regarding his home and welfare we know his every day needs are being met and his carer will always let us know how he is getting on whilst we are not there.” Family member of Mr R, Ely

What's the difference between home care and a care home?

Live in care at home can have a number of physical and emotional benefits, especially when compared to life in a care home:

Our live in care service:

- One-to-one care
- Stay in the comfort of your own home
- Personalised care
- Freedom
- Privacy
- Dignity & independence
- Every day can be different
- Leave your house to loved ones

A care home:

- Often 1 care assistant per 30 residents
- Leave behind family, pets, possessions
- 'One size fits all' approach
- Regulated meals & bed times
- Communal living
- Becoming one of many
- Limited outings, regimented routines
- Sell your home to fund care

Achievement Awards

This quarter we have been celebrating many achievements with our team, well done to everyone!



Sarah Pickwell
Our Care Supervisor Sarah Pickwell is celebrating 4 years with us. We are very proud of her achievements, she is a very valued team member and we look forward to many more years!



Congratulations Teresa
celebrating her 2nd year anniversary with us. Teresa has built up an excellent rapport with our customers over her 2 years with us and we are proud to have her on our team!

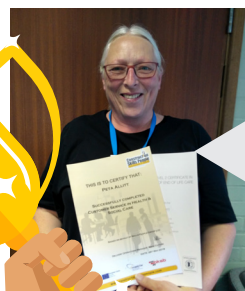


Vicky Lockwood
achieving her 2nd Year with us, the first at our new office. Well done Vicky!
"Thank you, I feel very content and settled within my role."



Ursula Young
celebrating her 1st year anniversary with us. *"I'm so happy, I love my role and I love being part of the Bluebird Care team."*

We are celebrating many of our team members becoming a fully-fledged care assistant passing their probationary periods



Peta Allitt
who has celebrated achieving her award in End of life care. We offer a range of career progression for our teams and it's great to see Peta achieve this really valuable qualification. Fantastic!

Carer of the Month

The team members who achieved Carer of the Month are:

- July** Melanie West Fenland Team
- August** Paige Bailey Ely Team
- September** Fiona Wagenaar Ely & Newmarket Team

Regional Team Member of the Year

Our care manager, Heather Porter attended the Bluebird Care 2018 Awards in London.

Having been selected as one of six regional winners in the 'Team Member of the Year' category, Heather and our director Carolyn Dailey attended the awards ceremony at Fortnum & Mason in London.

The pair met with the judges, including TV's Dr Hilary Jones, and enjoyed high tea with the other finalists, before the presentations were made. We're so proud of Heather for making it to the final six. Well done Heather!

Events Coming Up

November

Christmas Card making session for selected customers. This will be held with refreshments and our team member Sharon Crane will be sitting with our customers making Christmas cards ready for December,

December

Virtual Dementia Tour on 7th December 2018. We will be holding 3 sessions throughout the day and offering some places out to customers and family members who would feel they could benefit from this unique experience.

Meet Your Office Support Team

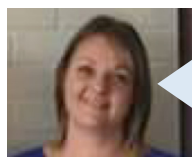
We have welcomed some new faces to our support team this month, Samantha and Stephanie join us bringing a wealth of knowledge and they are very much looking forward to working with all of our customers. We also say farewell to Liz Alderson and Avril Mulligan this month. Avril is moving away from the area and Liz is starting a new venture, we wish them all the very best for the future!



Keith Dailey
Director



Carolyn Dailey
Director



Hayleigh Warrener
Registered Manager



Heather Porter
Deputy Manager



Samantha Simpson
Customer Care Manager



Stephanie Bowden
Team Development Manager



Dani Durrant
Lead Care Coordinator



Emma Sibthorp
Care Coordinator



Sarah Pickwell
Care Supervisor



Liliya Radenkova
Care Supervisor



Melanie West
Care Supervisor