

CELEBRATING ONE YEAR OF LIVE IN CARE!



A year ago this summer we launched our live-in-care services to address the need for local care with 24/7 local support and back-up across the county and border areas. The service has been well received and our custom-base has grown based on glowing word of mouth referrals.

Kirsty Holland, our Specialist Care Coordinator, said the service was "vital" in helping people when they had come out of hospital and needed extra help while convalescing and it was successful in preventing re-admittance or the need to move into a nursing home. "More and more people wish to return home after hospital stay so they can recover in their own surroundings and a live-in carer is a very good alternative to respite stays.

"If they are able to move back into their own home, with their own timescales for eating, sleeping, washing, seeing their pets, friends, family and neighbours and in their own bed, they are proven to get better faster."



Kirsty Holland & Claire Matthews

Bluebird Care live-in carer Claire Matthews, said: "Being a carer involves getting to know customers individually on every level; emotionally, mentally and psychologically and also engaging them in activities that interest them.

"I don't really have anything to gain from being a live-in-carer, only to give. There's no greater joy in making others happy and if I do make a difference, my work is complete, and it makes me feel happy to do so."

To find out more or become a live-in-carer, contact us today!



Beth Teece

Singing some praises...

Beth, Lauren, Wendy, Tracey, Simona, Candice, Jamie, Nicky, Niculina, Lucie, and Rebecca all passed their care certificates recently. Well done to you all!

WE'RE HIRING! BECOME A CARE ASSISTANT

Looking for more than just a job?
Begin your adventure with us.

Contact Ceri Eades on **01743 874343** or visit our website bluebirdcare.co.uk/shropshire



Lauren Teece



If you want to contact us, for any reason, you can find all of our contact information below. So please keep it in a safe place!

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Where's Ted?

Ted is VERY happy to be celebrating the 10th birthday of Bluebird Care Shropshire. Can you find him in all 10 places in the newsletter?



www.bluebirdcare.co.uk/shropshire

BLUEBIRD CARE Today

Care in YOUR Community

News from Bluebird Care Shropshire | Autumn 2019

In this issue: A special year - we've turned 10! | Live in care turns 1! | Heading down memory lane

OUR TEN YEAR JOURNEY!



Bluebird Care Shropshire's 10-year journey started back in 2009 when Ian Barnes, our Director, started the business. He also recruited his first carer, Mary Tupper, who is still with us today! The following year, Bluebird Care Shropshire won the "Bluebird Care Newcomer of the Year award." What a great start!

In 2012 carer Jane Morgan scooped the "Shropshire Partners In Care Carer of the Year" award as well. By 2013, the company was really expanding and Claire Flavell, our Director of Care joined the company from Headway Shropshire. We also opened our Centre of Excellence in Bayston Hill, creating a flagship centre for our office-based staff and for all training to be carried out. To help us in all recruitment, we appointed Ceri Eades in 2014 as our Human Resources Manager.

That same year, we were crowned "Care Business of the Year" in the SPIC 2014 and Kirsty Holland, now our Specialist Care Coordinator, was crowned "Domiciliary Carer of the Year"!

Carrying on our run of award successes, in 2016 we won "Bluebird Care Founder's Award".



Ian Barnes

Ross Hardstaff, our Oswestry Care Manager, came on board in 2017 and we were able to really grow our presence in the town and surrounding areas. Last year we launched Live-in-Care, to provide a local 24-7 care service, with local back-up for those who need it.



Mary Tupper

And now we are here! Autumn 2019 and Ian and our first carer Mary are still with us, providing an exceptional level of care! Let's raise a glass to the next 10 years!





A note from the top:

It's been an exciting year at Bluebird Care Shropshire, we've turned 10 years old, and are proud of what we've achieved in that time.

Our live in care service has been running for a year and considering there is a crisis in care (we have an aging population and recruitment becomes harder by the year,) I am constantly impressed and excited to see how amazingly our carers respond to our customers – making them feel supported and going out of their way to improve their daily lives.



Which brings me to something I'm very excited about- we are going to be pushing our marketing strategy forward and really shouting about the amazing lengths our staff go to- I can't wait to see more of this on social media alongside our newsletters, and I hope you will "Like" it too!

Ian Barnes
Director, Bluebird Care Shropshire



"Dignity"

By Jaqueline Harrison

I may seem old and frail to you,
My "faculties" all gone.
I may need help in all I do,
But that doesn't mean "I'm done."

I was just like you once, you know,
My abilities all intact.
I had a job, a life, a home
And that, my dear carer, is a fact!

Just because I now need help,
With any daily task
Doesn't mean I've lost my dignity
It's just something old age likes to mask.

Please remember when you help me,
That I'm still "ME" inside.
So yes, though you wash and feed me,
I still have my dignity and pride.

Dignity is so important,
It might be the last thing that I own.
So please, dear carer, remember
To treat me as one of your own.

We wore our Hats for Headway!



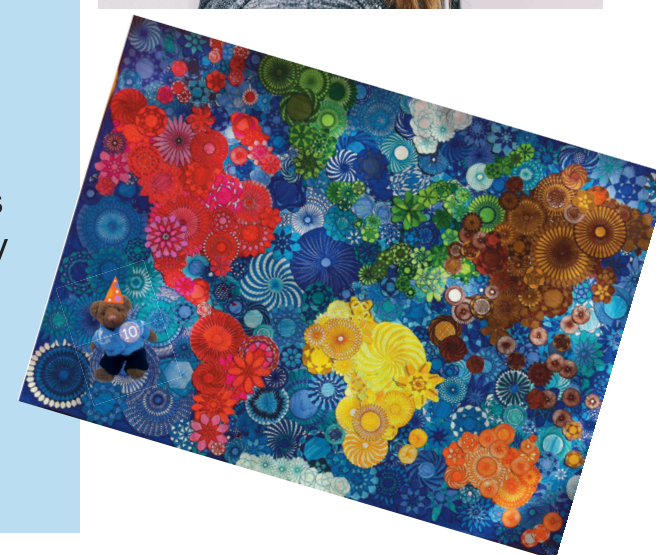
Hats for Headway is a great awareness day and a way to raise awareness of the work of Headway Shropshire.

The idea is very simple and participants were asked to wear a hat on 24th May to show their support - which our team here at Bluebird Care did and had lots of fun in the process!

The charity, which helps people with acquired brain injuries in Shropshire and Telford & Wrekin (as well as nationally), asked people to wear a hat that was 'crazy and bizarre' and to have fun while raising awareness. Everyone who wore one donated £2 to Headway Shropshire.

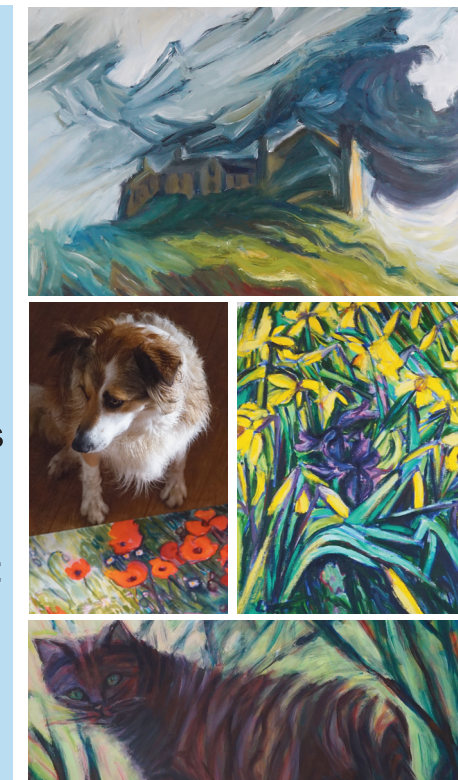
Getting to know you...

Hello everyone! I'm Rachel, and I've taken over doing the PR and Marketing here at Bluebird Care. I've been a creative all my life and learned most of my marketing and content creation skills through doing. I'm a Spirograph artist and make huge canvases covered in spirals big and small! This is my first "official" role in a care company, however I have worked in care before - more specifically childcare. I'm really looking forward to working with Bluebird Care, the company is filled with wonderful people who genuinely enjoy their roles and love what they do. The amount of stories I have heard since I arrived about "this really lovely customer" is truly inspiring and I just can't wait to bring some of those stories to life in videos, podcasts, and the written word, including creating this newsletter! Enjoy!
Thanks for having me Bluebird Care Shropshire!



A trip down Memory lane...

One of our customers, Liz, is an avid painter, and we just couldn't resist showing off some of her work! Liz, whose father was a painter, has had a very artistic journey, but after developing multiple sclerosis (MS) in her late 30's she has focused on it more. She says: "My inspiration comes from my reactions to the images I see. My personal favourites are mother and baby images and anything which evokes emotion." After studying fine art in Newcastle, Liz travelled around the Middle East with her two children, something she says she loved, but which allowed little time to concentrate on her art! Now they have grown up, she's able to spend more time on it. Talking about her painting style, she says: "I don't like to think too much about it and just react – thinking just gets in the way!" We're really looking forward to seeing more of her paintings, and thank you Liz for letting us feature them!



Mental Health Training

Our fantastic Director of Care, Claire Flavell, recently went on a two-day training course to learn how better to support our staff in their roles with regards to mental health. Here's a bit about what she learned.

"We covered huge range of topics, from dealing with relationship problems to managing your work-life balance. I learned that when people are opening up to you: don't share similar experiences, just let them offload. Don't say: "yes this happened to me" – it doesn't help. In my job role I have to have a solution, whereas when staff members come to me with a problem it's best not to offer a solution, because it might not be right."



"After the training I sent a message out to all the care staff to let them know my door is open and they can talk to me and we are here for support and guidance. If the staff feel comfortable and supported, our customers will get better care."

