

Bluebird Care By your side

Summer 2017



CareQuality
Commission

OVERALL GOOD RATING

10 Year Anniversary • 2004 - 2014

Winner

Bluebird Care

Peterborough & Rutland

Franchise Owner of the Year 2016



Stay hydrated this summer • Keep doing the things you love with live-in care • Spinning a yarn with our knit and natterers

Refocus on careers in care

Enhancing care service and customer satisfaction

We've been busy over the last few months restructuring our Bluebird Care Peterborough and Rutland teams in order to fulfil our pledge to continuously enhance the care we offer.

The reorganisation has involved renaming our Supervisors (now called Community Care Managers) and highlights our commitment to providing the best care, not only for our customers, but also for our team members too.

Three new Community Team Lead posts have been created and filled by our own carers. James (Stamford), Melanie (Oakham & Oundle) and Michelle (Peterborough) have each been promoted due to their outstanding skills, experience, attitude and professionalism.

In addition, customers are likely to see our new Senior Carers, Zoe, Asta, Yvette, Maureen, Charlotte and Jo, who are now buzzing around in the community. "Nine new Senior Carers posts have been created and these highlight a real progression: One of our main focus points is on recognising the performance of our staff and supporting them in their role as a carer. Extra training and support allows each team member to feel motivated, gain valuable experience and study for additional qualifications/specialisms. Being employed by a business like ours which focuses on the careers of its staff ultimately means our customers benefit from a much more efficient, motivated and professional care team," explains Leisa MacKenzie, Care Director and joint owner of Bluebird Care (Peterborough & Rutland).



Back row: Sarah Weston, Michelle Inwood, Zoe Chambers, Michelle Teeson, Nadine Wilmer, Asta Kavolyte. Front row: Charlotte Goodwin-John, Melanie Rouse, James Asker, Jo Fox, Maureen Stafford and Julie Bestford.



We're running a 'Stay hydrated this summer' campaign to remind everyone about the importance of keeping cool and hydrated during the hot weather. We've already had our message featured in Stamford Living magazine and are keen to spread the word even wider.

Heat can cause potentially life-threatening dangers, particularly for high-risk groups such as babies, children, adults with compromised health and older people. National guidelines suggests we all drink around six to eight glasses of water a day, however for many people this can be a challenge. Care Manager, Nadine, is keen to make everyone aware of the real threat to life posed by extreme weather.

"Our care team is very aware about our customers' hydration right through the year but summer is a time when we become extra vigilant about this. We are reaching out to the community in Peterborough, Oundle, Stamford and Rutland to ask anyone at risk to keep in regular contact with friends and neighbours. If you have an elderly relative or neighbour, please check them in hot spells to make sure they are coping. If anyone would like further hot weather advice or information about summer home care, please call us on 01780 480 881. We'll be delighted to help. Let's look after one another this summer."

NHS top tips for staying well during hot weather:

- Close blinds and curtains to keep the house cool.
- Stay out of extreme heat whenever possible.
- Stay hydrated with water. Avoid alcohol and caffeine.
- Keep up-to-date with weather forecasts.
- Check on relatives and neighbours who may be at risk.
- Wear a sun hat if you go outside and use plenty of sunscreen.
- Avoid going out during the hottest part of the day.

Cupcakes help raise awareness of dementia: Two Bluebird Care team members, Melanie and Zoe, delivered a sweet surprise to many customers recently (on National Cupcake Day) when they took to the road handing out cakes to help raise awareness of dementia. We all know how everyone loves cakes and this was how we demonstrated our support of the work that the Alzheimer's Society is doing. Dementia is the number one cause of death in England and Wales. It doesn't discriminate and currently there's no cure.



Spinning a yarn – Bluebird Knitters: We've started a knitting club – it's a great activity which can help others too. During July our customers have been knitting tiny hats in a tie up with the drinks manufacturer, Innocent Smoothies, in support of Age UK. One customer has already knitted over 20 bottle hats to help raise money. We are looking at more good causes for the Bluebird Knitters including supporting the local Neonatal Intensive Care Unit (NICU) with hats for premature babies and baby knitwear. Our Carers deliver the wool/needles/patterns and will come and collect them too. If you are interested – ask your carer for more details, or call the office team on 01780 480 881.



Platform at Parkinson's Group, Stamford: Bluebird Care Director, Leisa and Care Manager, Nadine, were given a warm welcome by the Stamford Support Group for Parkinson's UK, when they gave a joint talk about the importance of the right support and care to help maintain independence and choice when living with Parkinsons. The Stamford Support Group meets on the first Tuesday of every month at St Mary's and St Augustine's Church Hall, from 10.30am to 12pm. To find out more about the Stamford Group and Parkinson's UK, contact: www.parkinsons.org.uk

Love life for longer with 24 hour live-in care

When a loved one can no longer live safely in their own home, the option we most often consider is to move them into a residential home. However, arranging for 24-hour, live-in care can often allow the person being cared for to stay independent for longer and allow them to carry on doing all the things they love to do.



complex, having a live-in care assistant is more than just having someone there to support with personal care and medication - it's about having someone there to help a person pursue the things in life they love and can still do.

Maybe it's just sitting out in their own garden, or getting in the car and whizzing off to the shops, or maybe their health needs have become more

Live-in care offers continual support and companionship which, in turn, gives the customer's families a great sense of relief and comfort, knowing that their loved ones are safe and being supported at all times.



Bretton Festival in aid of Sue Ryder, Thorpe Hall Hospice: On a brilliantly sunny day in July, Bluebird Care (Peterborough & Rutland) staff raised £137 for the local Thorpe Hall Hospice (Sue Ryder) at Bretton Festival. We ran a lucky dip stall and took donations throughout the day. It was a great fun event and we enjoyed giving out cuddly toys which were won, Charlie and the Chocolate Factory-style, by finding golden tickets in the lucky dip!

Meet the team



Leisa MacKenzie
Joint owner and Director of
Bluebird Care Peterborough & Rutland



Tim Carey
Joint owner and Director of
Bluebird Care Peterborough & Rutland



Michelle Inwood
Community Care Manager



Zoe Martin
Care Co-ordinator



Karen Andic
Accounts & Payroll



Sarah Weston
Community Care Manager



Julie Bestford
Community Care Manager



Sally Wing
Part-time Office
Administrator & Receptionist

Much more than just care...

You may already know many of us here at Bluebird Care Peterborough & Rutland and be familiar with the way we help you or a member of your family. However, are you aware of the full range of our services? We offer:

- 24-hour live in care
- Night care
- Sleep in service
- Companionship
- Sitting service
- Domestic support
- Parkinson's care
- Dementia support
- Stroke care
- Respite care
- End of life care
- Personal care
- Medication support
- Meal preparation
- Shopping

If you would like to discuss how we may be able help you further, please do not hesitate to contact us.

Bluebird Care office opening hours

8.30am - 5.00pm
Monday to Friday.

UK Bank Holidays

The office will be closed on the following bank holiday dates:

28 August - Bank Holiday	26 December - Boxing Day
25 December - Xmas Day	01 Jan 18 - New Year's Day

Marvellous and muddy



A fantastic well done to our lovely Care Assistant, Michelle, who took part in a 5K muddy obstacle course in aid of Cancer Research UK at Burghley House recently. She really got stuck in and came out looking pretty muddy! Michelle collected £560 in sponsor money.

Rachael packs a pretty punch



Rachael has been quite literally fighting against cancer recently when she took to the boxing ring at a UWBC event at Peterborough Arena to raise funds for Cancer Research UK. Rachael trained hard in the lead up to her inaugural fight. Throughout her training programme, the Bluebird Care Peterborough & Rutland team has been supporting and keeping a keen eye on her progress. Rachael punched well above her weight - raising £300.



If you need more help, have queries, questions or concerns, don't hesitate to call a member of our customer care team on **01780 480881** or **01733 459907**. Alternatively you can email us at: peterborough@bluebirdcare.co.uk

For all the latest news about how Bluebird Care Peterborough & Rutland can provide the services you require in the comfort of your own home, visit our website at:

www.bluebirdcare.co.uk/peterborough-rutland