

Bluebird Care Gloucestershire July 2017 Team Newsletter



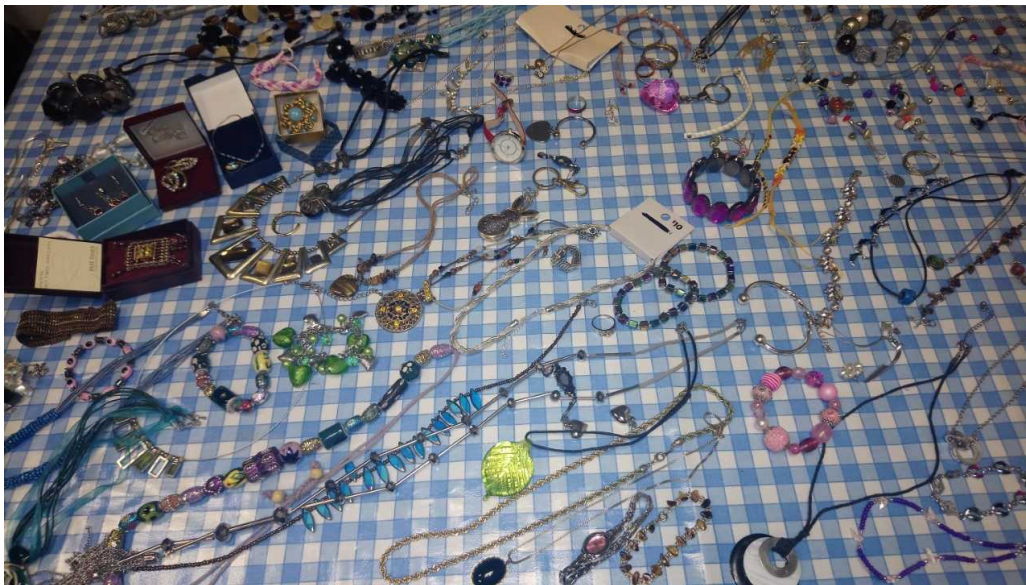
Thank You

Our thanks to everyone working out in the field during the recent spells of very hot weather for carrying on looking after our customers, despite the risk of melting into a puddle. We hope you were following our hydration advice!

Summer tunics are available now for anyone who would like one. They look the same as the usual tunics, but are made of a much lighter fabric.

Alzheimer's Society Jewellery Appeal

A big thank you to everyone who has donated unwanted jewellery. The collection has been organised and coordinated by our Stroud office. You can see below a display of some of the jewellery donated.



There has been such a fantastic response to the appeal that Sophie has twice had to order more donation envelopes to send the jewellery off to the Alzheimer's Society, and items are still coming in.

Stroud Office CQC Inspection

Our thanks to everyone who took the trouble to speak to the CQC Inspector during our recent inspection. We have been advised that, due to pressure of work, he will

not be able to send us the inspection report for at least a month. We will publish it as soon as possible.

Staff News

Welcome

We are very pleased to welcome Henrik Craciun, Jackie Berry and Bryony Welch to Gloucestershire North, and Madeline Boulton and Jenny Veale to Stroud and Cirencester. We wish you a long and happy association with Bluebird Care.

New Arrival

We are delighted to announce the safe arrival of Michael Scott Hooper at 8.32 pm on the 24/07/2017. Congratulations and best wishes to Sam and her husband Chris. Michael is, of course, gorgeous, as you can see below.



Wedding Congratulations

Our congratulations to Zoe Neal and her husband Jamie, who married on 21st July. We wish you every happiness for the future. Zoe's change of name consisted of dropping the final 'e' from her birth name.

Birthdays

Happy August birthday to Michelle Harris on the 4th, our only August birthday!

Anniversaries

Vicky Hewer has been our Care Manager for the Stroud and Cirencester area ever since the office opened 4 years ago. She has built a team of carers and office staff who share her, and our, commitment to high quality, person-centred care. She ensures that staff are supported, and has developed a culture in which they are always confident to share any problems or concerns. She runs a happy office. Vicky has written her own reflections on her 4th anniversary:

I have now been with Bluebird Care for an amazing 4 years. I joined Bluebird Care at a time when I was a little disillusioned with the care industry and sought to find a care provider who shared my values and vision for what constitutes good quality person centred care, and valued each and every carer, and the incredible contribution to they make to the day to day lives of the people they support; as well as fully recognising the importance of ensuring carers are treated well, feel valued, supported and invested in, so as to foster positive morale and a values based service. I was thrilled to be offered the position of Care manager Bluebird Care Stroud and Cirencester, and hope that during the recent CQC inspection this is recognised in their report.

Thank you to John, Gillian and Gareth for believing in me and giving me the chance to develop an amazing team and service which I feel incredibly blessed to be part of, to Tracy, Hannah, Sophie, Poppy and Debbie for their hard work, dedication, and the desire to provide the best possible service for our customers and ensure we look after and value all the amazing carers who are the face of Bluebird Care.

Debbie Bridgewater has now been our Care Manager for the Gloucestershire North area for 3 years. She faced a very different challenge from Vicky's, in taking charge of an area which had already been running for more than 6 years. Through tightening up recruitment procedures, effective support and monitoring during the probation period, and using performance management to motivate carers to improve their attendance levels and/or care practice - or move on to pastures new – she has strengthened the care team, and greatly reduced the number of occasions the coordinators have to phone good, reliable carers to ask them to do extra work because the same people keep going off sick. She has continued to manage change in the office, as roles have been reorganised to meet changing need.

Marcos Leite has reached his second anniversary with Bluebird Care. Marcos is popular with staff and customers alike. He is often nominated by customers as Carer of the Month, and has been chosen twice. Marcos is calm and professional even in challenging situations. He is quick to notice any change in a customer's health, and to communicate this to the office. He is also excellent at working with new carers, giving a good example, and helping them to develop their skills.

Mariana Lopes da Silva has also reached her second anniversary with us. She is also popular with customers and staff, and has also been our Carer of the Month. Mariana provides an excellent standard of person-centred care to our customers. She is unfailingly cheerful and smiling, which customers have often given as one of their reasons for nominating her for Carer of the Month. She is very good at communicating with the office when she has concerns about a customer, and is an all-round team player.

Teresa Walker has now been with Bluebird Care for a year. During this time, she has made a positive contribution to the team, and fostered good relationships with the customers. She has a positive attitude, and always ensures that she takes the time to get to know customers. Teresa is an effective communicator with a good eye for detail and will often pop into the office to share her observations and share feedback from customers, to enable us to update tasks on support plans/Pass System. She has the ability to remain calm and positive when dealing with challenges the role presents, such as customers being unwell or experiencing changing needs.

All five are highly valued members of Bluebird Care, and we look forward to many future anniversaries.

Special Mentions

Thank you to Anabela for her hard work and commitment since she has been with Bluebird Care, and particularly since she has been a supervisor. We will miss her greatly when she leaves on 18th August to return to Portugal, and wish her and her family all the best in their new life chapter.

Vicky would like to thank all the carers who recently worked so well with the office team, to ensure the safety and wellbeing of a customer whose health had deteriorated rapidly. This enabled us to work in partnership with health professionals, OT's and family, to ensure that their needs were met quickly and effectively.

Training

We are continually working to add to the specialist knowledge and training we can offer you in-house. In addition to the previous in-house training available, Several of the staff in both offices are now accredited First Aid trainers, and have been busy training carers from both offices in first aid. Our two Dementia trainers, Donna and Tracy, are working through training programmes to ensure that you all have a very good working knowledge of dementia care. Carlos is now an accredited instructor in Oxygen Therapy Administration and Immediate Management of

Anaphylaxis. He will provide this training for care staff on a needs basis, as and when we have customers for which it is relevant.

Thank you to all carers who have been working hard to bring their e-learning up to date. The Stroud and Cirencester area is now 95.2% compliant, and Gloucestershire North is rapidly catching up. Special thanks to Emma Townsend, Ros Randall, Renee Goodfield, Sharon Haynes, and Laura Hudd, who have recently updated *all* the e-learning modules.

Congratulations to Mariana Lopes da Silva and Sam Hooper, who have completed their Level 3 Diploma in Health and Social Care.

Carer of the Month

The Carer of the Month for July for the Gloucestershire North area is **Jenny Brice**. Jenny was nominated by Carlos, and endorsed unanimously by office staff because:

Jenny has worked hard to take her standard of care to the next level. She is currently putting a lot of effort into her Level 3 Diploma in Health and Social Care. Her care practice is excellent, and she provides really good care for our customers. She is consistently good, and we never receive any complaints about Jenny.

She always either answers the phone when we call or, if she cannot take the call, she always calls back as soon as she is free. She is always willing to help out by taking on extra calls when colleagues are off sick or on holiday, and she never lets us down.



Here is Jenny receiving her certificate from Anabela. She has chosen a B&Q voucher, to help her with work on her garden.

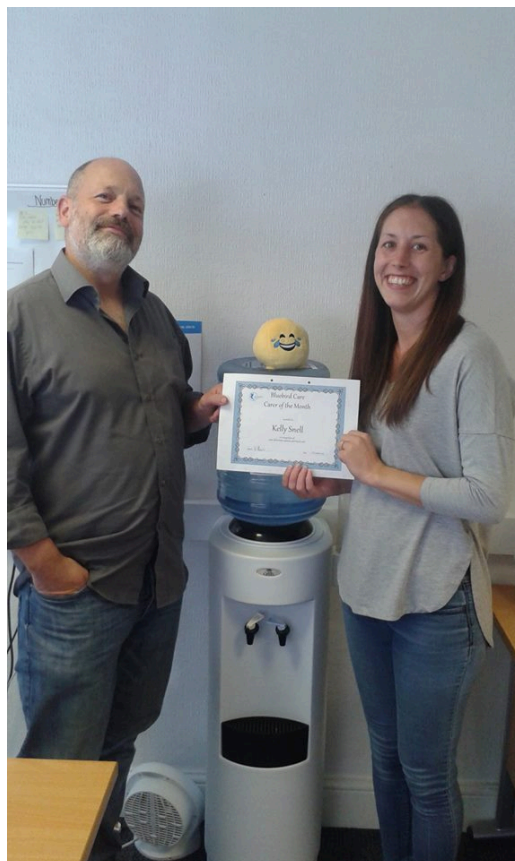
The July Carer of the Month for Stroud and Cirencester is **Kelly Snell**.

Customers have said about Kelly this month:

- Very capable, quick, respectful, and always cheerful.
- She is an intelligent woman who uses her own initiative to provide thoughtful care.
- Very efficient, remembers where things are, and is always cheerful.

Some things the office staff have said:

- Kelly is extremely positive and supportive of her customers and colleagues.
- Kelly is calm and professional at all times.
- Kelly is very good at communicating between her customers and the office to ensure effective care.
- She is calm in a crisis.



Here is Kelly receiving her certificate from Gareth.

Please provide all information for the August newsletter by Monday 14th.