



Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS



Bluebird Care celebrates two more centenarian birthdays this year (see more on page 2)



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Bluebird Care Rushcliffe & Melton, 82 Grantham Road, Radcliffe on Trent, Nottingham, NG12 2HY
www.bluebirdcare.co.uk/rushcliffe-melton 01159 333114 rushcliffeandmelton@bluebirdcare.co.uk



Dementia Friends
An Alzheimer's Society initiative



Happy 102nd Birthday!

In March 2022, we saw not just one, but two of our customers turn 102 years old! Both of our lovely ladies, Sybil and Betty, celebrated this incredible milestone surrounded by friends and family, along with support and well-wishes from their dedicated care teams.

These centenarians still proudly remain living at home with as much independence as possible.



Covid-19 Spring Booster Jobs

NOW AVAILABLE

People are eligible for a second booster vaccination if it's been more than six months since your first booster and you're

- aged 75 years old or over
- aged 12 years old or over with a weakened immune system.

The NHS will contact those who are eligible to make a spring booster appointment by calling 119 or through the [NHS website](#). We strongly urge all our eligible customers to book their next booster jab at the earliest convenience, either independently, or with the support of family or Bluebird Care.

“To echo the message of Public Health England and more locally, Nottinghamshire County Council, please:

Take Care. Remain Cautious. Vaccinate. Hands. Face. Fresh Air.”

Peter Bryan (Registered Manager)

We value your feedback

CUSTOMER TESTIMONIALS

Beaming reviews mean the world to our care team. We are always grateful to customers who take the time to leave us feedback about their home care experiences with us.

“The quality of care provided by the team at Bluebird has been, and continues to be, consistent and very responsive to Mum's ever-changing needs during the last 12 months. Without the Bluebird team, Mum would not have been able to continue to live in her own place with their planning and caring help this has been achieved and for that, I am most grateful. On a few occasions when Mum has taken a fall or is unwell the carer has stayed beyond the specified time slot until myself or my sister have arrived. This can be an hour or more so to know that Mum has someone with her until we arrive is very reassuring. The phone app is an excellent way of keeping track of Mum's wellbeing, eating, drinking, medication, showering, etc. The carers, office staff and the care manager are always polite, professional, reliable, and caring. Nothing is ever too much trouble and always go the extra mile.”

Jane W (Daughter of Client) Average Rating: ★★★★★ 5

Overall Standard ★★★★★
 Staff ★★★★★
 Care / Support ★★★★★
 Management ★★★★★
 Treated with Dignity ★★★★★
 Value for Money ★★★★★

Introducing NHS 'GP Connect' Integration

We are very excited to be launching NHS 'GP Connect' which seamlessly integrates with our existing care management platform, PASS. This shared IT system allows authorised clinical and non-clinical staff to view the GP Practice patient record in a read-only format in real time.

What is GP Connect?

GP Connect is a computer application that allows authorised clinical staff and selected social care professionals, such as the Registered Manager and Care Supervisor, to view GP Practice information. This includes for example, a patient's medical history, current medication, and allergies to support direct patient care. This is a major step forward in critical information sharing between health and social care organisations which produces improvements in both care outcomes and patient experience.



This milestone follows many months of advocating for social care providers working in direct care to be given the same access to GP information. To have GP Connect enabled, we have had to meet stringent data protection guidelines by completing and publishing our NHS Data Security and Protection Toolkit (DSPT) assessment which you can view here: www.dsptoolkit.nhs.uk/OrganisationSearch/VN4CG

If you are interested in signing up to this free service, all you need to do is speak to your GP about having your NHS Digital Records enabled, and consent to third party access. You then just need to let us know your NHS number and we are all good to go! Please email peterbryan@bluebirdcare.co.uk for more info.

“Very simply, I could describe PASS GP Connect in just one word: Amazing! We were delighted to have been the country's very first care provider to access a GP record for a client in this way, and we now use it on a regular basis. It saves so much time and undoubtedly helps us to provide better care.”

Andrea Baxter, Registered Care Manager - Baxters Homecare

Covid-19 Infection Prevention & Control

GUIDANCE UPDATE FOR ADULT SOCIAL CARE

From Mon 4th April 2022, newly updated Infection Prevention & Control guidance came into force for the Adult Social Care sector. As part of the Government's wider 'Living Safely with Covid-19' plan, the Department of Health & Social Care have issued the following changes to care providers:

- 1) Frontline care staff are to continue with free asymptomatic lateral flow testing, but now only twice per week e.g., Mon & Thurs.
- 2) Staff who test positive are advised to stay away from work and only return when they obtain two negative lateral flow test results 48 hours apart.
- 3) Type I or II facemasks still need to be worn for all care visits, but type IIR masks and face shields are advisable when visiting customers who have symptoms or are Covid-19 positive.

Care Team of the Quarter - Q1 March 2022



Every 3 months we carefully examine the positive impact our care teams have had on our customers. We then look to nominate a specific team of carers who have worked exceptionally well together in order to improve the wellbeing and independence of a particular customer.

For **Q1 2022**, we are delighted to announce that the 'Care Team of Quarter' has been awarded to **Team GB** in **Ruddington**, which includes: **Josie, Amanda, Andrea, Mel, Karen, Steph, Helen, and Freya**.

Mrs GB lives in Ruddington and receives an extensive care package from Bluebird Care, consisting of 4 visits per day. We started caring for her back in June 2021, alongside the support provided by her loving family. The care team have worked in partnership with her daughter to improve fire safety at GB's property by referring her to the Notts Fire & Rescue team for a 'Safe and Well' home visit. Following several near-miss incidents with cooking, a microwave is now used instead of the oven (ignition switched off). GB's medication and cigarette access is also more actively managed / monitored in order to prevent any accidental overdose etc. The carers also help GB by feeding her cat and cleaning out the litter tray. More recently a new digital, portable thermostat has been installed to help GB remain in control of her heating preferences and keep the house warm and comfortable.

Excellence in Care Award Winners

JAN - FEB - MARCH 2022

We are proud to reveal the winners of our most recent monthly 'Excellence in Care' Awards in 2022. A huge congratulations and well-deserved thanks to:

- **Josie - Jan 2022**
- **Janice - Feb 2022**
- **Amanda - March 2022**

These 3 fabulous individuals have been recognised for going over and above in key areas of their job role. This includes receiving consistent positive praise from both customers and their peers, providing essential cover during difficult periods, and doing many 'thoughtful extras' for their regulars.

EXCELLENCE IN CARE AWARDS

March 2022 WINNER



A M A N D A

