

January 2020



Totton Customer Newsletter

HAPPY NEW YEARS!

Welcome to 2020! A new decade!

Many healthy and happy returns for 2020 on behalf of Hugo and myself.

As owners of Bluebird Care (New Forest, Southampton and Portsmouth) the December month is a time of reflection. 2019 has been a busy year, with our care teams delivering c.243,000 hours of care across our four businesses. We launched new services such as Nail Cutting and Bluebird Care Assist (a technology solution for monitoring our customers vital statistics such as blood pressure levels). We have continued improving our efficiency of all paperwork in the offices.

At beginning of the year, we launched Wellbeing sessions with customers. Once a month, our teams engage with the elderly in interactive sessions such as arts and crafts. The response has been very positive. We will do more of these sessions in 2020 as it is a great way of getting people together. Also Spring Tea dances and Christmas lunches have been a great success. Our teams have served c.100 lunches just before Christmas. We will endeavour to do more of these events in 2020 since this type of community engagement is core to our business.

Looking forward to 2020, we want to focus on more career development and training of our home-grown staff. We will be going back to our original roots of being a family run business by working together with care staff, doctors, district nurses etc as "One Family approach" delivering the quality of care, we would want for our own parents.

At the core of our business, is our fast-growing live-in care division. Our Live-In Care Service offers a realistic alternative to residential care. It means people can stay longer in the comfort of their own homes with a care assistant living with them for 24 hours providing, not only personally tailored support but giving assurance to their families. If you are interested to hear more about this, please contact your local office.

Last but not least, this year we can be assured that we will get a visit in all our branches from our regulator, the Care Quality Commission (CQC). They will check our compliance, our recruitment processes and our care provision. We have already one "Overall Outstanding" rating in the New Forest branch and we aim to get in the other branches the same. We can only achieve that with your help and support.

We hope that you will enjoy reading our newsletter and wish you all the best for 2020.



Bernadette and Hugo Mills

Community Wellbeing Session

These wellbeing sessions are open to customers, friends and elderly in our community. They provide a relaxing friendly environment for all to enjoy a cuppa, meet new people, enjoy some arts and crafts, games and puzzles.

We hope to continue these sessions through out 2020. For more information about our Community wellbeing sessions contact Totton team on totton@bluebirdcare.co.uk



Totton and Eling Remembrance Day Parade



In November, Bluebird Care Totton joined the Remembrance Day Parade. We invited a few of our customers who were in the war and had a lot of memories to share with us.

Despite the frosty morning conditions, our team wrapped up warm and took our customers to this memorable event. It was an opportunity for young

and old to commemorate the fallen ones and understand the impact it had on our freedom and liberties. For our customers it was an opportunity to join with our assistance, whereas they have not been able to do so for years. Thank you to Becca, Emma with her family and Aaron, our Live-in Care assistant for making this happen.

Carers Christmas Party

Every year, we try to get our care teams together in one place to celebrate Christmas together. The team organised a big bash at the Pub so the Care Assistants could let their hair down! Becca and her team were helping with care so the team could get into their fancy clothing. The evening was a great success.



CONTACT US

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Staying Safe During Winter

Follow these tips to ensure you stay warm this winter:

As the winter months are coming, be vigilant! Whilst at Bluebird Care, we will endeavour to try to ensure you are looked after. Please be aware that once the cold sets in and our body temperature goes below the 35 mark, then one would run the increased risk of falls and injuries. Also it will affect the heart rate and blood pressure, which eventually can lead to further complications with our heart and respiratory system.

- Stay inside as much as possible
- Wear plenty of layers as the layer trap the heat
- Keep your house heated to at least 19°C and do not turn it down at night
- If you go out, make sure you wrap up warm
- If it's icy or it snows, please do not go out. Ask a neighbour or family to assist you with getting essential shopping or call our team for extra help
- Close curtains at dusk and keep doors closed



In case of snow conditions, our care manager will have to put our snow plans in place. We will do our best to reach you. The office team will categorise care calls in order to ensure people's safety. The categorisation depends on whether you have immediate family, friends, neighbours at hand who can help or nobody at all, whether you are bed ridden, whether you have strict medication needs etc. We will have to cancel shopping calls and cleaning calls and Live-in breaks will be cancelled if we cannot get staff there at all. We have some 4 wheel drive vehicles in our fleet and we will do our best to ensure you are looked after with the necessary care in place allowing the conditions.

WHO IS WHO in the Totton Office?

Registered Manager

Becca McMann



Care Supervisor

Emma Monteith



Care Coordinator

Claire Clouder



Care Supervisor

Jeanette Eaton



Live-In Care Manager

Alysia Cunningham



Care Support Coordinator

Antonia Lopez



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