

Bluebird Care By your side

Spring 2017



10 Year Anniversary • 2004 - 2014

Winner
Bluebird Care
Peterborough & Rutland
Franchise Owner of the Year 2016



IN THIS ISSUE:

- Customer care survey results announced
- National acclaim for well-led care
- Top tips for avoiding doorstep crime
- Living with diabetes and dementia



OVERALL GOOD RATING

Operation REPEAT



Delivering safety advice in a one-to-one setting during routine care visits is known to be far more effective than any other method.

Bluebird Care Peterborough & Rutland staff and Lincolnshire Police have been working together to help prevent doorstep crime and raise awareness of scams. Care staff have been receiving some basic training, via Operation REPEAT, to help deliver safety messages to their customers. Care staff have been identified as the perfect people to deliver these messages.

Many Bluebird Care Peterborough & Rutland staff have attended the Operation REPEAT training sessions which inform and educate carers enabling them to pass on common sense tips to customers about how to avoid becoming a victim of doorstep crime. Operation REPEAT training has been carried out by Reg Burell, Operation Repeat Director and Sergeant Caroline Broughton and is part of a scheme to fight crimes including bogus callers and distraction burglary, where criminals call at your house posing as officials or asking for your help with something and rogue traders.

Useful contacts:

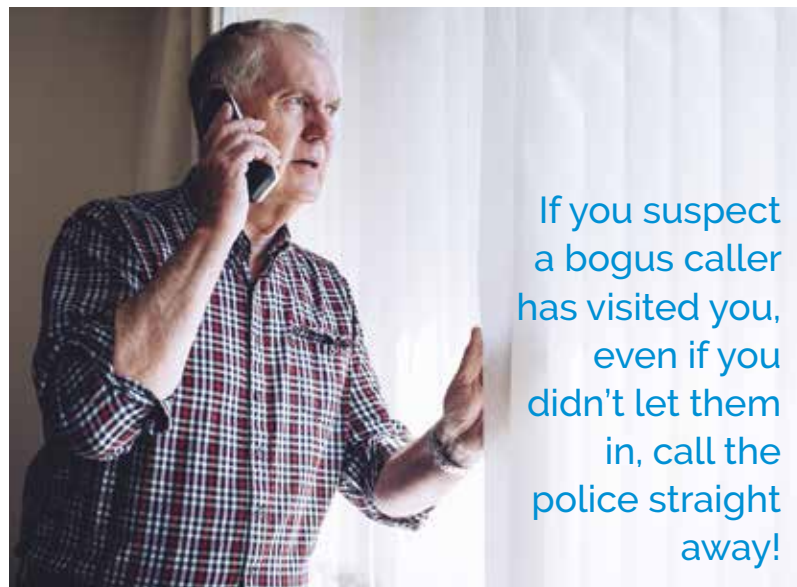
Victim Support 0808 1689 111
www.victimsupport.org.uk

Age UK 0800 678 1174
www.ageuk.org.uk

Neighbourhood & Home
Watch Network (NHWN)
0116 402 6111

www.ourwatch.org.uk

For non-emergencies call 111



If you suspect a bogus caller has visited you, even if you didn't let them in, call the police straight away!

Keeping you safe

Door step crime and distraction burglaries:

If you're not sure who is at your door, don't open it! Check the identity of the caller by calling the company they are purporting to be from ie. gas, electricity, water or Police. Use the telephone numbers listed in your local directory or provided independently by your service provider. Do not use any telephone numbers provided by the caller, they may be bogus. Telephone a neighbour or nearby friend to come along and check out the caller before you open the door to them.

Some areas have Neighbourhood Watch or Nominated Neighbour Schemes you can sign up to. Check with your local police Safer Neighbourhood Team to find out if there is one in your area.

Don't keep large quantities of cash at home; put it in the bank or post office where it will be safe.

Keep doors locked and windows secure at all times. Only put the door chain on to answer the door.

Rogue traders:

- Never go to the bank or cash point with a trader; legitimate traders would never do this.
- Don't allow anyone to pressure you into agreeing to work being carried out. If you ask them to leave and they don't, call the police - dial 999.
- Do discuss any work you feel needs carrying out on your property with a relative or friend who can help you find a reputable trader.
- Don't agree to any work or sign anything on the spot.

National acclaim for well-led care

Bluebird Care Peterborough & Rutland has been recognised nationally for its 'outstanding' contribution to safety throughout England.



The league table of care agencies and care homes ranked us as one of the top well-led care organisations nationally, putting Bluebird Care Peterborough & Rutland at the forefront of the Country's home care.

Bluebird Care Peterborough & Rutland received an acknowledgement and congratulations by a league table of care agencies and care homes which ranked Bluebird Care Peterborough & Rutland as one of the top well-led care organisations nationally.

"We are absolutely delighted to rank so highly on the official league table and to be recognised specifically for the way in which we ensure our home care provision is managed in order to provide safe and effective care for all our customers," explains franchise owner and Care Director, Leisa MacKenzie.

"We place an enormous emphasis on continual staff advancement and training, ensuring all our carers are fully trained and supported at all times which, in turn, allows them to become experts in care-giving. We have established excellent communication links between our carers, office-based staff and our customers which allows our service to be very responsive.

New mobile technology enables our carers to make changes to care notes (ie alterations in medication or care needs) in real time."

Local Bluebird Care Peterborough & Rutland Assistant, Sara Greenwood, explains how much she has benefited, on a personal level, as an employee. "The support of Bluebird Care Peterborough & Rutland has allowed me to grow in confidence. The strong sense of 'team' with the other carers and office staff has boosted my belief in my own abilities. I couldn't do what I am doing without the support of all of the Bluebird Care Peterborough & Rutland staff. "

The league table uses Care Quality Commission (CQC) data to produce a league table of health and social care locations ranked on the basis of the quality of their service provision. This information is used to create quality ratings on a geographical basis, making it easier for customers to compare health and social care services when choosing a local provider.

Shaping the future

The results from the Bluebird Care Peterborough & Rutland Annual Quality Customer Survey are now in and the overall feedback is extremely positive. Care Director and joint owner of Bluebird Care Peterborough & Rutland, Leisa MacKenzie, takes a look at the responses.

The objective of this survey was to give our customers the opportunity to voice their opinions and experiences of Bluebird Care's service provision and to share their thoughts and feedback. Overall we had a 63% response rate which is the best we've achieved to date.

Service and quality of care:

The objective of this first part of the survey was to ensure that our customers are receiving high levels of service and more specifically looking at care worker punctuality and communication between office and customer when there is a change in carer.



85% of customers reported that their carer arrived on time.

Out of the remaining 15%, most customers said that they had been informed when their carer was running late.

When asked specifically about communication, 50% said they were informed about a change of carer, 50% said they were not. This result highlights an inconsistency in approach which needs addressing.

Whilst we are very encouraged by the feedback, communicating change of carers is still an area we need to continue to make improvements in. Where possible, we do try to ensure



controllable factors such as travel time between care calls are planned, yet, of course, carers do experience unforeseen delays due to traffic and emergencies.

Actions:

We will endeavor to inform all customers of lateness if carers

are going to arrive outside of a 15-minute window. Emergencies or rearrangements of cover may affect our response rate to communicate lateness or change of carer but we are working to improve this and to improve the inconsistency in communications regarding change of cover.

We are delighted that our care has been rated so highly. It is the result we would expect from our team of dedicated care professionals." Leisa MacKenzie.

"I am happy with Bluebird Care's services and do not feel any need for improvement."

Quality of care - caring:



100%

of respondents reported that their

care workers are polite and treat them respectfully.

100% of respondents said their care was carried out properly and professionally.

99% of respondents said all tasks on the care plans were completed at each visit.

Responsiveness to queries:

75% rated the responsiveness to concerns or questions raised about care as 'extremely' or 'very responsive'. This is a good result, with only 4% scoring our responsiveness to queries as 'not so responsive'.

Customer satisfaction:



96%

of customers rated their overall

satisfaction with the service they received from Bluebird Care as 'very satisfied/satisfied'.

Service improvements:

In this section we were keen to hear how our customers think we can improve on our existing care provision.

44% scored our services as being: 'Great - no improvement required'.

However, the three main areas where potential improvements could be made are:

- Communications regarding carer delays/carers changes.
- Continued focus on continuity of care.
- Carers arriving on time.

Recommendations:



81%

of customers said they would be

'likely' or 'extremely likely' to recommend Bluebird Care.

Bluebird Care core values:

- Trust in us
- We put you first
- We create a safe and happy environment
- We cherish our relationships with our customers

Thank you



A big thank you to all our customers who took time out to take part in our

annual survey, we now have a comprehensive programme of actions to help improve and shape our care for the future.

Actions

- Refocus of on-call team to ensure improved communication to customers, particularly when:
 - (i) carers arrive late
 - (ii) there is a change to a planned carer
- Further planning to minimise changes to planned carer
- Better consideration of local or seasonal factors affecting travel
- Communication via letter for known local delays e.g. Burghley Horse Trials
- Regular reviews of care schedules to improve continuity of care
- Continued growth of carer team to ensure cover slots are available to suit the customer
- Proposal to introduce a Customer Forum to help shape Bluebird Care Peterborough & Rutland services.

Have your say:

We are always keen to hear what you have to say about our services. Your comments help us to continue to live and work by our own set of trusted values to ensure that when you need some extra support in your home we are always on hand - day and night.

- If you have any feedback you would like to share with us - positive or negative - we would be delighted to hear from you. Email: peterborough@bluebirdcare.co.uk

Call: 01780 480 881

• 01536 688 115 • 01733 459 907

"Bluebird Care workers always take time to talk to the family, they are very respectful, helpful, cheerful and caring."

Living with diabetes and dementia

Living with diabetes and dementia can create a variety of care problems. For example the combination of conditions can mean that high blood glucose levels make you need to pass more urine than usual, especially if your diabetes isn't controlled.

Certain diabetes treatments, including insulin, can cause low blood glucose (hypoglycaemia or 'hypo'). This can cause worsening of your memory, falls, confusion and distress.

Uncontrolled diabetes can make you thirsty and, if you are forgetful, your carers may think you've forgotten that you have recently had a drink when you ask for another. It is important to drink plenty of sugar-free fluids to prevent dehydration.

Living with dementia and diabetes

As dementia makes you forgetful, you may not remember to take your diabetes medication or take it too often. You may forget to eat, which can lead to low blood glucose readings if you inject insulin or take certain tablets. Or you may eat twice over, forgetting that you've just eaten, which causes erratic blood glucose levels.

If you are using insulin or taking tablets that cause 'hypos', you may find that dementia prevents you from recognising the symptoms of a 'hypo'.

USEFUL CONTACTS:

Alzheimer's Society:
www.alzheimers.org.uk
Helpline: 0300 222 1122

Carers UK: www.carersuk.org
Helpline: 0808 808 7777

Dementia UK: www.dementiauk.org
Helpline: 0800 888 6678

Diabetes UK: www.diabetes.org.uk
Helpline: 0345 123 2399



Useful tips:

As dementia progresses, you may find you need some extra help. If you find it difficult to remember to take your medication regularly, ask your doctor to simplify your diabetes tablets.

If you find it difficult to swallow tablets, some medications are available as a syrup or powder.

If you take insulin injections, you may also be able to reduce the number of injections you have each day.

If you cannot remember how to inject insulin, or often forget to give it, your GP can arrange for a nurse to do this for you.

Your GP or diabetes team may also be able to change your diabetes treatment to one that does not cause 'hypos'.

If you are losing weight or are having problems with eating, ask your GP to refer you to a dietitian for advice.

Make sure your carer can recognise 'hypos', knows how to treat them and always has some 'hypo' treatments available.



Get to know our team

Here is the opportunity to get to know some of the great people who make up our excellent care team and their own stories about how they came to care.



Yvette and James part of Bluebird Care's CHC team.

Do you know a super hero?

As the demand for Bluebird Care Peterborough & Rutland services grows, we are always looking to increase our team of professional carers.

If you know of someone, friend or relative, who may be interested in making a difference to the lives of those around you, and has a natural ability to nurture and care, then they could be just the kind of person we are looking for.

A career in caring can be incredibly varied, challenging, fulfilling and rewarding. You don't need to have any formal care experience to apply, the most important asset is a strong desire to look after others and to enjoy helping people carry out their everyday activities.

Bluebird Care Peterborough & Rutland offers excellent training. So whether you are straight out of college, or returning to work after a career break, we are interested in hearing from you. We have both full and part-time posts currently available.

If you would like to find out more, contact Adrian Pridham, Recruitment & Training Manager on 01780 480881.

James and Yvette make up part of the eight-strong Bluebird Care Peterborough & Rutland Continuing Healthcare (CHC) Team who look after customers at the end of their lives.

James came into care work after his mother became poorly and needed carers to help her. "When the carers came to look after my mum, I watched them carefully as I wanted to have a good idea of what was right and wrong. Once I got into it, I realised what a rewarding job it was."

Yvette has been part of the caring profession for 21 years, joining Bluebird Care Peterborough and Rutland in February 2016. "I feel I have definitely found the area I want to work in. We get to spend time with people right at the end of their days. We try and keep things as light hearted as possible and often have a laugh. Families welcome us in." "It is a real privilege to work with people right at the end of their lives," adds James.

Recently James and Yvette worked alongside a gentleman for the last weeks of his life. "It can be very intense with the families, but when we went to visit this gentleman, it became clear straight away that the house was full of love.

"The man was really soft and lovely. We all got on really well

with him and felt we knew him well. I called him Captain," says James, who has a gift of being able to keep everyone uplifted even at the most difficult of times according to his colleague Yvette.

James says how lucky he felt to be with the 'Captain' as he passed. "It was magical that I was actually there on the day he died. I got to settle him down before he left us. I made sure that he had time with his family. Once he had passed, we made him look peaceful and consoled the family."

"The Captain's granddaughter, who herself works in a care home, was so impressed with the level of care we provided that she put in a call to Bluebird Care Peterborough & Rutland to express her gratitude and thanks for our work."

"We are professionals at our job, which goes way beyond the obvious caring role. We aim to make a difference at what is an awful time for the family."

Meet the team



Leisa MacKenzie
Care Director and joint owner of Bluebird Care Peterborough & Rutland



Tim Carey
Joint owner and Director of Bluebird Care Peterborough & Rutland



Julie Mair
Registered Manager



Adrian Pridham
Recruitment & Training Manager



Zoe Martin
Care Co-ordinator



Karen Andic
Accounts & Payroll



Sarah Weston
Care Supervisor



Julie Bestford
Care Supervisor



Michelle Inwood
Care Supervisor



Sally Wing
Part-time Office Administrator & Receptionist

We want your views

As a direct result of our recent customer survey, we are now looking at setting up a Customer Forum which would feedback views and opinions from your own care experiences.

If you are interested in working with us and are keen to help shape and enhance Bluebird Care Peterborough & Rutland services for the future contact: Karen Andic on 01780 480881 to register your interest.

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.

Bluebird Care office opening hours

8.30am - 5.00pm
Monday to Friday.

UK Bank Holidays

The office will be closed on the following bank holiday dates:

14 April - Good Friday

17 April - Easter Monday

1 May - Early May bank holiday

29 May - Spring bank holiday

Care Assistant of the Month

October:

Polly Squires

November:

Maureen Stafford

December:

Daria Grzegorzewska-Debska

January:

Shaun Rollinson



If you need more help, have queries, questions or concerns, don't hesitate to call a member of our customer care team on **01780 480881** or **01733 459907**. Alternatively you can email us at: 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