



## HELPFUL TIPS FOR STAYING SAFE AND WELL IN HOT WEATHER

We've already experienced some spells of hot weather this summer, and with more warm days still likely ahead, it's important to take a few simple steps to keep safe, comfortable and well.

Hot weather can affect anyone, but older people are more vulnerable to dehydration, overheating and fatigue. As temperatures rise, it's essential to stay hydrated by drinking plenty of fluids throughout the day, even if you don't feel thirsty. Water is best, but squash, milk and tea all count towards your fluid intake. It's a good idea to try to keep a drink nearby at all times and get used to taking regular sips of it rather than waiting until you feel

thirsty.

Keeping your home cool can also make a big difference. Closing curtains during the hottest part of the day, opening windows in the early morning or evening, and using fans where possible can help regulate temperature. If you do go outside, try to stay in the shade, wear a hat and light clothing, and avoid being out during the hottest hours of the day. Light meals such as salads, fruit and cold dishes can be easier to manage in hot weather, and help you stay refreshed. It's also important to check in on family, friends and neighbours who may be more isolated or less able to cope with the heat.



If you start to feel dizzy, unusually tired, or unwell, take action straight away—rest somewhere cool and drink fluids. We are here to support you in staying safe, comfortable and well all summer long.

## ENJOYING THE SUMMER SAFELY

Summer is a wonderful time to enjoy the outdoors, whether that's time in the garden, a gentle walk, or sitting outside with a cup of tea.

Gardening can be a great way to stay active and lift mood. Simple tasks like planting, watering or deadheading flowers bring a sense of achievement. Try to garden during cooler parts of the day, and take regular breaks in the shade to avoid overheating.

At Bluebird Care, we encourage everyone to enjoy summer safely, at a pace that suits them, with the right support where needed.



## A SUMMER OF WELLBEING

As we move through the summer months, it's a good time to reflect on how we can all take extra care of ourselves and those around us. We've already enjoyed some warm, sunny days, and there will be more to come. While summer is a lovely time to get outdoors and enjoy family and friends, it's also important to remember the impact that heat and tiredness can have, especially for older people. At Bluebird Care we continue to focus on supporting wellbeing, safety and independence throughout the season. Simple steps like staying hydrated, keeping cool and maintaining routines can make a real difference. I hope you enjoy this summer newsletter.

# COMMUNITY NEWS

We've been making the most of the sunshine and creating wonderful memories across our Bluebird Care community. From garden visits and days out to special celebrations and everyday moments of laughter, these photos capture the friendships, companionship and joy that make our work so rewarding. Can you spot yourself — or someone you know?



# YOUR FEEDBACK MATTERS TO US



At Bluebird Care Stamford, Rutland, Peterborough & Oundle, we are committed to continually improving the care and support we provide. One of the most valuable ways we do this is by listening to our customers and their families.

Over the coming weeks, you will receive our latest Customer Survey, and we would be grateful if you could take a few minutes to share your feedback.

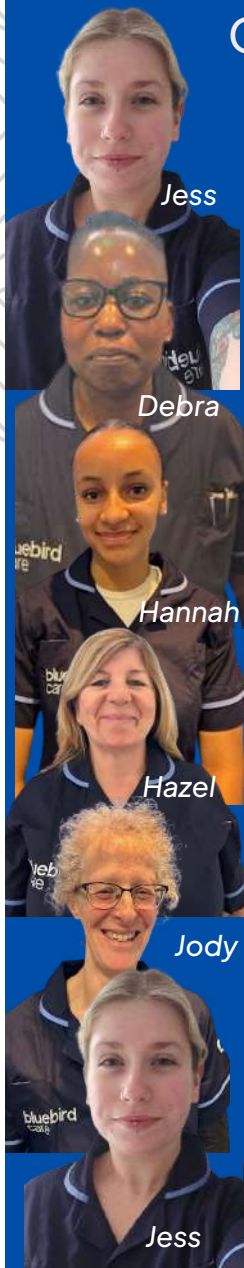
Our previous survey achieved a 97% customer satisfaction rating, with 100% of respondents saying they were treated with dignity, respect, kindness and professionalism. While we are proud of these results, we know there is always room to improve.

Your feedback helps us understand what we are doing well and where we can do better. It influences decisions around training, communication, care planning and service delivery, helping us maintain the highest standards of care.

Every response makes a difference. Your views help shape the future of our service and ensure we continue delivering safe, compassionate and person-centred care. Thank you for helping us continue to improve and provide the outstanding care our customers deserve.

## CELEBRATING OUR AMAZING TEAM

Over recent months, we've celebrated the following winners:  
 February Care Expert of the Month – Jess  
 March Care Expert of the Month – Debra  
 March Above and Beyond Award – Hannah  
 April Care Expert of the Month – Hazel  
 April Above and Beyond Award – Jodie  
 May Care Experts of the Month – Jess, Kirsty B and Suzanne  
 Each of these individuals has demonstrated outstanding commitment to delivering high-quality, person-centred care and making a real difference to our customers.  
 Thank you to all our Care Experts for the dedication and positivity you bring every day.



Jess

Debra

Hannah

Hazel

Jody

Jess

Kirsty B

Suzanne

## CONGRATULATIONS ON PASSING PROBATION



Bluebird Care Stamford, Rutland, Peterborough & Oundle is delighted to recognise recent staff achievements, celebrating successful probation completions across the team. We congratulate Sita, Alicia, Nneka, Temi, Hannah, Jody and Val on passing their probation periods.

Each has shown commitment and compassion in delivering high-quality, person-centred care. Their success reflects strong training and dedication to Bluebird Care values. We are proud to welcome them as established team members and look forward to their continued contribution.

## NEW COMPANY ROLES SUPPORT OUTSTANDING CARE

### LONG SERVICE RECOGNITION

We are proud to celebrate our long-serving team members whose dedication and compassion have made a difference to customers and families over the years. A special thank you to Senior Care Expert Maureen for 12 years of service, Senior Care Expert Laura for 8 years, Denise for 6 years, Community Care Manager Beth for 5 years, and Care Expert Sandra for 5 years. Thank you for your loyalty and commitment to delivering outstanding care every day.



Maureen

Laura

Denise

Beth

Sandra



We're investing in its people and service quality with two key appointments. Hannah Okoye has been promoted from Care Expert to Trainee Care Coordinator, bringing frontline experience to the coordination team. The company has also welcomed Eleanor Finnerty as Quality & Compliance Lead. Eleanor joins with NHS experience as a Compliance and Safeguarding Lead and will help strengthen quality assurance, governance and continuous improvement. These appointments reflect Bluebird Care's commitment to delivering outstanding, person-centred care for all.

## SUPPORTING WELLBEING WITH A FREE WATER BOTTLE

Staying hydrated is one of the simplest ways to support your health and wellbeing, particularly during warmer weather. As we get older, our sense of thirst can decrease, making it easier to become dehydrated without realising. This can lead to tiredness, dizziness, headaches and an increased risk of falls. That's why we're giving every customer a free water bottle with this newsletter – a small reminder of a big priority.



## BLUEBIRD CARE AWARDS 2026

We're proud to celebrate a number of team members who have been nominated for this year's Bluebird Care Awards, which recognise excellence across the Bluebird Care network. Congratulations to our nominees:

- Care Expert of the Year**
- Hazel Faulkner
  - Suzanne Briars
  - Brenda Nyatoti
  - Kirsty Burt
  - Debra Zawe
- Co-Ordinator of the Year**
- Hannah Tomkinson
- Live-in Care Award**
- Gelly Dzairo



- Abigail Brown. **Team Player of the Year**
- Abigail Brown **Quality Award & Customer Care Award**
- Michelle Teeson **Registered Manager Award**

We are incredibly proud of every nominee and the dedication, compassion, and professionalism they show every day. Good luck to all involved!

## MEET OUR TEAM



Leisa MacKenzie & Tim Carey, Directors



Sarah Sparkes, Registered Care Manager



Tracy Smith, Office Manager



Hannah Tomlinson, Care CoOrdinator



Sue Stephens, Recruitment & Retention Officer



Eleanor Finnerty, Quality & Compliance Lead



Michelle Teeson, Community Care Manager



Beth Howsam, Community Care Manager



Tracy Davenport, Community Care Manager



Hannah Okoye, Trainee Care Coordinator

## SHARE VIEWS

To help others looking for quality care is by leaving us a short review on Homecare.co.uk – it only takes a minute and means a lot.

[homecare.co.uk](https://www.homecare.co.uk)



## COMMUNITY PARTNERSHIPS

Supporting dementia through 2026



Offering NHS-funded home eye tests, with £20 donated to Alzheimer's Society per referral

We're working together with

**WILTSHIRE**

EST. FARM 1991

**FOODS**

## Get in touch:

Have a question? Changes? Want to learn more about our services? We're here to help.

Call us:

\* Stamford & Rutland – **01780 480 881**

\* Peterborough & Oundle – **01733 459 907**

🕒 Office Hours: 8.30am–5.00pm, Mon–Fri

Emergency On Call (Out of Hours): **07936 296325**

For urgent issues such as missed calls, unexpected hospitalisation, or anything affecting your care outside office hours.

**bluebird care**



### When to Ring:

- Review or change your care
- Live-in or night care enquiries
- Cancel a call / inform of holidays
- Share feedback

### What is OpenPASS?

OpenPASS is a secure app that gives you 24/7 access to your care notes, schedules, and updates – anytime, anywhere.

### Why Get It?

- ✓ See real-time updates on care visits
- ✓ Share information with family members
- ✓ Increase transparency and peace of mind

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