



Bluebird Care Lancaster
& South Lakeland

Newsletter No 13

December 2023

WINTER 2023 NEWSLETTER



WINTER NEWSLETTER

Season's Greetings! As the winter chill wraps around us like a cozy blanket, we extend warm wishes to you and your loved ones for a jolly Christmas and a New Year filled with joy, peace, and

health. With sincere cheers from the entire Bluebird Care family, let's embark on a journey of creating memories that radiate warmth and laughter, weaving tales of joy that linger in our hearts long after the season has passed.

JOIN THE PARTY!!! 🍷

Roll up, roll up! The Bluebird Care Winter Wonderland is back, and you're invited! Join us on the **Thursday 14th December from 11 am** at our festive headquarters, Willow Mill. Expect a transformed Winter Wonderland, delectable

treats, home-baked mince pies (and perhaps a cheeky tipple!), and entertainment that might involve a quiz or even a sing-along. Come hungry, leave jolly! Need a lift? We've got you covered – just give us a bell. Everyone is welcome, so bring along your family, friends, and neighbors for a holly, jolly good time.

Please can you let us know if you plan to come so we can get the catering right. we can do that. Call, email or write.

STAFFING NEWS ✨

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Alyson Hartlebury is now officially our Permanent Care Manager, bringing her wealth of experience and care values to the helm. Many of you know her from when she was a care assistant and she still retains all those values, regularly out and about in the community.



Nicola Dryden has joined us recently, bringing a long and impressive senior management career behind her. She is overseeing scheduling duties and managing our team of supervisors. She's your go-to for rota queries. But she is also managing our team of

supervisors and monitoring the quality of our service.



We welcome **Gary** as our newest Supervisor – a care veteran and has also done a stint as a musician and entertainer.



Kofi has temporarily traded in her caring hat for a baby blanket. She has gone on maternity leave to have the gorgeous baby

By way of summary, here's our star-studded lineup:

• Care Manager – Alyson Hartlebury
• Domiciliary Care Manager (rotas, staff management, and care quality) – Nicola Dryden
• Live-in Care Manager – Rachel Turner
• Recruitment and Training – Steph Anderson
• Field-based Supervisors (assessments, reviews, customer service, staff supervision, care delivery) – Jana, Gary, Susanne
• Accounts Assistant (invoice queries) – Rohit Kumar

People come and go in the care sector, it's hard to keep up! Especially these days. But there are two people on the move who I'd like to pay special tribute to. Both **Mandy Neale** and **Netty Roberts** have cared for our customers for almost 6 years: faithfully, diligently and compassionately, but will be leaving us soon. It really won't be the same without them, but now it's time for their next chapter. I am very grateful to them both for the huge contribution they've made to the lives of vulnerable people in our community.

CELEBRATING ACHIEVEMENT



Kudos to our quarterly Angela Award winner, Supervisor **Jana**! This award goes to the person who achieves the most in 3 key categories: care and compassion, team-working, and attitude to learning. This is what was written about Jana in the shortlist: *"Jana always keeps smiling and always encouraging others to do their best. She only ever makes friends, never enemies, which shows her compassion. Jana has only worked in care for quite a short period of time yet she has already made her way to Supervisor and is looking to start a new educational pathway early in 2024. She has had to learn the job in difficult circumstances and with significant management instability. But she has persevered and now she is blossoming. Jana's commitment to her customers is second to none. She goes not*

just the extra mile but the extra 50! Her absence record is fantastic and she is certainly one of our most reliable and dependable members of staff. We are so lucky to have her". Her infectious smile, encouragement, and dedication make her a shining star in care. Jana, you're a gem – keep on sparkling!



In the Carer of the Month spotlight, November's crown goes to **Bethany**, following **Theresa's** well-deserved win. Nominate your caregiving heroes, and let's keep the recognition flowing! more nominations make for more deserving winners. Just give us a call.

In October, we donned our glitziest attire for the "Awards Evening". Laughs, food, and a bit too much merriment were had. Shout-outs to some standout winners:

Most positive team member – Janine
Goes above and beyond – Jana
Long service – Ann
Paperclip award – Michaela
Rising Star – Michelle
Best Blunder – Kofi
Biggest Drama Queen – Steph
Funniest Moment – Helen P



CHARITY WORK



In October, we put our baking skills to the test for Breast Cancer Awareness and raised a WHOPPING £400! Well done to our fabulous team for their donations and a special thanks to Rachel for spearheading the initiative.

LOOKING AHEAD TO 2024

As we wrap up another fantastic year, we're excited about what 2024 holds for Bluebird Care. Our commitment to providing exceptional care remains unwavering, and we're always exploring ways to enhance our services.

SHARE YOUR BLUEBIRD MEMORIES

Do you have cherished Bluebird Care memories or stories? We'd love to hear them! Share your moments of joy, laughter, or even the challenges you've overcome. Your experiences make our Bluebird family stronger.

Send your stories to Lancasterandsouthlakeland.co.uk, and who knows, you might find your tale featured in our next newsletter!

GRATITUDE AND WARM WISHES

As the year draws to a close, we express our heartfelt gratitude to each of you – our wonderful staff, customers, and their families. Your trust and support make Bluebird Care the compassionate community it is.

Here's to a Safe, Merry, and Peaceful Christmas and a New Year filled with hope and happiness.

Warm wishes,

Claire and the Bluebird Care Team  