

# Southampton Customer Newsletter

# HAPPY NEW YEARS!

## Welcome to 2020! A new decade!

Many healthy and happy returns for 2020 on behalf Hugo and myself.

As owners of Bluebird Care (New Forest, Southampton and Portsmouth) the December month is a time of reflection. 2019 has been a busy year, with our care teams delivering c.243,000 hours of care across our four businesses. We launched new services such as Nail Cutting and Bluebird Care Assist (a technology solution for monitoring our customer's vital statistics such as blood pressure levels). We have continued improving our efficiency of all paperwork in the offices.

At the beginning of the year, we launched Wellbeing sessions with customers. Once a month, our teams engage with the elderly in interactive sessions such as arts and crafts. The response has been very positive. We will do more of these sessions in 2020 as it is a great way of getting people together. Also, Spring Tea dances and Christmas lunches have been a great success. Our teams have served c.100 lunches just before Christmas. We will endeavour to do more of these events in 2020 since this type of community engagement is core to our business.

Looking forward to 2020, we want to focus on more career development and training of our home-grown staff. We will be going back to our original roots of being a family run business by working together with care staff, doctors, district nurses etc as "One Family approach" delivering the quality of care, we would want for our own parents.

At the core of our business, is our fast-growing live-in care division. Our Live-In Care Service offers a realistic alternative to residential care. It means people can stay longer in the comfort of their own homes with a care assistant living with them for 24 hours providing, not only personally tailored support, but giving assurance to their families. If you are interested to hear more about this, please contact your local office.

Last but not least, this year we can be assured that we will get a visit in all our branches from our regulator, the Care Quality Commission (CQC). They will check our compliance, our recruitment processes and our care provision. We have already one "Overall Outstanding" rating in the New Forest branch and we aim to get in the other branches the same. We can only achieve that with your help and support.

We hope that you will enjoy reading our newsletter and wish you all the best for 2020.



*Bernadette and Hugo Mills*

## Bluebird Care Annual Christmas Lunch

Bluebird Care Southampton hosted their annual Christmas lunch at the Highfield Church in Southampton for our customers. This year our chefs, care coordinator Rose and her mother Sue cooked up a delicious three-course Christmas lunch for everyone. Our guests had a special treat this year with a big performance from the Highfield church choir, who got everyone singing along and into the Christmas spirit.



These gatherings provide an opportunity for our customers to socialise and enjoy the company of like-minded people at this important time of the year. It was wonderful to see so many of our customers and get the positive feedback.

We were very fortunate to have help from Tesco, Sainsbury's, Aldi and Waitrose who donated a lot of the food for the Christmas lunch! Transmobility, the wheel-chair taxi company helped us again with getting our customers to join, free of charge.

As owners, it is a pleasure to see our care assistants and customers altogether, sharing a bit of fun time together. We could have not done it without the organisation of the Southampton Office team to make this happen.



## Community Wellbeing Sessions

Last September, Bluebird Care Southampton held their first Community Wellbeing sessions in the Shirley Community Centre. These wellbeing sessions are open to customers, friends and elderly in our community. They provide a relaxing friendly environment for all to enjoy a cuppa, meet new people, enjoy some arts and crafts, games and puzzles.

We hope to continue these sessions in 2020. So please watch out for an invite in the post. For more information about our Community wellbeing sessions, contact the Southampton team on [southampton@bluebirdcare.co.uk](mailto:southampton@bluebirdcare.co.uk).



## Carers' Christmas Party

Every year, we ask you as the customer to help us realise one night to be together to celebrate Christmas to thank the staff for their hard work. The team organised a big bash at the Holiday Inn so the Care Assistants could let their hair down!

# Staying Safe During Winter

Follow these tips to ensure you stay warm this winter:

As the winter months are coming, be vigilant! Whilst at Bluebird Care, we will endeavour to try to ensure you are looked after. Please be aware that once the cold sets in and our body temperature goes below the 35 mark, then one would run the increased risk of falls and injuries but it also will affect the heart rate and blood pressure, which eventually can lead to further complications with our heart and respiratory system.

- Stay inside as much as possible
- Wear plenty of layers as the layer trap the heat
- Keep your house heated to at least 19°C and do not turn it down at night
- If you go out, make sure you wrap up warm
- If it's icy or it snows, please do not go out. Ask a neighbour or family to assist you with getting essential shopping or call our team for extra help
- Close curtains at dusk and keep doors closed



In case of snow conditions, our care manager will have to put our snow plans in place. We will do our best to reach you. The office team will categorise care calls in order to ensure people's safety. The categorisation depends on whether you have immediate family, friends, neighbours at hand who can help or nobody at all, whether you are bed ridden, whether you have strict medication needs etc. We will have to cancel shopping calls and cleaning calls and live in breaks will be cancelled if we cannot get staff there at all. We have some 4 wheel drive vehicles in our fleet and we will do our best to ensure you are looked after with the necessary care in place allowing the conditions

## WHO IS WHO in the Southampton Office?

Registered Manager  
Leanne Clamp



Care Coordinator  
Rose Marucci



Southampton Recruiter  
Mitch Barton



Care Supervisor  
Sophie Cole



Care Supervisor  
Kelly Wilmott



Care Supervisor  
Daniela DeSario



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