

## Southampton Customer Newsletter

### A letter from the Directors

As owners of Bluebird Care Southampton, we look back at the year of 2021, this has been a year of hope and some glory with the vaccine rollout. However, we have never known so many challenges. That being said, we remain thankful for the relentless efforts of our office and field care teams who have continued to support our customers. We would also like to thank you, our customers, for your patience.

When looking forward to 2022, we are hoping that some normality might return on all fronts as the year progresses. If the past 12-18 months and COVID-19 have taught us anything, we need to expect the unexpected!

For us at Bluebird Care, we will continue to focus on expanding our Live-in and Home Care services. At a time, when other providers have been looking to re-trench their efforts, we are investing. In August, we announced the promotion of Rachael Benn to Head of Care Operations across our branches. In October, we opened a third branch in the New Forest territory in Ringwood and we also focus on developing and widening our Clinical Care services spectrum.

Are we mad to do so in times of inflationary pressures? We will see.

We want to ensure that we are able to offer you, a range of high-quality care services from companionship visits to Live In Care and more complex Clinical Care services. This approach will also enable us to create a clear career path for our staff.

We thank you for your continued custom and wish you and your family, all the best for 2022.

Hugo and Bernadette Mills



## Staff announcements

### New Southampton Care Manager!

After a year of trial and tribulations with Covid, Becky Taylor decided to step down from her role as Care Manager in Southampton and transition into the role as Recruitment Officer for the overall group. Therefore we would like to introduce you to our new Care Manager for the Southampton Branch, Jaidean Armes.



Originally from Somerset, we welcome Jaidean to the Bluebird Care family. Jaidean has a wealth of care experience as she worked her way up through various roles in the sector; starting from Care Assistant, to Recruiter, to Coordinator and Manager. Jaidean is eager to meet all our care team in the field and will endeavour to meet you at home. We welcome her onboard.

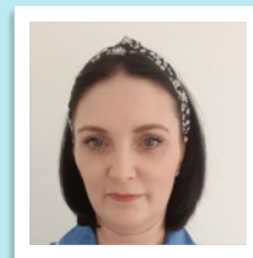
### Acting Deputy Manager & Care Coordinator

Many of you know Rose already. Rose Marucci has been with us almost 5 years. During the last month, she has stepped up to ensure a safe transition of management and support our care team with smooth rostering and safe care delivery. Rose is one of our more established team members in the branch. The ultimate problem solver and a great cook! We hope that the team will be ready for a successful 2022.



### Meet Tess, your new Team Leader.

Our Team Leader Darko decided to return to his home country. Therefore, we had to appoint a new person to follow in his foot steps. We are excited to tell you that our lovely Care Champion Tess Pearman has been appointed to help our office team out in the community. Our Team Leaders help the office team with spot checks, getting care plans up to date, helping with mentoring new carers and many more tasks. We hope that Tess will continue to grow in her career at Bluebird Care.



### Finally Carers evening out!

Over the last 2 years, all our staff have worked extremely hard during Covid. Once the hospitality sector was opened, we thought it was about time they would get a treat as a "Thank you". The Southampton team chose to book Laser Tag! It was great to see them all having fun and it was an opportunity for everybody to meet in a different, somehow unusual setting!



## Fund raising & community

### “Walk for Dementia”

Every year, a big walk gets organised by the Alzheimer’s Society on Southampton Common. We would call in the troops from all our offices and undertake a joint effort with their families and four legged friends! Then Covid struck and it was banned for a year. This year, the Alzheimer’s Society encouraged individuals to organise their own walk and our marketing lady Kat volunteered to walk it with her family and her dog Bentley. It was a beautiful sunny day and several people joined; like Amber, the Care Supervisor, and her lovely son Alfie. Cathy, one of our live in care team, joined with customer John. Our director, Bernadette also came to stretch her legs! We managed to raise £120 for the Alzheimer’s Society. We hope to do this walk again next year and raise even more money for such a great cause.



### Breast Cancer Awareness Day “Wear it Pink”

At Bluebird Care, we always love National Awareness days as we dress up and joke around with our customers and staff members. It was great joy as some carers dressed up in pink and took some fun pictures all for a good cause. Southampton raised £50. All together with the other branches we raised more than £200.



### Macmillan Coffee Morning!

In September, we joined together to raise money for MacMillan Cancer Support. We all donated cakes and biscuits and went out to deliver to some of these to our customers who want to get involved. It was a great day and we managed to raise £150. What better way to raise monies? Bake cakes, cookies and cupcakes and have a laugh with our customers and staff!





## The festive season is around the corner !

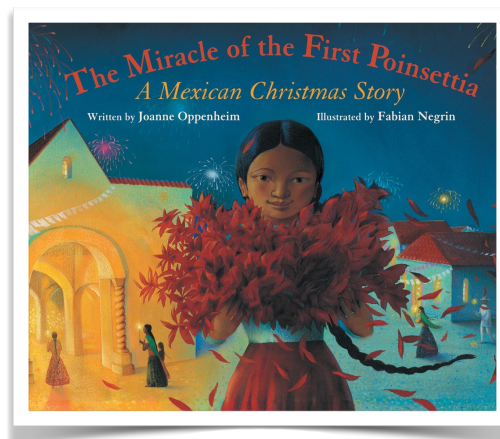
Christmas is on its way! Every year we organise events for customers and carers in order to enjoy the festive period. However, upon your request, we have decided not to host a Christmas lunch in a community hall but again a takeaway Christmas lunch in the comfort of your own home. This is to ensure your safety and still have a bit of fun. The Christmas dinner will be prepared by Rose and her mother who do an amazing job. The Southampton team will bring it around for you to enjoy at your leisure.



At the same time, we hope to organise an online choir performance but more to come on that. Enjoy the coming winter months and we wish you a healthy and happy 2022.

## THE STORY OF THE POINSETTIA PLANT, The Star of Christmas.

Every year with Christmas, the house of our Bluebird Care directors is stacked full of poinsettias to celebrate the festive season. For decades, the plants have been associated with the Christmas season. These beautiful plants have leaves shaped like “the Star of Bethlehem”, which led the 3 wise men to the new-born baby Jesus in the crib on Christmas night. However, the story about poinsettia, is originated from the Mexican folklore story of a poor girl called Pepita. In the legend, the Mexican people always gave presents to baby Jesus on Christmas Eve Church services, to honour him and Pepita had no present to give. She was very sad and as she walked towards the church, where she saw some weeds growing alongside the road. An angel appeared and told her to gather a bouquet of weeds. When Pepita entered the church and laid the bouquet at the feet of the Christ child, the weeds burst into bright red flowers. From that night onwards the plants were known as the “Flores de Noche Buena” or the “Flowers of the Holy Night”. In 1828, an American ambassador travelled to the area of Taxco in Mexico, where the plant comes from. This man was an amateur botanist, and he took some samples back to grow in nurseries in the USA. Ever since that time, many households across Europe and the US, buy poinsettias as a symbol of the Christmas season.



# Bluebird Care Word Search

E	E	T	A	R	B	E	L	E	C	N	T	L	H
E	R	S	B	S	L	Y	I	A	T	R	E	E	S
U	A	A	L	C	L	I	V	O	M	O	A	H	Y
P	N	S	C	L	A	R	E	C	S	D	D	O	R
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A	I	N	H	H	R	B	N	N	L	I	E	I	C
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S	A	M	T	S	I	R	H	C	Y	R	R	E	M

- JINGLE BELLS
- COMPASSION
- ADVENT
- LIVE IN GIFTS
- CANDLE
- SANTA
- PEACE
- MERRY CHRISTMAS
- HOME
- TREE
- CARDS
- HOLIDAY
- LOVE
- JESUS
- BLUEBIRD CARE
- CHURCH
- STOCKING
- CELEBRATE





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