Bluebird Times

Spring 2026

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careium®

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An Important Update from Our Management Team

We would like to share some important news regarding our leadership team at Bluebird Care Burton & Swadlincote. As our service continues to grow and develop, there is an exciting change ahead that we would like to update you on.
Vicki has written a personal message below to share more about this next chapter and what it means for you and your families.

A Personal message from Vicki

"After 14 incredible years leading Bluebird Care Burton & Swadlincote (formerly East Staffordshire & South Derbyshire), I wanted to personally share some important news with you.

From 1st March 2026, I will be stepping into a new role as Operations Manager. I am extremely excited to be supporting the wider management team and helping to strengthen and grow our services across the region. However, this decision comes with mixed emotions. This service has truly been my "baby" for the past 14 years. I have taken enormous pride in building it, nurturing it, and watching it grow into the strong, values-led service it is today. Many of you I have known for years, and it has been a privilege to support you and your families. That is something I will always treasure.

I want to reassure you that you will continue to be in very safe hands. From 1st April, Jess Heffernan will officially take over as your Registered Manager. Jess is currently the Deputy Manager at our Stafford office, and I have worked very closely with her over the past 12 months. She shares the same values, commitment to quality, and person-centred approach that are so important to me.

There is genuinely no one else I would rather hand over my team and our customers to. I have complete confidence in Jess's abilities and know she will continue to lead the service with care, compassion and professionalism.

I will continue to work closely with Jess to ensure a smooth and supportive transition, and I won't be disappearing completely — I'll still be around within the wider business.

For those of you who would like the opportunity to meet Jess face to face, our April Coffee Morning will be the perfect opportunity. We would love to see you there.

Thank you for your continued trust and support over the years. It has meant more to me than I can put into words."

April coffee morning will be held at our office on April 24th 2026 11am-1pm

Spring cleaning

General spring cleaning throughout the home

As well as your usual cleaning, throughout the whole house, you should:

- Vacuum and mop all floors. For carpets and rugs, you can treat them, shampoo them or deep clean them if needed. You can also use a deodorising vacuum-up solution for a quicker freshen-up.
- Go through cupboards and storage spaces to get rid of clutter that has accumulated throughout the year. Throw out anything that can't be given away or donated to charity.
- Dust surfaces. Thoroughly dust all surfaces, paying special attention to any areas that are neglected throughout the year, such as the very top of shelves, behind the TV, lampshades, or behind furniture.
- Clean windows. Wash windows inside and out, and clean curtains/wipe down blinds.
- Wipe down walls. Clean all walls and touch up paint on any problem areas.
- Replace lightbulbs and batteries. Now is a great time to tick off those smaller jobs that you've been putting off, like replacing lightbulbs throughout the home or batteries in electrical items such as remote controls.
- Check safety devices. Ensure your smoke and carbon monoxide detectors are working as they should be.
- Clean your washing machine. Clean the inside and outside of your washing machine, remembering internal areas such as the dryer vent or lint trap.
- Thoroughly clean and sanitise areas such as door handles and light switches.

David

Burton & Swadlincote

bluebird care®

Care that keeps Mum and Dad *together, feeling* truly at home.

No one should have to live apart from the person they love most, just because their care needs have changed.

That's why we developed Live-in Care for Couples, so they can keep living at home with the person they love. Because that's when they'll need each other most of all.

See how we can support you.

It's good to *behome*

Call us for a friendly chat on

01283 487373

Or email

eaststaffs@bluebirdcare.co.uk

Find out more

Live-in Care

Live-in care provides round-the-clock, one-to-one support in the comfort and familiarity of your own home. Having a dedicated carer present throughout the day and night can make a significant difference to both wellbeing and safety.

With continuous support available, live-in care can help to:

- Reduce the risk of falls, as assistance is always on hand when moving around the home
- Lower the risk of infections, through consistent hygiene support, regular cleaning of key areas, and careful monitoring of health changes
- Promote good hydration and nutrition, with meals and drinks prepared regularly and encouragement throughout the day
- Provide reassurance and oversight, so any concerns can be noticed and addressed early
- Maintain routines that are personal and meaningful, supporting independence, dignity and choice

Live-in care also brings a level of companionship and continuity that is difficult to achieve with shorter visits. Over time, our live-in carers often become like part of the family. We have seen heart-warming examples of carers spending Christmas Day and other special celebrations with customers and their loved ones, ensuring no one feels alone and families can focus on enjoying precious time together.

For families, this type of support can be a huge relief. A live-in carer can take on many of the day-to-day tasks that often fall to relatives who may already have work, children, or other responsibilities. This includes shopping, household tasks, meal preparation, accompanying to GP and hospital appointments, trips to the hairdresser, and support with social outings. Knowing someone is there at all times can ease worry, reduce stress, and allow family members to return to being daughters, sons, spouses and grandchildren — rather than full-time carers.

Since introducing our Live-in Care service, we have received wonderful feedback from customers and families who tell us how much safer, more confident and more independent they feel, and how much comfort it brings to know consistent support is always in place.

If you would like to explore whether live-in care could be right for you, or simply have an informal chat to learn more, we would be delighted

Spring Gardening Tips

Spring is the perfect season to enjoy flowers, fresh air, and a little gentle gardening.
Gardening isn't just enjoyable, it can also support physical movement, mental stimulation, and emotional wellbeing.
Even small activities like potting plants indoors can bring a sense of achievement and joy.

Easy Spring Flowers to Grow:

Pansy – Bright, cheerful, and perfect for pots or window boxes.

Daffodil – A classic spring favourite that brightens any space.

Primrose – Colourful and hardy, ideal for early spring.

Tulip – Beautiful and available in many vibrant colours.

Gardening activities can:
Encourage gentle hand and arm movement
Support coordination and motor skills
Stimulate the senses through scent and colour
Boost mood and reduce stress

Our care team can support with:
Visiting garden centres
Choosing plants and supplies
Assisting with potting and arranging flowers
Ensuring safe positioning and comfort while gardening

Even for those who prefer to stay indoors, potting plants at the kitchen table can be a lovely shared activity during a care visit.
If you would like us to incorporate gardening or seasonal activities into your care, please call us on 01283 487373.

Reengage

Bringing generations together

Re-Engage Groups for Over-75s: A Free Service to Beat Loneliness

Loneliness can affect anyone, but for many people aged 75 and over, staying socially connected becomes especially challenging. That's why Re-Engage groups are here offering a completely free, welcoming service designed to bring older adults together for friendship, fun, and meaningful connection.

A Warm, Friendly Place to Belong

Our groups provide a safe and relaxed space where you can enjoy good company and take part in a variety of activities. Whether you love games, crafts, gardening, or simply chatting over a cup of tea, there's something for everyone. And yes the tea, coffee and biscuits are always free!

We also welcome friends and family to attend with you, helping make your first visit even more comfortable.

Joining a Re-Engage group couldn't be simpler. You can: Self-refer, or ask a friend or family member to refer you Or we can arrange a referral for you. Call us on 01283 487373

Activity: Over 75s accessible activity & refreshments

Date: 1st Tuesday every month

Time: 2pm - 3:30pm

Venue: 181 Hawfield Lane, Winshill, Burton upon Trent DE15 0BY

Please register in advance by calling 0800 716 543

bluebird care · Trent & Dove Transforming Homes, Lives & Communities · Reengage

Re-engage is a registered charity in England and Wales (1146149) and in Scotland (SCO39377) visit www.reengage.org.uk for more information

Activity: Over 75s accessible activity & refreshments

Date: 3rd Wednesday of every month

Time: 2pm-3.30pm

Venue: 104 — 106 Short Street, Burton-on-Trent, DE15 9LT

Please register in advance by calling 0800 716 543

bluebird care · Trent & Dove Transforming Homes, Lives & Communities · Reengage

Re-engage is a registered charity in England and Wales (1146149) and in Scotland (SCO39377) visit www.reengage.org.uk for more information

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Employee of the Month

January 2026 – Doris Awiaa

Doris has officially passed her probation period, a huge achievement that reflects her hard work and commitment over the past 12 weeks. During this time, she has received numerous compliments from customers and their families, who simply couldn't praise her enough for the care, compassion, and support she provides every day.

And because of this, we're thrilled to also award Doris Employee of the Month for January!

Well done, Doris, on everything you've achieved so far. You are hardworking, dedicated, and consistently show true compassion in all that you do. We're so grateful to have you as part of our team!

February 2026 – Niamh Brown

Niamh has received consistently positive feedback from both our customers and their families, reflecting her compassionate approach and dedication to providing high-quality care. She regularly goes above and beyond in her role, ensuring that each person she supports feels respected, comfortable, and well cared for.

Niamh has become highly valued by the families we support, with many specifically requesting her as their regular care assistant for their loved ones. This speaks volumes about the trust and confidence she inspires through her professionalism and kindness.

Thank you, Niamh, for your hard work, commitment, and positive attitude. Keep up the fantastic work, it does not go unnoticed.

LATEST NEWS

Welcome Back, Jodie Smith!

Jodie first joined Bluebird Care in 2014 as a Care Assistant and over the years, she progressed through the roles of Senior Care Assistant and Care Supervisor before stepping into the position of Deputy Care Manager.

In 2023, Jodie welcomed her son prematurely and made the decision to take time away from work to focus on her family. After a three-year break devoted to motherhood, we are absolutely thrilled to have her return to the team in February 2026.

Jodie holds a Level 5 qualification and brings with her extensive knowledge across all office-based roles. Her experience, compassion and commitment to excellence make her a fantastic support to both our care team and the people we support.

We are so pleased to have Jodie back with us and look forward to the continued positive impact she will make as Field Care Supervisor.

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Spring should be about the little, uplifting moments that mean so much to us. A simple morning walk in the park, being able to sit in the garden and listen to the birds. With Bluebird Care, these meaningful moments are still possible thanks to our personalised and flexible care plans, built around the you.

If you're looking to embrace spring, here are some seasonal activities you could try with your Care Professional or a loved one:

A walk to see the spring flowers
Trip to a garden centre
A cosy pub roast dinner
Visit to a local farm to see the animals
Spring crafts
Gardening
Drawing or painting outside
Baking Easter treats

If you need to chat to our team about your care plan or any further support you may need this year, get in touch with us today on 01283 487373

bluebird care®

Socialising isn't just fun, it's good for our health. The more we socialise with others, the less likely we are to feel lonely or depressed. That's why we developed Companionship Care. Not only does it help your loved one live life on their own terms, but it gives them a kind-hearted person to share great stories and moments with.

See how we can support you.

Call us for a friendly chat on
01283 487373

Or visit
bluebirdcare.co.uk/burton-swadlincote

UPCOMING Events

COMMITTEE MEETING: 12TH MARCH 2026

COFFEE MORNING: 27TH MARCH 2026

COFFEE MORNING: 24TH APRIL 2026

COFFEE MORNING: 29TH MAY 2026

WE WANT YOUR FEEDBACK

Your feedback means the world to us, and we're always looking for ways to improve the service we provide. Over the next few weeks, you may receive a quick message from us via text or email with a link inviting you to share your thoughts. You'll have the option to leave a Google review or complete a short feedback form through Working Feedback - whichever you prefer.

Spending just a few moments to share your experience makes a big difference to us.

bluebird care® COMMITTEE

We would love to see more members join us in shaping your care and having a hands on approach to how things are being improved. Committee meetings are held at our office **2pm-3.30pm** and we can also have you join via teams if you have a laptop or computer.

BURTON RADIO

BURTON ECHO

Introducing Si King: Our New Bluebird Care Brand Ambassador!

We at Bluebird Care Burton & Swadlincote are pleased to share some news with you. Hairy Biker Si King has joined Bluebird Care as our brand ambassador.
You may know Si from his television work, but his connection to care runs much deeper than that. His support for Bluebird Care comes from personal experience, and a strong belief that everyone deserves care they can trust.

Si has seen first-hand how much good care can mean to someone and their loved ones. When his close friend and fellow Hairy Biker, Dave Myers, was receiving care at home during cancer treatment, Si witnessed the difference that heartfelt, respectful support can make. Care that helps someone feel comfortable, valued and more like themselves, in the place they feel happiest.

That experience shaped how Si thinks about care, he believes it should never feel rushed or uncertain. Families should feel confident in their choices, and people receiving care should always be treated with dignity and kindness. Those beliefs sit at the heart of what we do at Bluebird Care.

Frequently Asked Questions
Your care package

1. Can I request changes to my current care package if my needs increase?
Yes. As an existing customer, you can request changes to your care package at any time. Whether you feel you need additional support, extra visits, or different types of assistance, we can review and adjust your package to suit your current needs.

2. Can new services be added later?
Absolutely. We can add additional services such as shopping support, domestic tasks (cleaning, laundry), or assistance with outings and appointments at any time. Your package is flexible and can grow with your needs.

3. How do I know what happens during each visit?
Our care assistants record detailed visit notes on an app called Pass for Care. This comes with a sister app for customer and families called Open Pass. This allows you and your family to see what support was provided during each visit.

4. What is Open Pass?
Open Pass is a secure care management app we use to document visits and care notes. It is free for you and your family to set up and use, giving you full transparency about your care.

5. Do care assistants have to complete notes after every visit?
Yes. Writing visit notes on the Pass for Care app is a legal requirement of your care package. Care assistants complete their documentation on their phone at the end of each visit to accurately record the support provided.

6. When are care reviews carried out?
We usually conduct your first review within the first month of starting care. After that, reviews are typically carried out annually. However, we can review your care package at any time if you, your family, or we feel changes are needed.

7. Will I have the same care assistant each time?
We aim to keep a small, consistent team assigned to your care package. This helps build trust, familiarity, and continuity of care.

8. Will I ever see new staff members?
Occasionally, yes. Due to annual leave or sickness, you may see a new face from time to time. However, all of our staff receive the same high standard of training and are fully capable of delivering your care safely and professionally.

9. What should I do if my circumstances change?
If your needs, preferences, or circumstances change, please let us know as soon as possible. We can arrange a review and adjust your care package accordingly, whether that means increasing visits, adding new services such as shopping or domestic support, or making other changes to better support you.

10. What if I am unhappy or have concerns?
We encourage open communication. If you have any concerns or would like changes to your care package, please contact us immediately on **01283 487373**. We can review, adjust, or increase your support at any time to ensure you feel comfortable and confident with your care.

careium®

bluebird care®

Careium are a long-established telecare company specialising in technology that helps people remain safe and independent in their own homes. Their 24/7 monitoring service gives immediate access to trained professionals at the touch of a button, ensuring help is always available whenever it's needed.

Telecare is a simple, easy-to-use system designed to connect you to support around the clock. If you have a fall, feel unwell, or simply need reassurance, pressing the discreet call button instantly links you to Careium's response team, who can assess the situation and arrange help straightaway.

Telecare can help you: Feel safer and more confident at home, Maintain independence for longer and give family and friends peace of mind

SPECIAL OFFER

As part of our partnership with Careium, we're pleased to share a special offer available only to our customers:

12 months for the price of 10

£45 set-up fee completely waived

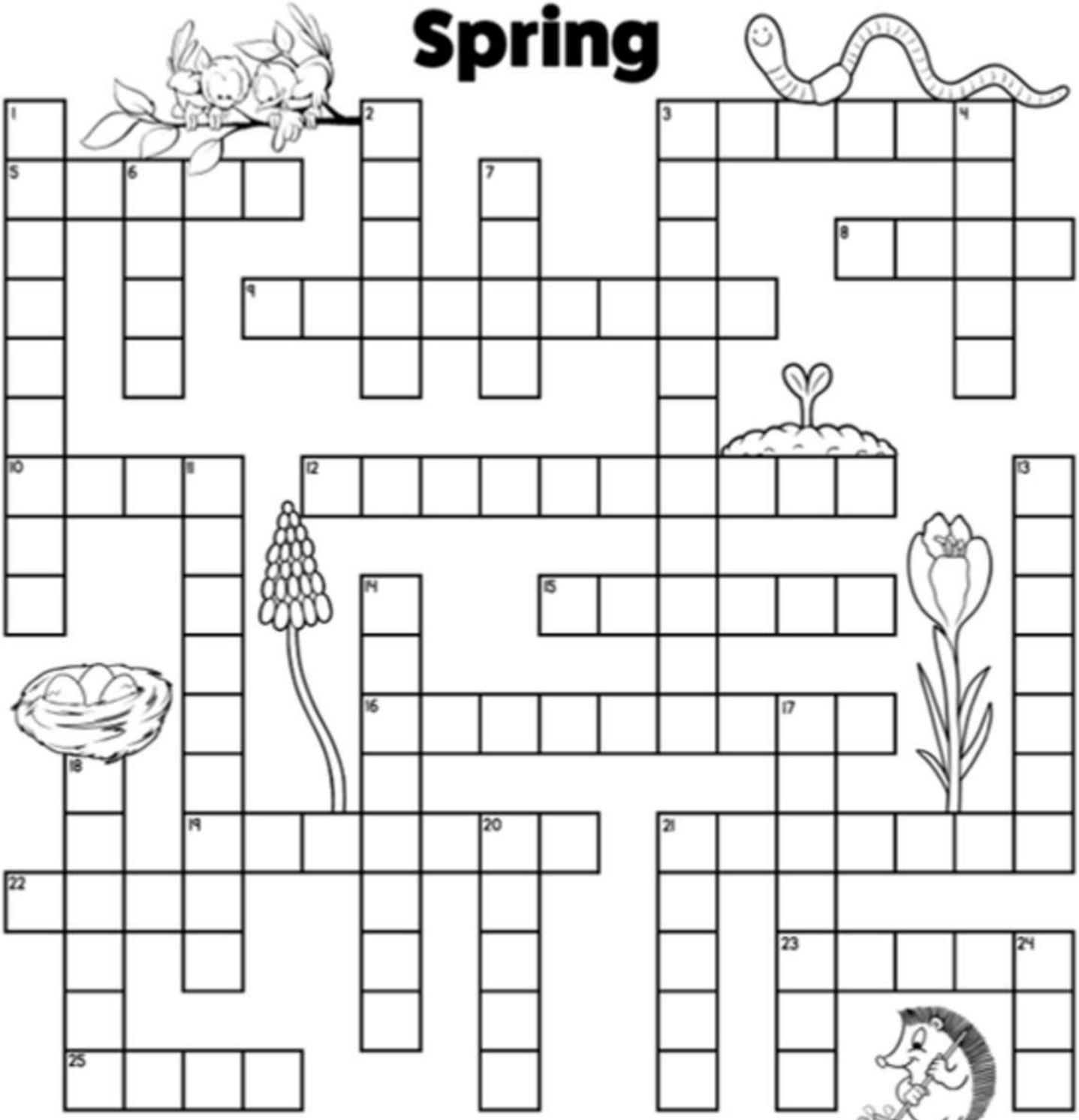
This means you can enjoy a full year of professional support at a reduced cost, with no upfront charges.

Give us a call on 01283 487373 so we can provide you with the discount code.

If you have any questions, contact us at the office, or reach Careium directly:

Call: 0330 111 8499 Email: uk.info@careium.com Visit: www.careium.co.uk

Spring



ACROSS

3. these hatch from eggs
5. a bird with a red chest
8. it makes kites fly
9. a fuzzy insect that makes honey
10. it starts as a tadpole
12. yellow flowers that turn into white puffs
15. baby cows
16. it has colorful wings
19. these small creatures have six legs
21. you can jump in these after it rains
22. baby deer
23. many families travel during spring __
25. another word for dirt

DOWN

1. a bug with a long body and two pairs of wings
2. birds like to eat them
3. this insect has a long, fuzzy body
4. opposite of cloudy
6. you plant this in the soil, and it grows into a flower
7. a young horse, less than 4 years old
11. planting flowers and vegetables
13. bees love to visit them
14. you hold this to stay dry in the rain
17. a red insect with black spots
18. they carry their homes on their backs
20. a flower that blooms in spring
21. baby dog
24. baby goat