

New Forest, Waterside and Totton Customer Newsletter



June 2021

Dear Customers,

We are now almost halfway through the year, and we wanted to update you about our business across the New Forest district. Covid 19 has almost cocooned everyone's life. But hopefully, there is light at the end of this tunnel. Our care teams have worked relentlessly. These last 20 months the carers had to accept that they could not unwind with their friends or families abroad or even in England for a staycation. It has been tiring for all of us. However, we must have faith in the vaccination programme, and we hope that this autumn there will be no third wave.

Our teams have been brilliant with accepting the vaccination. More than 80% of our staff have had their dose. We carry on with our weekly testing and we demand the care staff to continue to be cautious and vigilant.

Regarding news about our branches and senior staff, our registered manager Rebecca McMann will be going on maternity leave at the end of June. In her absence, the Lymington branch will be managed by Emma Monteith. At the same time, we have a new branch manager in Totton, Angie Martin, who will be introduced to you all in this newsletter.

We are also branching out West in the New Forest. We just have secured an office right in the middle of the high street in Ringwood. This will be a little satellite branch, so we can start delivering home and live-in care services in this area.

At the same time, we hope that we can start reaching out again to our carers with face-to-face gatherings, team building events, but also with getting customer outings organised, and hopefully well-being activities for all of you to come out and have some fun.

We hope that you will enjoy our community newsletter with lots of interesting updates and fun facts.

Happy reading,

Hugo and Bernadette Mills
Managing Directors



Bluebird Care

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Introducing the managers

Let us introduce you to Emma Monteith, branch manager Lymington.

Emma has taken on the responsibility of running the New forest branch in Lymington. Some of you have never met Emma, but she is a budding home-grown manager. Emma has worked for many years as a care assistant whilst raising her own family, juggling school and her work/life balance. Swiftly she moved up the career ladder in a supervisor role in the Totton branch. Emma is one of these extremely organised people who is thorough and dedicated to delivering the right care standard to our customers. We hope you will meet her in person over time. Emma is qualified in level 3 in social health care. She is one of our trainers on more complex care needs such as PEG feeding.



"I have been with the bluebird care family for nearly 5 years, I enjoy working for Bluebird meeting new customers and ensuring their wish of staying at home is fulfilled. Moving over to a new branch brings some challenges, I am committed to maintaining and improving Bluebird care new forest's care quality commission rating of outstanding. its outstanding." Emma Monteith

Meet Angie Martin

Angie joined us about 2 months ago. She had worked for Bluebird Care Fareham before Covid 19 as an operation manager. Originally, she was a supervisor in that branch. Angie lives locally in Hythe. Angie is a "train the trainer" for medication, moving and handling techniques and other health care categories as well as fully qualified in Health and Social care in management level 5.

In her spare time, often after work, Angie can be found in her little camper van on the beach relaxing with her friends. We are encouraged to see how she is taking her role in her stride and we hope you will welcome her.

"I am really excited to be part of the family at Bluebird Care, I hope that I am able to support the team to continue to be outstanding" Angie Martin.



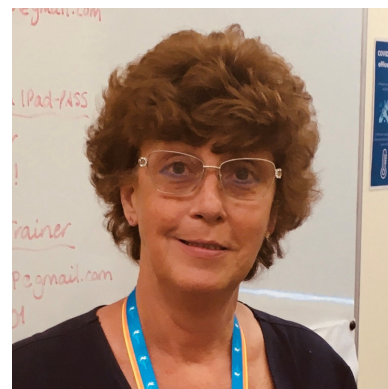
Pete the Bluebird Care dog

On a bit of a sadder note, Hugo and myself had to say goodbye to our little furry friend, Pete the dog. Some of you have met him in the past during our Well-being sessions. He was with our family for 15 years. We had him from a very young age as a puppy. Pete was of the "Heinz" variety. Strong and healthy till the very end. For us, his departure marks an end of an era as our children are also flying the nest. He will be missed. Who knows, maybe in time we might see another dog in our Bluebird Care family.



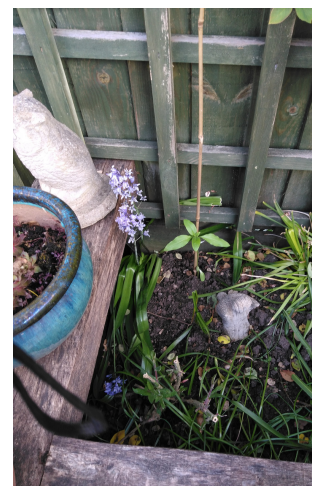
Meet our RGN nurse

At bluebird Care, we are committed to providing outstanding care. Cathy has recently joined our teams to support us in more complex care needs. We want to support people to remain at home, and with Cathy's extensive knowledge and skills from over 20 years experience in nursing, she's helping us make this possible.



Sunflower Competition

Sunflower competition is going strong and slightly competitive within our branches! We thank you all for contributing to our first-ever sunflower competition. We launched this initially in April to encourage the young and old to grow from seeds into a giant sunflower. Customers, office staff, and their family members are all participating. The idea is to grow the flowers till the end of July and then we will measure the sunflower heads. We have already seen some great results. We are looking forward to announcing a winner in early August. We raised about £100 between the two branches and Bluebird Care has topped the money up with an extra £200, so we can give each food basic bank (in Totton and Lyminster) £150 each.



High tea sparkle for our customer's during Dementia Week

Bluebird Care and our care staff had so much fun preparing and serving high tea to our customers across all our branches. Normally we hold a Tea dance, however, due to Covid we thought this was the next best thing. Our carers took time from their day to reminisce with our customers and enjoy themselves in aid of Dementia Action Week. The carers set up the tables with sandwiches, scones, jam and tea. We were overwhelmed with the generosity from our local members of the community and our staff. We had donations from our customers and carers, lots of delicious treats!

We are all so pleased with the support we have had and how much the customers enjoyed this.



Walking for dementia in September

It is so great to be able to do activities again.

Kathryn, one of our ladies in the marketing department started the initiative of participating in the 8km memory walk in Southampton on the 19th of September for Alzheimer's Society with her dog. Bernadette the managing director will join her.

We hope that more people will join these two and hope to raise a minimum of £160 per person where all proceeds will be donated to the Alzheimer's society. If you would like to donate, please ask one of your carers for more information or you can donate with this link:

<https://bit.ly/3vsJJY2>

Fun in your garden!

For our bird watchers and animal lovers, we thought we wanted to focus in this newsletter on hedgehogs. On the last day of May, we had Garden Wildlife Week. It is such a lovely thing to enjoy the wildlife, feed the birds, and watch the hedgehogs. Here are some top tips to make your garden a hedgehog-friendly place!

Linking your garden with your neighbour.

Making a small hole in your fence or gate (only around 6 inches) can create a path for hedgehogs to travel through your neighbourhood. Hedgehogs normally travel around 2 miles each night looking for friends, water and food.

Creating a wildlife corner.

Let your plants become overgrown. By letting your plants do what they like, can create a perfect place for hedgehogs to nest in the winter.

Make your pond a safe place

Many hedgehogs sadly drown each year from falling in ponds and not being able to get out again. Placing bricks acting like steps in your pond can provide a safe exit route for hedgehogs if they do fall in.

Dealing with netting

Having netting in your garden over plants and ponds can be very dangerous for hedgehogs. Check your netting regularly or position it in a way that might be less harmful to them.

Providing food and water

Providing food and water. Hedgehogs do not like milk and bread, it can actually make them very ill. Hedgehogs do enjoy cat or dog food, however not fish flavoured. They also enjoy mealworms.

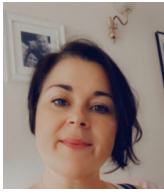
Do not use chemicals unless you have to

This can be bad for hedgehogs if they ingest them.

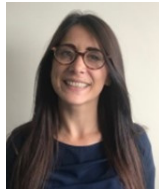
Hedgehogs are on the decline with only 1 million left in the UK. If you would like some help with setting up your garden to invite the hedgehogs in, ask one of our carers.



Meet our teams!



Rachael
Quality, Compliance and
Training Manager



Rebecca
Registered Manager



Cathy
Registered Nurse

Bluebird Care Totton



Angie
Care Manager



Steph
Care Coordinator



Jeanette
Supervisor



Sue
Supervisor



Georgia
Support Coordinator

Bluebird Care New Forest



Emma
Care Manager



Steph
Care Coordinator



Duarte
Supervisor



Malika
Supervisor



Teri
Supervisor

Live - In Team



Alysia
Live in Team



Danai
Live in Team

Dates to keep in your diary

10th June - Corporate Day

All our offices will be closed due to corporate team event. If you want to make changes to your schedules, please contact Newforest@bluebirdcare.co.uk or totton@bluebirdcare.co.uk before the 10th of June.

Week 8th-13th June - Carers Week

19th September - Memory walk for Alzheimer's Society