

Bluebird Care Newmarket & Fenland, King's Lynn & West Norfolk

"This quarter I am delighted to share more success stories of our Bluebird Care Buddie scheme which has now been running for several months.

As part of our ongoing passion in delivering excellent customer service, I am excited to introduce ReMe Care to the business. This investment offers bespoke companionship support through the use of technology and this is our featured article this quarter.

We also have some exciting news with our team members who have progressed through our career pathway and we welcome a new face to the Fenland team, I hope you enjoy reading this newsletter"

Carolyn Dailey, Director

Bluebird Care Buddies

This campaign is aimed at combating loneliness and this has been greatly received by the people who have received a free visit.



Our supervisor Trudie was thrilled to be our Bluebird Care Buddie this month. Here's what our customer said "It was nice to have some company and someone to talk to. I like to have a chat about football and day to day life. I really appreciated it" Mr F

If you feel there is someone who you know could benefit in the area, who may not see friends or family regularly then please contact us to nominate them.



Spirit Award 2016

Bluebird Care

Newmarket & Fenland

Kings Lynn & West Norfolk



Bluebird Care Newmarket and Fenland

CQC overall rating

Good

Carer of the Month

We are proud of our team and each month a member is awarded the Carer of the Month. The team members who achieved Carer of the Month are:

January: Fiona Cameron, Ely Team

February: Hannah Mayes, Wisbech Team

March: Teresa Seales, Newmarket Team

If you would like to get involved and nominate one of your carers then please get in touch with us, we would love to hear about it!

Dementia Action Alliance Meeting

We are pleased to announce that we are hosting the next Dementia Awareness meeting in our March office on the 2nd May 2017 at 12pm. This is a local meeting for people who would like to meet up and access information about further support in the area or just to have a chat! Please contact us should you wish to come along.



What is RemindMeCare?

We're using tablet computers to help understand the needs, likes and dislikes of the people we look after with dementia.

RemindMeCare (aka ReMe) was built by two founders for their loved ones carers to better get to know them. For whilst their carers were caring, they found that they never truly engaged. How could they, for they knew little about the person. And if they did have a personal interaction, that knowledge was not passed on. Through trials they found that tablets could really improve the relationship and enhance person centered care and wellbeing. And with the guidance of healthcare leaders, ReMe was born.

ReMe creates a collection of meaningful content that describes the memories and achievements and the likes and dislikes that make everyone unique, and helps us deliver more informed care. The resulting collection of music, video and images constantly evolves as new responses are registered.

We use ReMe to support one to one conversation or to stimulate and discover common experiences, as well as to reinforce self-worth. Here's some of the things you will be able to do;

- Create digital life story content and explore memories and interests.
- Help build collections of meaningful pictures and music.
- Create family albums, music playlists and videos.
- Provide favourite entertainment, music, video, TV shows and radio.
- Access a calendar of upcoming events and recent activities.
- Invite friends & family to join the Care Circle and share memories.
- Enable remote family connectivity and cross generational engagement.
- Update information carers need to know to provide informed care.
- Deliver daily bespoke therapy, improved wellbeing and reporting.
- Enhance carer engagement and family care monitoring.

T 01638 718855 / 01353 883333 / 01354 704500

W bluebirdcare.co.uk/newmarket

E newmarket@bluebirdcare.co.uk

Welcome & Well Done!

This quarter we have lots to celebrate with our current team members and we welcome along new members to the office support team.

We are delighted to announce that Vicky Lockwood from our Newmarket team and Liliya Radenkova from the Fenland team have now progressed within their roles to become Supervisor's. This is an exciting opportunity for both of them and is representative to our ethos of progressing our team members through our career pathway, well done to both of



them!



We also welcome Liz Alderson as Lead Supervisor to the Fenland team. Liz has a wealth of knowledge within the care sector along with NVQ level's 2 & 3 in Health & Social care.

