



Newsletter

January 2020

Bluebird Care Cambridge & Cambridge South

Hello, and welcome to a new decade!

As we start a new year, it's a good time to not only look ahead to an exciting future, but also reflect on the previous year.

Since taking over the Cambridge territory we have worked hard to instil the values we've nurtured within the Newmarket, Fenland, King's Lynn and West Norfolk territory to improve the service we provide to our customers and their families. We feel the changes we have made have transformed the way we work, and we hope you will all see the benefits in 2020.

At a national level, the Bluebird Care brand was named Most Outstanding Home Care Provider in 2019 at the UK Over 50s Housing Awards, testament to the hard work of all Bluebird Care staff across the country.

Back in Cambridgeshire, 2019 was a busy time at our Ely care hub, as we held a number of events for our customers. Our most recent being a Christmas card making session. As in previous years the event was very successful, with everyone enjoying lots of laughter and festive joy.

Carrying on the seasonal theme, we spread Christmas cheer amongst our customers and staff in December by donning festive outfits and handing out treats. We also ran a competition to win a hamper of goodies by naming our Christmas reindeer. The winning entry pulled out of the hat was Clancy, and you can see how happy Mrs S was with her hamper within this newsletter.

Of course, as well as a time of joy and new beginnings, winter can be a testing time for vulnerable people in our communities. So, we're urging everyone to think WARMTH this winter. You can find out what the acronym WARMTH stands for within this newsletter, but we would encourage everybody to take the time to ensure friends, families and neighbours are warm enough when the weather gets colder.

Finally, I'd like to wish all our customers and staff a very happy new year, we look forward to working with you in 2020.

Carolyn Dailey
Principal Director

Winter Warmth

This winter, we're urging older people, their families, friends and neighbours to think **WARMTH** to help people and even save lives.

As the weather starts to get colder, we're sending out the strong message that cold weather is extremely serious and potentially life threatening - and are urging people to prepare for the winter with some simple steps to stay warm and safe.

Throughout January and February, we'll be handing out temperature cards to some of our customers to help prevent hospital admissions. If you want to find out more about our winter warmth campaign, please speak to your care assistant.

What is WARMTH?

Wrap Up indoors and outdoors. Wearing extra layers indoors can help you keep warm. If you need to go outside, sturdy shoes with good grip or attachable grips to wear over your shoes can help prevent falls, and an insulated waterproof coat will help keep you warm and dry.

Alert Keep an eye on the weather forecast, stock up with nutritious food and speak to your GP about medicine in advance of a cold snap. If you have vulnerable neighbours, try and check up on them during cold weather.



Risk Minimise the risk of falls or becoming ill by taking the weather into account when you plan activity when severe weather is forecast. Plan ahead for the cold weather by talking to your GP about getting a flu jab and talk to your neighbours about clearing snow in front of your home.

Money Winter bills can be very expensive. Make sure that you're receiving all of the benefits you're eligible for. In addition to the Winter Fuel Payments, available to anyone born before July 1952, and if it gets very cold you could be entitled to additional Cold Weather Payments.

Temperature Ensure the rooms that you use in your home are heated to an appropriate temperature.

Hot Meals One hot meal a day, and hot drinks throughout the day can help to keep you warm. Eating nutritious food regularly can help to keep up your energy levels and support your immune system in the cold weather.



Achievement Awards



This quarter we are celebrating an impressive anniversary and even more probation passes!



3rd ANNIVERSARY

Joanne Bowman

Joanne has excelled within her new role as Lead Coordinator, and after spending the last 3 years as a care coordinator she is now enjoying her next stage in her career. Joanne is an extremely important member of our Bluebird care family and we are enjoying seeing Joanne excelling within her new exciting role.

Probation Success

We are celebrating even more of our team members passing their probationary periods, and becoming fully-fledged care assistants. Congratulations!



Leeanne Parker



Emeline Sayer



Precious Khumalo



Christmas Card Making



To celebrate the festive season, we held a Christmas card making session with our customers from Newmarket, Fenland and Cambridge at our Ely care hub.

It was very successful with lots of laughter and festive joy. As well as card making there were also mince pies, refreshments and lots of fun conversations.

Thank you to all the team members who supported our customers, allowing them to have a fun day out.

Carer of the Month

The team members who achieved Carer of the Month are:

November Julie Perry
December Leanne Parker

Name that Reindeer... Clancy!

Congratulations to Mrs S for winning this year's hamper!



Valentine's Film Event

We'll be hosting a Valentine's themed film day at our Ely care hub in February. If any of our customers have suggestions for films, or would like more information, please speak to your care assistant or call us on 01353 883333.

Meet Your Office Support Team



Carolyn Dailey
Principal Director



Keith Dailey
Principal Director



Dani Durrant
Coordinating Director



Denise Allen
Operations Director



Heather Porter
Care Director



Natalie Moore
Quality & Development Manager



Katie Manson
Trainee Recruitment & Team Manager



Joanne Bowman
Deputy Manager



Karen Candler
Team Manager



Lisa Tyzack
Live-In Care Manager



Terri Evans
Training & Development Coordinator



Jackie Manson
Field Care Supervisor