

April 2022 Newsletter



Message from our Director



Hello and a happy Spring to you all! Spring brings a lot more hope of freedom this year as we were still living in the midst of the pandemic this time last year. It's wonderful to see the city awash with beautiful daffodils and tulips. We have just passed our 3 year milestone of new ownership and so I guess that doesn't count as new ownership anymore, it's business as usual!

We have lots of things to update you about, so do settle in with a brew and have a flick through this Easter edition of our Customer Newsletter.

We have moved office in the last couple of months to a great new space in West Park, Leeds 16, where we can host small events and hopefully welcome more customers to spend a little time with us.

We're very excited to be hosting our first event in May and invite you all to celebrate the Queen's Platinum Jubilee with us. There's more information about this within the newsletter, be sure to book your place to enjoy a good get together and lashings of tea and cake!

As always, if you'd ever like a chat or to give me some feedback about our services, please contact me at our office, it would be lovely to hear from you.

If you celebrate Easter, I wish you a Happy Easter and if not, I hope you enjoy the sunshine, the chocolate treats and seeds we have sent you. Please do send us in your photos of the seedlings and flowers you grow!



Sherril

This issue features.....

- New team members
- Spot light on Live in Care
- Your VIP invitation to our Platinum Jubilee Celebration
- Customer Survey results and responses
- Our new office
- Easter Recipe
- Easter Word search



Welcome

We'd like to introduce you to our new team members who started recently.
We are very pleased to welcome:



Dida Mansour
Care Assistant



Lizzie Evans
Care Assistant



Ella Purvis
Care Assistant



Nikki Migdley
Care Assistant



Georgia Finlay
Care Assistant



Oona-Mai Sharp
Customer Relations Officer

Easter Sunday is 17th April 2022.

Why not try our Easter Egg cheesecake recipe?

Ingredients

- vegetable oil, for the tin
- 200g digestive biscuits
- 80g unsalted butter, melted
- 250g chocolate mini eggs or leftover Easter eggs
- 400g full-fat soft cheese
- 150g icing sugar
- 1 tsp vanilla bean paste
- 400g double cream



Method

STEP 1

Oil a 20cm deep springform cake tin and line with baking parchment. Tip the digestive biscuits into a food bag or the bowl of a food processor and crush or blitz to a fine crumb. Mix with the melted butter, then press into the base of the prepared cake tin and chill for 30 mins.

STEP 2

Roughly chop half the chocolate mini eggs. Beat the soft cheese with the icing sugar and vanilla until just combined using an electric whisk. Clean the beaters, then beat the double cream to stiff peaks in a separate bowl. Gently fold the whipped cream into the soft cheese mixture along with the chopped chocolate mini eggs. Spoon the cheesecake mixture over the biscuit base, then smooth the surface with a palette knife or spatula. Chill overnight.

STEP 3

The next day, carefully release the cheesecake from the tin (you may need to run a cutlery knife around the edge to loosen it) and top with the remaining whole chocolate mini eggs to decorate.



Mary Berry's Top Baking Tips

1. Weigh the ingredients carefully.
2. Take the recipe as a pretty full guide, but not an absolute blueprint
3. Embrace any equipment that makes baking easier.
4. Don't put yourself under pressure by worrying about onlookers.
5. Don't let the 'toothpick trick' be your only guide.





Join us, and book your place to celebrate our Queen's Platinum Jubilee event!



**Thursday 26th May 2022
12:00 noon - 4:00 pm**



BOOK PLACES NOW BY RINGING OR EMAILING THE OFFICE!

We're delighted that our first event at the new office will be our celebration of our Queens Platinum Jubilee. We invite you all along to chat, reminisce, listen to music, sing and indulge in lashings of tea, sandwiches and delicious cakes.

You will need to book them a place. Which you can do by emailing or ringing the office. It's also something for us all to look forward to.



We're settled in to our new office!



As many of you know, we moved into our new office in January this year, it was a very busy and exciting time. We looked carefully for several months for a suitable venue with space for our team to get together for meetings and training sessions. We have also longed for some time, to have the space and facilities to host events for our customers to enable those that would like to, to be able to meet other people and come together for themed activities.

We're excited to be holding our first customer event on 26th May to celebrate the Queens Platinum Jubilee!



Would you take a minute to leave us a review on [homecare.co.uk](https://www.homecare.co.uk)

You may have noticed that our Care Professionals have left you a free-post review card in your home. We would be really grateful if you could take a couple of minutes to complete this card, seal it and post it. If you would like your Care Assistant to post this for you, once you have sealed it, they will be happy to do so. If you use the internet and have an email address, you could leave you review on www.homecare.co.uk/submitreview Thank you in advance!

OUR CUSTOMERS SAY



TAKEN FROM RESULTS OF OUR DECEMBER 2021 CUSTOMER SURVEY



100%

FEEL THEY ARE TREATED WITH DIGNITY & RESPECT ALL OF THE TIME

100%

FEEL SAFE IN THE HANDS OF BLUEBIRD CARE

100%

FEEL THAT OUR SERVICE IS OUTSTANDING OR GOOD

54% Outstanding 46% Good

100%



FEEL WE HAVE KEPT THEM UPDATED AND SAFE THROUGHOUT THE COVID19 PANDEMIC

100%

FEEL THAT BLUEBIRD CARE HAS HELPED THEM TO MAINTAIN THEIR INDEPENDENCE

93%

TOLD US THAT THEIR CARE ASSISTANTS ARRIVE ON TIME ALL OR MOST OF THE TIME

93%

KNOW HOW TO MAKE A COMPLAINT ABOUT THE SERVICE THEY RECEIVE IF THEY NEED TO

100%

RECEIVED THE OUTCOME THEY WANTED IF THEY HAD MADE A COMPLAINT

100%

ARE LIKELY TO RECOMMEND BLUEBIRD CARE

81%

SAID THEY ARE NOTIFIED IF THEIR CARE ASSISTANT IS RUNNING LATE

WE LISTENED.... AND THIS IS WHAT WE'RE GOING TO DO....

Thank you to everyone who responded. We're delighted that you're so pleased with your Bluebird Care service, despite the many challenges we've all faced during the Covid pandemic. We work very hard to exceed our customers' expectations and always will do, even when times are challenging. There's always a little room for improvement and we're committed to doing things even better where we can and learning along the way.



93% know how to make a complaint if they are unhappy with the service



It's really easy, you can give us feedback and make a complaint in any way that suits you. You can call our office and talk to us, we're always ready to listen to how we can improve your service. You can put it in writing if you'd prefer, but it's not necessary for us. We like to resolve any concerns quickly and usually, we can take action straight away, to ensure you receive the outcome you'd like. If you would like some support to make your complaint, we'll happily visit you to understand your concerns. We try to resolve issues quickly, as they arise but if you still feel dissatisfied we will do our best to work with you to find a resolution.

We can also signpost you to advocacy services that can help you express your views. You will find contact details for Advonet in your Customer Welcome Pack in your Bluebird folder. Advonet provide advocacy services for a range of situations. We improved our welcome pack for new customers in 2019 which includes a specific and more user-friendly section on how customers can raise concerns, make complaints and share compliments. We routinely ask our customers at their reviews if they have any feedback on the service they receive. We take any actions required promptly, to ensure that you always receive your service, just as you like it. If you would like something adding to your care plan, please contact the office and we can make this amendment promptly. If your loved ones leave a note in your home for carers to carry out additional tasks, it may not reach us as quickly as you'd like. To ensure you receive the right service for you, consistently please contact us at the office, by phone or email at leedsnorth@bluebirdcare.co.uk and we'll action any requests as quickly as possible.

81% said they are notified if their Care Assistant is running late

When there are unforeseen delays, we always try to let you know if we're going to be more than 15 minutes late. 18% of respondents said they weren't always notified on the rare occasion that their Care Assistant was running late and it's important to address this. It's great to hear that 93% said they received visits at the right time.



Even with proactive planning, it's inevitable that sometimes we'll encounter unexpected delays, usually due to roadworks or road traffic accidents across the city. It's important to us that we communicate well with our customers if we're experiencing delays and we have worked hard to further improve our communication around this.

We're really pleased that these results show a 15% improvement, upon our last survey. Our records show that 32% of our customers are unable to speak to us on the phone and we have no other method of informing these customers if our carers are running late. In light of this, we feel that 81% in this area is a realistic result and we commit to continuing to getting communication right and improving where we can.



You might be wondering how we know if our Carers reach you on time...

Well, the wonders of technology allow us to do this! We were one of the first home care providers in the UK to use software called the PASS system over 6 years ago.

The PASS system is our electronic care planning software that alerts us at the office when a care visit starts and ends. This helps to keep our customers and team safe, ensuring we can monitor that every visits takes place without exception and visits are on time in the majority of cases. We can't always prevent unforeseen delays as we juggle the pressures of unexpected traffic, staff absence and customer needs. Excellent customer service and communication is important to us and we continue to work hard to deliver our service on time and keep you updated.

We know when a visit has started when your Care Assistant scans the tag on your blue folder in your home, it updates our system in real time to let us know.

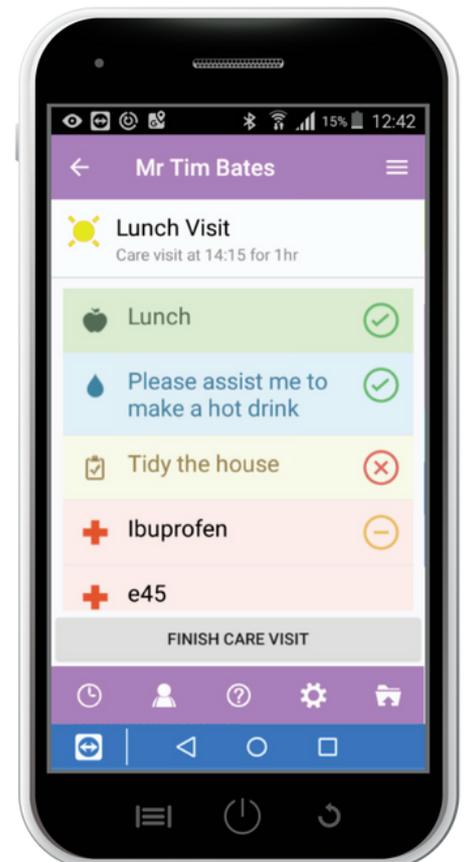
If it hasn't started within 15 minutes of the scheduled time, we receive an alert at the office. This prompts us to call the Care Assistant, check they're ok and establish an estimated time or arrival. We then try to call you to apologise, keep you updated and let you know how long they'll be. If a carer has been significantly delayed, we may need to arrange another carer to visit you if that's appropriate and we'll discuss this with you at the time.

The PASS system also securely contains your Care Plan so that only the Care Assistants who visit you, can see your information.

You've probably noticed that your Care Assistants spend a little time on their phones at times during your visits. This is because they're using the PASS app on their smartphones, which shows them your care plan and all the information they need to know to deliver the care you expect. They also use the app to make a note of what they have supported you with during your visit.

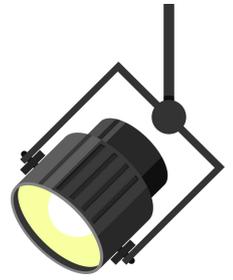
If you've added a task onto your care plan and it hasn't been marked as completed, our office colleagues receive an electronic notification. We can then check with the carer or you, if needed to make sure this was ok with you. Overall, this system is incredibly valuable in ensuring that you receive a safe, effective service and you receive consistently good care, all of the time.

You can of course, request to see these notes at any time. You can be sent the record of information we hold about you electronically, free of charge. If you would like a paper copy, we can provide this for an admin and printing fee of £10.





Spotlight on Live in Care



Have you considered Live in Care?

Did you know that if your care and support needs increase, we can increase our service to meet your needs? We provide a full live in carer service for those that would prefer to stay at home as long as possible but feel they would benefit and be safer with someone on hand at all times. It's a great alternate to a care home.

Our live in carers are hand selected and vetted to ensure they share our values, are kind, caring and skilled care professionals. Live in Carers live with you in your own home for an agreed amount of time. All you need to enjoy live in care is a spare bedroom for our carers to sleep in at night.

We can work with you to recruit the right carers who share similar interests. You can be as involved as you like in the recruitment process and we do encourage you be in as involved as possible, to ensure you feel fully in control of who you share your home with.

Generally, most customers who enjoy live in care have two designated carers who each live at your home for 7 days at a time and then alternate with a handover in between. This ensures our carers enjoy a good break regularly and that you have someone to care for you and support you around the clock.

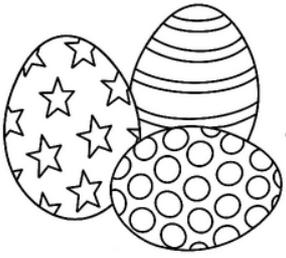


Prices for live in care start at £1400 per week.

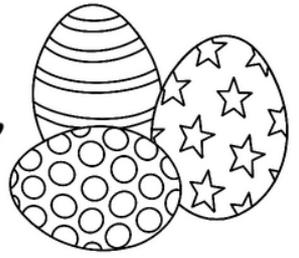
We also provide live in care for couples and these prices start at £1500 per week.

If this is something you're interested in, give us a call at the office or mention it to your carers or in your regular reviews and we can arrange to have a more in-depth discussion to explore whether this might be a good option for you.

Enjoy home cooked meals & companionship as part of the full live in care service



easter



WORD SEARCH

C	F	N	C	T	V	Y	J	E	A	K	L	H	E	Y
T	E	K	S	A	B	X	T	G	L	M	D	T	N	Z
M	S	O	K	G	E	E	U	G	F	E	A	N	C	K
H	O	G	H	N	A	T	G	S	Y	L	U	I	X	T
T	Q	W	Q	I	B	P	B	G	O	B	E	A	D	V
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B	C	X	M	D	P	O	H	B	O	F	Q	P	D	R
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E	V	M	M	P	S	J	I	L	I	J	X	K	T	O

APRIL
BASKET
BOWS
BUNNY
CANDY

CHOCOLATE
DECORATING
EASTER
EGG HUNT
EGGS

FAMILY
FLOWERS
FRIENDS
HOP
SPRING