



Hello again from everyone at Bluebird Care Glasgow South to your Autumn/Winter Newsletter 2016.

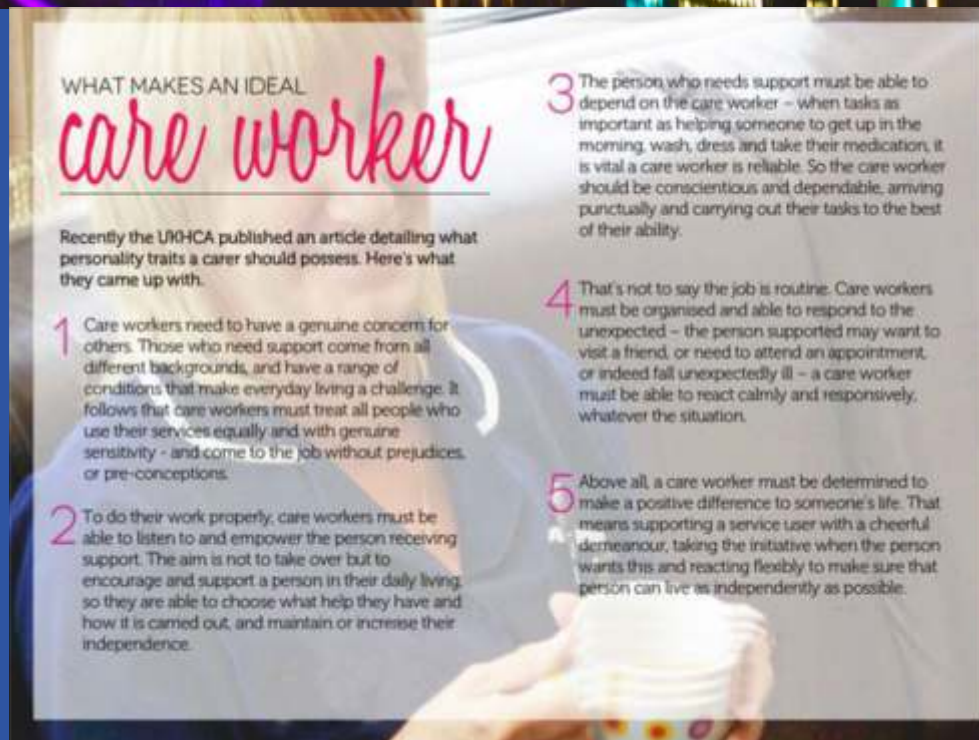
In this edition, among other interesting features, we spotlight the people who organise & deliver the care to you, our customers.

Any successful organisation relies on its people, and we are no exception. We have, as you know from personal experience, some incredible people working for us; people who are committed to providing a care service second to none and it's to them we are extremely thankful.

We are also truly thankful to you our customers for your continued faith and trust in our services. We never forget that we are only as good as our last visit.

We hope you enjoy the following pages and hope you find it an interesting read. The offer is always open to you, if you would like to add any additional features, news stories, information etc etc, please speak to Lynsey Torbit, your Care Manager who will be happy to hear your ideas.

With kind regards,
John & Jane Perry, Directors.



WHAT MAKES AN IDEAL care worker

Recently the UoHCA published an article detailing what personality traits a carer should possess. Here's what they came up with.

- 1 Care workers need to have a genuine concern for others. Those who need support come from all different backgrounds, and have a range of conditions that make everyday living a challenge. It follows that care workers must treat all people who use their services equally and with genuine sensitivity - and come to the job without prejudices, or pre-conceptions.
- 2 To do their work properly, care workers must be able to listen to and empower the person receiving support. The aim is not to take over but to encourage and support a person in their daily living, so they are able to choose what help they have and how it is carried out, and maintain or increase their independence.
- 3 The person who needs support must be able to depend on the care worker - when tasks as important as helping someone to get up in the morning, wash, dress and take their medication, it is vital a care worker is reliable. So the care worker should be conscientious and dependable, arriving punctually and carrying out their tasks to the best of their ability.
- 4 That's not to say the job is routine. Care workers must be organised and able to respond to the unexpected - the person supported may want to visit a friend, or need to attend an appointment, or indeed fall unexpectedly ill - a care worker must be able to react calmly and responsively, whatever the situation.
- 5 Above all, a care worker must be determined to make a positive difference to someone's life. That means supporting a service user with a cheerful demeanour, taking the initiative when the person wants this and reacting flexibly to make sure that person can live as independently as possible.

18% of older people have spent more than a week alone*

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*Online OnePoll survey of 1000 people across the UK aged 65 or over. The result have been weighted to the profile of all UK adults aged 65 or over

MEET THE TEAM!



Registered Manager - Lynsey Torbit

Lynsey has worked with Bluebird Care since February 2015. During this time, she has maintained our Care Inspectorate Grade of 6's (excellent), across all categories. Lynsey has shown a keen interest in developing the business and she has also been nominated by her team as 'Registered Manager of the Year' at the National Bluebird Care awards where she attended the awards ceremony on September 6th at London's historic Fortnum & Mason as a finalist. Please read on for the result!



Business Support - Margaret Thomson

Maggie has worked with Bluebird Care since September 2013 and has recently been promoted from a care worker, to business support working in the office to assist with the daily scheduling of customer visits and staff schedules. Maggie commented 'I love what I do and being able to make a difference each day.'



Lead Carer - Catherine Boyd

Catherine has worked with Bluebird Care since August 2015 and has recently been promoted to our Lead Carer. You will meet Catherine out in the field, carrying out customer reviews or supporting and mentoring her fellow colleagues and always shows that 'can do' attitude.

CARERS OF THE MONTH/YEAR

Jan	- Ashleigh McCartney
Feb	- April Thomson
March	- Barbara Turner
April	- Tina Nash
May	- Carol Benzie
June	- Barbara Turner
July	- Wendy Reilly
August	- Danielle Garrett

Please contact us to nominate your carer of the month who will be put forward for our carer of the year accolade in December.

Carers passing probation

This year, we have increased our staff team due to the increasing demand of care and support within Glasgow Southside.

Those who have successfully passed their twelve-week probationary period are as follows: Carol Benzie, Wendy Reilly, Clare Hollywood, Fiona McNaught and Paulina Herbus.

We would also like to welcome a further few members to the team: Rebecca Scott, Ynez Walker, Ciara Owens, Sandra MacKay and Gemma Watson. We wish you all well in your probationary period.

"I have a support network of colleagues, always there to help me."

- JACKIE

"I've gained further on-the-job training and new skills."

- BRIAN

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CELEBRATION TIME!

Diamond Wedding Anniversary

Mr and Mrs Young were married in the White Elephant on Kilmarnock Road, in October 1956. The White Elephant hosted a cinema, dance hall and restaurant. They are going to be celebrating their 60 years of marriage in October this year and plan a celebratory dinner with their family at their favourite restaurant, Nonna Ginas. Mr Young commented by saying "the years have just flown by". All the team at Bluebird Care wish them many more years of happiness together.



Our carer of the year for 2015 was

Catherine Boyd.

Catherine started working with Bluebird Care in August 2015 and from the moment she started working, we received fantastic feedback, not only from our customers, and families, but also from the staff she worked alongside with as well.



Congratulations Lynsey!

Lynsey Torbit, your Care Manager, was nominated for the Registered Manager of the year award for the Bluebird Care national network at a ceremony at Fortnum & Masons in London.



After taking into consideration Lynsey's awards and achievements since she has worked with Bluebird Care Glasgow South, she was named as the overall winner for the entire network.

Judge Heléna Herklots, Chief Executive of Carers UK, said: "Lynsey has a great attitude and showed real passion for her team. She has managed to grow the business over the last year without compromising on quality."

Lynsey commented: "The recognition is amazing but just being part of Bluebird Care is the most important bit for me. It is the first job I have truly enjoyed."

Sundown Syndrome

Sundowning, or sundown syndrome is a psychological phenomenon associated with increased confusion and restlessness in patients with some form of dementia. Most commonly associated with Alzheimer's disease, but also found in those with mixed dementia, the term "sundowning" was coined due to the timing of the patient's confusion. For patients with sundowning syndrome, a multitude of behavioural problems begin to occur in the evening or while the sun is setting. Sundowning seems to occur more frequently during the middle stages of Alzheimer's disease and mixed dementia. Patients are generally able to understand that this behavioural pattern is abnormal. Sundowning seems to subside with the progression of a patient's dementia. Research shows that 20-45% of Alzheimer's patients will experience some sort of sundowning confusion.

If you think this may relate to you, or a loved one, please do not hesitate to contact our office team who will be able to help provide more information and ways that this can be managed.

Care Inspectorate

The Care Inspectorate have developed a new way of inspecting our standard of service and this will be heavily focused on how we work with our customers who suffer from Dementia and how we support them. Staff will be working alongside customers and families in the coming months, to ensure we have all the important details, that makes everyone 'individual' and to allow the care plans to support a holistic and person centred approach.

Open PASS

Open PASS is the latest development by the makers of the PASSsystem - Family App. We are soon to introduce openPASS to all our customers who wish this. It allows you, members of your family, care professionals (with your approval) access to the care notes and get updates on the care the person is receiving. We will be sending you more information about this innovative and exciting addition to your service very soon.

Local Business's



YOUR DENTAL REQUIREMENTS

Clarkston Toll dental practice offer a dental service in the comfort of your own home. They are a local business and provide both NHS and private dental care. They can be located at 147 Eastwoodmains Road, Clarkston or by calling **0141 638 2944**.



YOUR PODIATRY REQUIREMENTS

AA Podiatry have opened a new branch in Busby Road, Clarkston and are able to provide a full assessment, including toenail cutting, hard skin removal, corn treatment and a miniature foot massage all for £35. They can be located at 150 Busby Road, Clarkston or by calling **0141 644 2244**.

RECENT AWARDS AND EVENTS

East Renfrewshire Chamber of Commerce Business Awards

were held in June at the Dalmeny Park Hotel, Barrhead and was compered by comedian, Karen Dunbar. We are delighted to have won the award for 'Best Large Business (11 employees or more)'. This is the first time we have entered into this event and delighted to be part of this.

Pictured: Karen Dunbar, John Perry, Lynsey Torbit, Jane Perry and Liana Canavan (Cala Homes West, Sponsors of the award).



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Bluebird Care Edinburgh & Glasgow were recent winners at the annual **Scottish Care Awards**, where we won the Personalisation & Partnership award due to our work with the Dementia training partnership developed between NHS Lothian, EVOC (Edinburgh Voluntary Organisations Council), City of Edinburgh Council and Third Sector; the training was established to deliver Promoting Excellence in Dementia Care. Utilising Promoting Excellence, we successfully empower our staff to an informed level, to deliver person centred care to customers and their families who live with dementia at various stages of their journey. In addition, Bluebird Care have introduced a smart phone application (PASS system) empowering people to have more control over the support they need.

Glasgow Pride - We participated in a weekend at Glasgow Pride where we hired a stall and spent the days networking with a number of other care providers, local authorities and the emergency services. Director Jane Perry and Deputy Care manager Liz Pryke, from our Edinburgh office were both in attendance and as you can see from the picture below we all got into the spirit of the day promoting equal rights for gay, lesbian, bi-sexual and transsexual communities. Pride Glasgow has a March and a Community Based Festival to celebrate diversity and personal identity.



The traditional Pride March provides a platform for politicians, community activists, and most importantly individuals turn out to march through the streets of Glasgow to celebrate Pride. The Festival has LIVE Music, a Health and Community Fair and lots more.

2 Stewart Drive, Clarkston, Glasgow, G76 7EZ



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