

Bluebird Care

By your side



Quarterly Newsletter Summer 2021

Every summer has a story

Welcome to the summer edition of our Bluebird Care newsletter. I am sure you will agree it has been an extraordinary year so far. There has been nothing 'normal' about the previous months, but we are looking onwards and upwards. With the change in weather, we have all been able to get out and about a bit more, there is some definite optimism in the air. With the easing of some restrictions, we were able to come together for our regional team meetings,



It's summer and we are delighted to be enjoying the lighter mornings and glorious evenings. At Bluebird Care we have been working hard at keeping our customers and colleagues safe and well as we experience even more challenging times with Covid-19.

which was fantastic. It was great to see such a fabulous turn out and to enjoy a refreshing, cold ice cream on a hot summer's day. I really want this issue to celebrate the amazing work our carers do in their

communities and thank our customers for their continued support and encouragement. That is what this quarter has been about for us – there is plenty to celebrate, we really feel that the future is bright.

Cool customers...



June and July team meetings were hosted at the three regional offices and ice cream was enjoyed by everyone. It was a real delight to get together (although we adhered

to social distancing and still wore masks) there was a real buzz in the air. Everyone was excited to talk 'shop' and we thoroughly enjoyed each other's company.

Our monthly team meetings are so important for us all, we get to shine a light on our work, discuss changes, share our strategy and learn from each other.

Stay Hydrated this Summer

While it was great to see the sunshine over the last few weeks with plenty more forecast, dehydration can be an issue for older people. In warm weather it's important, especially for older people, to stay hydrated.

Dehydration is losing more fluid than you take in. If the average water content in your body is significantly reduced, it will disturb the balance of minerals in the body. This will impact how your body functions in everyday life. During a spell of warm weather we remind our Care Staff to make sure that our elderly clients are hydrated throughout the day.

Early warning signs of dehydration include...

- Feeling thirsty lightheaded
- A dry mouth
- Tiredness
- Dizziness and concentration problems
- Having dark coloured, strong-smelling urine
- Passing urine less often than usual

While all these symptoms can be indicators for many conditions in warm weather dehydration can frequently be the root cause.



From us to you

We take your hydration very seriously. As the weather was so hot, we sent fans and a thermometer to every customer along with a letter outlining the importance of hydration and helpful hints and tips to stay well during these summer months.

Our carers got involved too – at our team meetings we handed out fans to everyone who wanted them. This was a simple way to deliver a very importance message – look after yourselves and your customers and be aware of the dangers of dehydration. All staff have access to Bluebird Care water bottles, it is part of their Carer Toolkit. It reminds them to keep taking on water and is a prompt to encourage customers too.

Who are most at risk from dehydration?

Anyone can become dehydrated, but certain groups like older people are particularly at risk. As they may be less aware that they are becoming dehydrated and need to keep drinking fluids. If our clients feel dehydrated, we ask them to drink a lot of fluids, or more specifically, to drink

more than they usually do. We also advise them not to drink hot drinks - fizzy drinks shouldn't be consumed, too. This is due to the sugar content which can lead to elderly people, and people in general, becoming more dehydrated. This will lead to fatigue.



YOUR CARERS

All our teams do an amazing job in their communities, however, each month we look to recognise those employees who have stood out from the rest, who have gone above and beyond their call of duty, that show consistency and reliability.

These awards are always difficult to hand out as everyone does a fantastic job.

Our carers have had to deal with a lot this year and the summer months are always tricky, covering holiday, absence and supporting colleagues who have had to isolate.

These employees have shown resilience, high standards of care, commitment to training and support to their colleagues – we are so very proud of them.

Creative corner



To keep our customers hands busy we ask them to knit squares, we are collecting them so we can build blankets to give to our customers, not only will they offer them warmth through the winter they will also add some cheerful colour to their homes.

Above & Beyond

Each carer receives a certificate, gift and vouchers



Zoe James



Trudy Fenton



Ellie Roberts



Sadie Coughlan



Elvyra Martinkiene & Jess Amps



Stacey Riddell

Work anniversary



Our carers are so important to us. We believe in celebrating every milestone as it keeps us united as a team and focused on delivering the best care standards possible. Our service badges are a great way to show how far we've come in our careers.

Our customers

Every customer is special to us, we commemorate each birthday and milestone with them and their families. For special birthdays our Community Care Managers hand deliver afternoon teas from local supplier the Newham Kitchen. All customers receive cards and a present on their birthdays – it is our way of saying thank you and to make them feel valued on their special day.



Random Acts of Kindness

Lots of our Live-In Care customers have found lockdown very difficult, they are often isolated within their home which means they are less able to get out and about, to see the seasons change and take a walk within their community. We often send them small gestures to let them know we are thinking about them, this month we sent them a bunch of flowers each to brighten up their homes.

