Bluebird Times

Spring 2026

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careium®

AND MORE...

WELCOME BACK

This spring, we are absolutely delighted to welcome back our Registered Manager, **Emily Jones Clarke**, following her maternity leave. Emily has been greatly missed by both our customers and colleagues, and we are thrilled to have her returning to lead the team once again. Her dedication, warmth and commitment to delivering outstanding care make her an invaluable part of our service, and we know many of you will be pleased to see her back.

GOODBYE

At the same time, we will be saying a fond farewell to **Jess Heffernan**, who has been serving as our Care Manager. Jess will be moving into a Registered Manager position at our sister office in Burton & Swadlincote. While we will miss her here, we are incredibly proud of her achievement and wish her every success in this exciting new chapter.

JESS HEFFERNAN

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

Stafford

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

01785 337711

Or email

stafford@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 01785 337711.

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 01785 337711

Events are held at our office at 1pm-3pm
Upcoming Re-engage group dates:

19th March 2026
16th April 2026
21st May 2026
18th June 2026

Employee of the Month

January 2026 – Helen Lewis

Helen's care is defined by kindness, patience, and a genuine commitment to the people she supports. She exceeds expectations, bringing consistency, compassion, and heartfelt understanding into every care visit. The trust and connection she has built with her customer and their family speaks volumes about the quality of care she provides and the respect she brings to her role. Beyond her compassionate work, Helen is a source of strength within our team. She's someone others naturally turn to, always ready to listen and support without hesitation. Her warmth and generosity help create the positive, caring environment we're so proud of.

Helen's dedication and kindness make a real impact every single day, and we are incredibly lucky to have you as part of our team. This recognition couldn't be more deserved.

February 2026 –

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bluebird care®

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 01785 337711

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
01785 337711

Or visit
bluebirdcare
.co.uk
/stafford

UPCOMING *Events*

RE-ENGAGE GROUP:
19TH MARCH 2026

COFFEE MORNING:
10TH APRIL 2026

COMMITEE MEETING:
27TH APRIL 2026

COFFEE MORNING:
8TH 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.

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.

Above all, Si has enormous respect for care professionals and the difference they make. He understands that care isn't just about tasks, it's about people, relationships and trust.
We're proud to have him working alongside us, and we look forward to sharing more with you soon.

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 **01785 337711**. 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

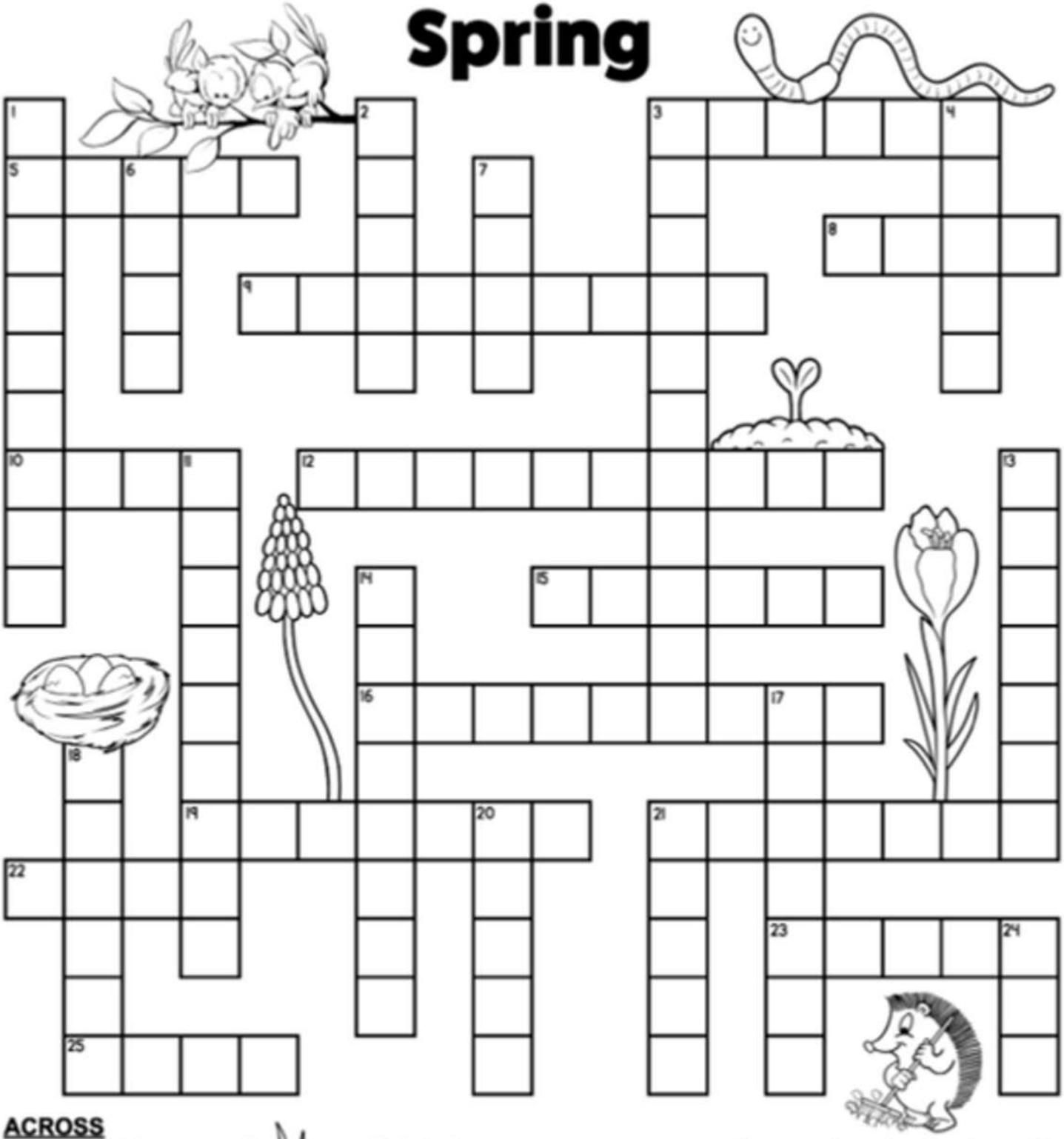
This means you can enjoy a full year of professional support at a reduced cost, with no upfront charges.

Give us a call on 01785 337711 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