

Bluebird Care By your side

Autumn 2016



10 Year Anniversary • 2004 - 2014

Winner

Bluebird Care
Peterborough & Rutland
Franchise Owner of the Year 2016



OVERALL GOOD RATING



Carers who really cared

The level of care provided by a dedicated group of Bluebird Care staff during the last months of Jane Morgan's life has been highly praised by her husband. 'Team Jane' was established to support the couple and manage all of Jane's care needs which were met in the comfort of her own home.



Two of the team who cared for Jane, Cookie and Yvette, were present the evening Jane died. "They always went that extra mile and I cannot praise them too highly."

Following a stroke earlier this year, Jane returned home from hospital at the beginning of June with a care plan that involved two carers visiting four times a day. Bluebird Care was chosen as the care provider and immediately they organised a team of carers who visited regularly.

Jonathan said: "I cannot praise the Bluebird Care staff highly enough. They organised the care so that we always had familiar faces. They were punctual and if they were late, they always had a good reason and told us in advance. For the last weeks of her life, Jane was completely bedridden and living downstairs. I will never forget the happy chatter and laughter coming from her room when the carers were there. It did Jane a power of good."

"We very much regarded Bluebird Care as our friends and looked forward to their visits. Two of the team, Cookie and

Yvette, were present the evening Jane died. They came to the celebration service and were in tears at times. To me it feels very strange not to have them here anymore. They always went that extra mile and I cannot praise them too highly. With all the horror stories one hears Bluebird Care stands out as a shining beacon. Well done and keep up the good work."

Wonderful care

Jonathan and Jane were married for 55 years, during much of that time Jane was very ill. For many years they lived in Norfolk, moving to the area in 2013 to be near their daughter, Emily, a local GP.

A generous donation made by Jonathan to Bluebird Care has been donated to Macmillan Cancer Support. Team Jane's carers have been treated to afternoon tea in recognition of the wonderful care they provided.

TEAM JANE:

James Asker
Dan Blythe
Pat Brown
Lisa Cooke
Yvette Dowding
Rolandis Linovas
Helen Tye
Shaun Rollinson
Melanie Rouse

"I will never forget the happy chatter and laughter coming from her room when the carers were there. It did Jane a power of good."



It's party time

**WE ARE
MACMILLAN.
CANCER SUPPORT**



Winning smiles, Tim and Leisa receiving their award

In the midst of their 5th birthday celebrations, the local Bluebird Care team received an unsuspected gift in the shape of a prestigious national award presented in recognition of the team's dedication to their customers and outstanding care work.

The timing of the award couldn't have been better, as the announcement came just days after the local Bluebird care team had opened up its Stamford office for a coffee morning to celebrate its birthday, raising £230 for Macmillan Cancer Support in the process.

The local team beat 180 Bluebird Care offices across the country to the title of Franchisee of the Year 2016. The judges agreed that the Peterborough and Rutland team had 'exhibited outstanding ambition and quality of care, with investment into staff recruitment, training and technology to benefit each and every customer in the community.'

The franchise was seen to excel in all areas of its business, ensuring to go

above and beyond on every single visit. Local Bluebird Care Directors Tim and Leisa said proudly: "It truly is a team effort, and we are honoured to work side-by-side with our outstanding employees. They provide the highest, most dignified and professional service that our customers require."

"First and foremost, our commitment is to our customers, and the acknowledgement of our positive team dynamic and excellent care is truly humbling."

89-year-old Bluebird customer Joyce Thomas, from Stamford, who joined in the birthday celebrations, shared her thoughts about her carers. "They are all wonderful. We have a good laugh together and we are all friends now."

BLUEBIRD CARE SERVICES INCLUDE:
24 hour and live in care, homecare and support, night care and support, specialist care.
To find out more call:
01780 480881
or 01733 459907

Free flu jab?

Give yourself the best chances of keeping healthy and avoiding flu this winter by checking if you are eligible for a free flu vaccine, offered by the NHS to those at risk (see below for details).

You are eligible for a free jab if you:

- are 65 years of age or over
- are pregnant
- have certain medical conditions (such as, bronchitis, chronic kidney disease, diabetes, Parkinson's disease)*
- are very overweight
- are living in a long-stay residential care home
- receive a carer's allowance, or you are the main carer for an elderly or disabled person whose welfare may be at risk if you fall ill
- are a front-line health and social care worker.

**The list of conditions isn't definitive. If you are unsure if you are eligible, contact your GP for advice.*

Jasper the jolly, gentle giant

Five-year-old Jasper, a Russian Black Terrier, likes to pop in to work on a Thursday with his owners, Leisa MacKenzie and Tim Carey, to keep the team's spirits up.

"Jasper is a gentle giant. His visits are always a joy for the team at Bluebird Care in Stamford. We all love him because he is so friendly and he makes everyone feel so good. He loves to welcome all our visitors with a wag of his tail."

Embracing cutting edge technology

A new mobile app has been introduced to carers and customers providing real-time information, whilst on the go. Bluebird carers will now be able to enter their care notes at the end of a visit straight on to their mobile phone or iPad. This information is then available for other carers and the customer to view.

These pioneering advances in mobile technology have been possible using the new PASS system. Bluebird Care (Peterborough and Rutland) have embraced the advancements which make note writing quicker and simpler, so saving time for everyone.

Any changes in medication from the pharmacy or surgery will immediately show on a customer's notes, keeping carers right up-to-date with all the relevant information they require. As soon as a care plan is changed, the new information is input and carers can log in and see the updated records. In the past, notes from a visit could take up to a month to filter through on to the system.

Medication changes will immediately show on a customer's notes...

"This new mobile system will mean we are able to provide our customers with even better support. Should any healthcare, social care professional or family member call our office or on-call service, we will have full knowledge of all care and medication provided," explained Leisa.

Jasper is a gentle giant who loves to welcome all our visitors...





“This new mobile system will mean we are able to provide our customers with even better support.”

Winter wellness

There's no doubt, as we get older, we become more vulnerable to the extremes of weather. The winter months can be challenging for many of us in terms of keeping warm and safe both inside and outside of the home. Here's our top 10 tips to help you keep healthy during the darker months.

- 1. Keep your home warm:** the colder your home, the higher the risk to your health. If possible, maintain your main living room at roughly 70°F/21°C and the rest of your home at around 64°F/18°C.
- 2. Keep active:** this is essential for your general wellbeing and fitness and will help keep you warm. Try not to sit still for more than an hour when indoors. Get up and walk around, make yourself a warm drink and spread chores throughout the day.
- 3. Eat healthily:** eat at least one hot meal each day and have hot drinks throughout the day. Include a good range of foods in your diet and aim to eat five portions of fruit and vegetables daily.
- 4. Dress appropriately:** make sure you wear plenty of layers when at home. Wear trousers, socks or thick tights and a scarf, hat and gloves when you go out in the cold.

The 'pneumo' (or pneumococcal) jab is a one-off jab that helps protect against pneumonia, meningitis and septicaemia. Ask your GP about it if you're over 65 and haven't had one.

- 5. Flu jabs and remedies:** have a yearly flu jab and check whether you have had the one-off 'pneumo' jab. Keep simple cold, flu and sore throat remedies in the house. Order repeat prescriptions in plenty of time. Ask your local pharmacy if it offers a prescription pick-up and delivery service.
- 6. Free smoke alarms:** it is vital to make sure your smoke alarm is working. Your local fire service will check your home for fire safety. It's free and you may be eligible to get free smoke alarms fitted. Install an audible carbon monoxide alarm in each room that has a gas or solid-fuel burning appliance.

- 7. Hand hygiene:** make sure you wash your hands regularly with soap and water to reduce the risk of spreading germs.
- 8. Severe weather plans:** keep basic food items in the cupboard or freezer. Alternatively do your food shopping online and get it delivered to your door.
- 9. Check ups:** get your heating system serviced every year to ensure it's running safely and efficiently. Have your electric blanket serviced at least every three years.
- 10. Keeping in contact:** keep your radio, mobile phone, laptop or tablet fully charged, so you can use the battery power if there's no electricity. Ask your family or friends if they could call or visit you more often if there's an extended period of cold weather.

Calming carers

Bluebird Care Assistant, Gemma Webster, and colleague, Care Worker, Sandra Green, have been officially praised and commended for the “professional manner” in which they delivered care during a 999 call to an Alms House in Oakham recently.



A REMARKABLE JOB:

Bluebird Care's Leisa MacKenzie presented carers Gemma Webster (above) and Sandra Green with flowers and bubbly in recognition of going above and beyond in their care duties.

Chief Executive Officer of St John and St Anne's Alms Houses, Paul Martin, was so impressed by two Bluebird carers who stepped in to help an elderly, frail resident when the Alms House caught fire, that he wrote to Care Director, Leisa MacKenzie.

"The Bluebird carers did a remarkable job in calming down an agitated resident whilst various emergency services rushed to and fro past them," explained Mr Martin. "The carers stayed with the lady for the best part of two hours, when they probably only had a short care call booked. They handled a difficult situation very well and stayed with the woman until the fire crews had left. They were the last people to leave the scene."

Both Sandra and Gemma were presented with flowers and bubbly in acknowledgement of their kind and caring actions. Whilst being presented with the gifts, a tearful Gemma exclaimed: "See this is exactly why I wanted to come to care. Helping people - I knew it was right."



The Bluebird carers stayed with the lady for the best part of two hours, when they probably only had a short care call booked.

Meet the team



Leisa MacKenzie
Care Director and joint owner of Bluebird Care Peterborough & Rutland



Tim Carey
Joint owner and Director of Bluebird Care Peterborough & Rutland



Michelle Inwood
Field Care Supervisor



Adrian Pridham
Recruitment & Training Manager



Naomi Lovell
Care Coordinator



Julie Mair
Registered Manager



Sarah Weston
Care Supervisor



Karen Andic
Operations Administrator



Sally Wing
Part-time Office Administrator & Receptionist



Liz Power
Care Supervisor

Regional award winner



Tina McAvoy

Local carer, Tina McAvoy, has been recognised for her outstanding work and named as **Regional Carer of the Year** for the East Midlands region of Bluebird Care.

Tina was nominated by Tim Carey, joint owner and Director of Bluebird Care Peterborough and Rutland, for her dedication to her customers, her positive attitude and her willingness to help others. "I strive for high standards in the care I give to all my customers and in a company where the standard of care is so high," she said.



August:

Barbara Wawer

September:

Michelle Teeson

Welcome: new starter:

Julie Bestford

Christmas opening hours at Bluebird Care

Date	Office opens at	Office closes at
Thursday 22nd December 2016	8.30am	5pm
Friday 23rd December 2016	8.30am	2pm
Saturday 24th December 2016	Closed all day	Closed all day
Sunday 25th December 2016	Closed all day	Closed all day
Monday 26th December 2016 (Bank holiday)	Closed all day	Closed all day
Tuesday 27th December 2016 (Bank holiday)	Closed all day	Closed all day
Wednesday 28th December 2016	8.30am	5pm
Thursday 29th December 2016	8.30am	5pm
Friday 30th December 2016	8.30am	3pm
Saturday 31st December 2016	Closed all day	Closed all day
Sunday 1st January 2017	Closed all day	Closed all day
Monday 2nd January 2017 (Bank holiday)	Closed all day	Closed all day

Then it's back to our normal opening hours. Merry Christmas everyone!



If you need help or guidance on any care-related issue, don't hesitate to call a member of our customer care team on **01780 480881** or **01733 459907**. Alternatively you can email us at: peterborough@bluebirdcare.co.uk



For all the latest news about how Bluebird Care can provide the services you require in the comfort of your own home, visit our website at: www.bluebirdcare.co.uk/peterborough-rutland