



# Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS



Our Registered Manager, Peter, gets hitched (see more on page 2)



A day in the life of  
**CARE MANAGER**

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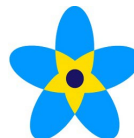


'Excellence in Care'  
**AWARDS**

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Bluebird Care Rushcliffe & Melton, 82 Grantham Road, Radcliffe on Trent, Nottingham, NG12 2HY  
[www.bluebirdcare.co.uk/rushcliffe-melton](http://www.bluebirdcare.co.uk/rushcliffe-melton) 01159 333114 [rushcliffeandmelton@bluebirdcare.co.uk](mailto:rushcliffeandmelton@bluebirdcare.co.uk)



## Mr. & Mrs. Bryan tie the knot

Now celebrating the second Bluebird Care family wedding of the year, it's safe to say 2022 has been a very special time for our family business. On Saturday 17<sup>th</sup> September, Peter (Registered Manager) and his beautiful wife, Chloe, joined their hands in matrimony at Mythe Barn in Sheepy Magna. They were blessed with blissful autumn sunshine and danced the night away to the performances of a live 5-piece band and string quartet.



### A day in the life of...

REGISTERED CARE MANAGER

Peter joined the family business back in 2015 as the Registered Care Manager and is responsible for overseeing the efficient running of the business alongside Andrew. Peter has a clear vision for the service and embodies the Bluebird Care ethos, striving to deliver high quality care, on time, every time. Peter has been the driving force behind many positive developments in our mission to craft an outstanding care service which revolutionises the way home care is delivered to the local people of our community. Peter is dedicated to ensuring our service is Safe, Effective, Caring, Responsive, and Well-led. He is currently working towards his Master's degree (MBA) in Senior Leadership.

**“Congratulations to my big brother, Pete, and now sister-in-law, Chloe. I'm so happy for your both and it truly was the most beautiful day seeing you at your absolute best.”**

Steph Hathaway (Coordinator)

### We value your feedback

CUSTOMER TESTIMONIALS

Beaming reviews mean the world to our care team. We are always grateful to customers who take the time to leave us feedback about their home care experiences with us.

*“Bluebird Care looked after my mum in her home for many years. The carers who went to my mum every day I felt really cared about her welfare and they became friends with my mum and me. I would recommend Bluebird Care to anyone who needs help in their own home and cannot thank them enough for what they did to help my mum until her passing in October.*

*All the carers were trustworthy and reliable and had my mum's best interests at heart. Thank you all so much.”*

Review from Katherine W (Daughter of Client) Average Rating: ★★★★★ 5

Overall Standard ★★★★★  
 Staff ★★★★★  
 Care / Support ★★★★★  
 Management ★★★★★  
 Treated with Dignity ★★★★★  
 Value for Money ★★★★★

## Commemorating the life of Her Majesty Queen Elizabeth II.

Queen Elizabeth II, the UK's longest-serving monarch, recently passed away on Thursday 8<sup>th</sup> September at Balmoral aged 96, after reigning for 70 years.

Joining countless people across the country, the Commonwealth, and indeed the world, we were saddened to hear of the death of Her Majesty and again would like to offer our sincerest condolences to the Royal Family.

We are proud that The Queen visited Nottinghamshire on a number of occasions during her reign. Nottinghamshire County Council included notable examples in a recent press release including her Silver Jubilee celebrations in 1977 where she opened Mansfield Library, attended a test match at Trent Bridge Cricket Ground and officially opened the Queen's Medical Centre.



We know that this recent time of loss may have brought up feelings about lost loved ones, and so if you need support with bereavement or are struggling with your mental health, help is available via Nottinghamshire County Council on 0300 500 8080.

You can also call:

- The Mental Health Crisis Line 24/7 on 0808 196 3779
- The Griefline (Monday- Friday, 8am-5pm) on 0800 111 4451
- The Cruse National Bereavement Helpline on 08080808 1677

**“As per the advice from the latest Government vaccination campaign, we strongly encourage uptake of COVID-19 and flu vaccines, particularly among at-risk groups including pregnant women, those aged over 50 and the immunosuppressed. You can book in with your GP or via the NHS website.”**

Andrew Bryan (Director)

### Cyber-attack update

STAFF PLAN OUTAGE (ONE ADVANCED)

Following our recent correspondence in relation to the cyber-attack impacting our digital care planning system (StaffPlan), we are now exploring other solutions.

The parent company, One Advanced, has now advised that the system rebuild will not be complete until Jan 2023. Consequently, our contingency measures will remain in place a while longer.

We are currently in talks with the other major digital system provider we use (PASS System) who are currently developing their own rostering programme.

We'd like to remind all our customers to get signed up with a free OpenPASS account, which is a mobile phone app allowing you to view your care visit schedule with real-time updates. Please contact the office if you are interested.

## Care Team of the Quarter - Q1 March 2022



Every 3 months we carefully examine the positive impact our care teams have had on our customers. We then look to nominate a specific team of carers who have worked exceptionally well together in order to improve the wellbeing and independence of a particular customer.

For **Q3 2022**, we are delighted to announce that the 'Care Team of Quarter' has been awarded to **Team SS (Iwona, Josie, Amanda, Gillian, Sara, Rosa, Michael)**.

Mrs SS, who lives in West Bridgford, has been in receipt of our services for just under three years. She is doing incredibly well for her grand age and is fast approaching her 103rd birthday!

She is a proud, fiercely independent lady who still regularly enjoys visits from her friends and niece. Recently, however, she has started to slow down a little bit as certain health issues have arisen. Consequently, her care package will be increasing very shortly to offer her more support. Her care team have been working hard to encourage her to eat a well-balanced diet and take weekly measurements to monitor her weight. During a recent health scare, Iwona and Helen visited in their own time to provide companionship and reassurance, as well as liaising with the GP and other healthcare professionals in order to ensure Mrs SS received prompt care and treatment.

## Excellence in Care Award Winners

JULY - AUGUST - SEPT 2022

We are proud to reveal the winners of our most recent monthly 'Excellence in Care' Awards in 2022. A huge congratulations and well-deserved thanks to:

- Kate B - July 2022
- Vicky - August 2022
- Sara - September 2022

These 3 fabulous individuals have been recognised for going over and above in key areas of their job role. This includes receiving consistent positive praise from both customers and their peers, providing essential cover during difficult periods, and doing many 'thoughtful extras' for their regulars.



SARA

