



# Bluebird Times

Winter 2025



## *Proud to Support Our Community: Staff Join Forces for South Staffs Family Hub*

We are delighted to share that our staff team are supporting the incredible work of the South Staffs Family Hub this Christmas. Their ongoing commitment to local families embodies the spirit of care, compassion, and community that we hold at the heart of our organisation.

The South Staffs Family Hub provides vital support to families across the area, offering access to services, advice, and practical help. From early years guidance and parenting support to signposting for food, clothing, and essential household items, the hub plays an essential role in ensuring families feel supported and connected during challenging times.

This year, our staff have come together to collect a range of items for the Family Hub's Christmas support initiative. They have been gathering essentials such as non-perishable foods, toiletries, nappies, baby wipes, and thoughtful gifts for children and young people aged 0-19.

We are especially proud that our team has recognised the need for items suitable for older teens, an age group often overlooked when Christmas donations arrive. Their thoughtful contributions reflect the kindness and empathy that define our workforce.



**Family Hub**  
Staffordshire

Supporting local charities is something we are deeply passionate about, and we are incredibly proud of the enthusiasm shown by our staff. Their generosity demonstrates our shared commitment to helping the communities around us wherever possible.

We will be delivering the collected items to the South Staffs Family Hub ahead of their Christmas distribution, and we look forward to continuing our involvement with charitable initiatives throughout the year.

*Together, we can continue to make a meaningful difference.*



# Coffee Mornings in 2026

From January next year, we are excited to introduce monthly coffee mornings for all our customers, their friends, and their families.

These sessions will be free to attend. The only cost will be a small charge if you require transport from one of our staff members to support you safely to and from the venue.

Our previous coffee mornings, held at our Burton and Stafford offices, have been incredibly well received. Customers look forward to them each month, enjoying the friendly atmosphere, the chance to chat, and the opportunity to make new friends in a relaxed and welcoming setting.

During each coffee morning, we will offer a selection of hot and cold drinks, along with cakes and biscuits, all completely free of charge.

There will also be a variety of table-top games available, such as dominoes, cards, and board games. From time to time, we will also host themed activities including arts and crafts, jigsaw puzzles, cake decorating, guest talks from the local community, and much more.

If you would like to register your interest, please contact us on 01543 505262, and we will send you the full list of upcoming dates and times as soon as they are confirmed.

*We really look forward to welcoming you!*

TRANSPORT CAN BE  
ARRANGED ON A FIRST  
COME FIRST SERVE BASIS.  
CALL TODAY ON  
**01543 505262**





## Self-Care Tips during colder months from:



The end of the year can often be a difficult time for our mental health, whether that be due to the darker, colder days or even due to another year ending and the many feelings that can bring with it.

At Burton & District Mind we feel it is important that we talk about this, and hopefully in doing so, perhaps that might encourage everyone to look after their mental health this winter.

### Try to pick up a new hobby or skill

During the colder months, it may become difficult to do some of the things you enjoy, and losing those things may impact your mental health negatively. However, this could be an opportunity to try something new such as learning something arty, reading books, gaming, and many other potential options!

### Staying active

Taking part in around 30 minutes of regular physical activity can be great for your mental health. This could be braving the cold going for a walk or any other outdoor activity...

### Natural Light

With the days being shorter and overall, less sunlight, it can become easy to feel like it's always dark. So it can be so good for you to try and find time to go out in the natural light, or even just sit by a window during the day that lets in some sunlight.

### Connect with others

Whilst for many the idea of going out in the cold can be off putting, limiting our selves to no interactions with people can be so unhealthy. Especially in times such as Christmas, so it is so important to try and keep some form of interaction going. Whether that be making the effort to spend time with the people around you, or just making the most out of everyday interaction whilst going about your day.

Whilst these are just a few simple tips, we hope they may make this winter just that little bit easier.





**Our mischievous little elf has returned for another year of festive fun and he's already up to no good!**

He's been caught swinging from the Christmas decorations, nibbling on our mini cupcakes, and even taking a cheeky nap in our moving and handling training equipment! Nothing is safe... not even the presents, which he's somehow managed to sneak into.

To top it all off, we caught him settled down for a Christmas movie, looking far too cosy for someone causing this much chaos!

Make sure to keep your eyes peeled on our social media, there's plenty more naughty elf behaviour to come as we count down to Christmas!

Keep watching... you never know where he'll pop up next!



**Wednesday 24<sup>th</sup> December** - Office open until 3pm  
**Thursday 25<sup>th</sup> December** - Office closed but on call available  
**Friday 26<sup>th</sup> December** - Office closed but on call available

**Wednesday 31<sup>st</sup> December** - Office open until 3pm  
**Thursday 1<sup>st</sup> January** - Office closed but on call available  
**Friday 2<sup>nd</sup> January** - Office closed but on call available

**Please Note:**

Office opening hours are 8.30am-5pm Monday to Friday  
 On Call hours are from 6am until 10pm

**Office Number – 01543 505262**  
**On Call (out of hours) – 07521 066793**





# *WINTER VACCINATIONS AND WINTER HEALTH*

There are some things you can do to help yourself stay well in winter. This includes getting your flu and COVID-19 vaccinations.

Getting your flu vaccine every year, if you're eligible, tops up your protection and reduces your risk of getting severe symptoms.

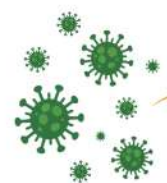
## **How to get the flu vaccine**

If you're eligible for an NHS flu vaccine, you can:

Contact your GP surgery to book an appointment

Book a free NHS flu vaccination appointment at a pharmacy online or in the NHS App

Find a pharmacy that offers free NHS flu vaccination where you can get vaccinated without an appointment (walk-in)



The last date you will be able to get your flu vaccine is 31 March 2026, but it's best to get vaccinated sooner to protect yourself during winter. Online booking will close on 30 March 2026.

Getting your COVID-19 vaccine every year, if you're eligible, tops up your protection and reduces your risk of getting severe symptoms.

You can get the winter COVID-19 vaccine if you:

are aged 75 or over (including those who will be 75 by 31 January 2026)

are aged 6 months to 74 years and have a weakened immune system because of a health condition or treatment

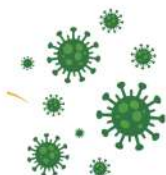
live in a care home for older adults

## **How to get the COVID-19 vaccine**

If you're eligible for the winter COVID-19 vaccine, you can:

book a COVID-19 vaccination appointment online or in the NHS App

find a walk-in COVID-19 vaccination site to get vaccinated without an appointment



The last date you will be able to get your COVID-19 vaccine is 31 January 2026. Online booking will close on 30 January 2026.

# 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.



**Our local group is at:**

**St Luke's Church Centre, Church Street, Cannock WS11 1DE**

**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 01543 505262**





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

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

**SPECIAL OFFER**

☀️ **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 01543 505262 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](mailto:uk.info@careium.com) Visit: [www.careium.co.uk](http://www.careium.co.uk)**







As this year comes to a close, we want to express our ever-growing appreciation for all of our incredible care staff working out in the community. Over the past three months, throughout this transition period, we have continued to receive constant feedback from our customers about the difference you make, how compassionate, dedicated, and supportive you are, and we could not be prouder of the work you do.

We know how much hard work, heart, and commitment goes into providing the very best care for our customers. Your loyalty, professionalism, and kindness have shone even more brightly during this period of change, and none of it has gone unnoticed.

We also want to extend our heartfelt thanks to our office team. Your dedication behind the scenes over these last three months, has kept everything running smoothly. Your steady support and teamwork are the foundation that enables us to deliver such an outstanding service, and your efforts are truly valued.

*We are so grateful for everything you do, and we look forward with excitement and optimism for all that 2026 will bring.*





## Introducing GP Connect in 2026

We're pleased to introduce GP Connect, a secure NHS service that allows authorised health and care professionals to view important information from your GP record.

### Faster, more responsive care

GP Connect gives us quick access to the latest information such as your medical history, allergies, and recent test results so we can support you without waiting for paperwork or phone calls. This helps us respond faster when your needs change.

### Medication changes handled quickly

If your GP updates your medication, we can see those changes almost immediately. This helps reduce delays, ensures you're taking the right medicines at the right time, and improves overall safety.

### More coordinated care between teams

GP Connect helps us work more closely with your GP and other NHS services. When everyone has access to the same, up-to-date record, your care becomes smoother and better joined-up.

### Safe, secure, and controlled

Your privacy is always protected. Only authorised professionals involved in your care can access your information, and every access is securely logged by the NHS.

All we need is your NHS number and the office will be in touch in the New Year to see if this is something we can put in place for you to enhance your care package with us.



Making your  
mum feel  
*special.*  
And you.



It's good to  
be home

Companionship Care  
Night Care  
Respite Care  
Live-in Care  
Meal preparations  
Medication Support  
Domestic Housekeeping  
PA/Outings  
Pet Care & More

*Call us today*  
**01543 505262**



# How to unfreeze a key safe



Use lock de-icer: Keep a can of lock de-icer handy. Spray it directly into the lock mechanism to melt the ice and free the lock.



Use alcohol-based hand sanitizer: Squirt a small amount of hand sanitizer on your key and insert it into the lock. Gently turn the key back and forth to help the alcohol melt the ice.



Use a lubricant: Apply a lubricant like WD-40 to the lock mechanism. This will help displace any residual water after thawing or can be used as a preventative measure. Wipe off any excess afterwards.



**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®

We all want to be surrounded by the things we love. Our friends, our families, our pets, our garden.

Home Care makes this possible. It means your loved ones can get the support they need, in the place they love. A place that's safe and familiar and that's actually proven to help people feel physically and psychologically stronger for longer.

It's good to be *home*



Cannock & Great Wyrley - 01543 505262



**Who hides in a Christmas bakery?**

*A mince spy!*




**Why is it always cold at Christmas?**

*Because it's Decem-brrrrr!*

## **Understanding the RAG Rating at Bluebird Care**

At times, severe weather or emergencies can affect travel and care schedules.

To make sure everyone stays safe and the most vulnerable customers are always supported, we use a simple RAG rating system:

-  **Green – Low Risk:** Care can be flexible. If needed, some non-essential tasks might be moved or adapted.
-  **Amber – Medium Risk:** Some support is essential. Visit times may be adjusted but will still go ahead.
-  **Red – High Risk:** The customer relies on vital care. These visits are our top priority in any situation.

This system helps us make clear, fair decisions during challenging conditions and ensures that everyone receives the level of support they need.

If you're unsure how your care package is rated, please feel free to ask we're always happy to explain.

### **We're Here to Help**

**If you have concerns about winter weather, need help preparing, or want to update us on anything that may affect your wellbeing at home, please get in touch on 01543 505262**

We're here to support you throughout the winter and beyond.





## *Winter Weather Advice & Staying Prepared*

As we head into the colder months, we want to help everyone stay safe, warm and well even when the weather turns. Here are some simple tips to prepare for winter and look after yourself at home.

- **Keep warm:** Make sure your home is heated, especially the rooms you spend most time in. Layer clothing and keep cosy blankets nearby.
- **Be careful outdoors:** Ice and snow can make pavements slippery. Wear shoes with good grip, take your time, and avoid going out if conditions are severe.
- **Check on others:** A friendly call to a neighbour, friend or family member can make a big difference.
- **Be ready for disruptions:** Winter storms may cause power cuts or travel delays. Keep a torch, spare batteries, and blankets somewhere easy to reach.

### *Stocking Your Cupboards in Advance*



A well-stocked cupboard means you won't need to go out in bad weather.

Consider keeping:

Tinned foods, soups, beans, and vegetables

Pasta, rice, cereal and long-life milk

Tea, coffee and snacks

Any regular medication (make sure prescriptions are topped up)

Toiletries and essential household items

Bottled water, batteries and basic first-aid items





## Stay Safe and Supported This Winter with Live-In Care

### Cold weather? Dark evenings?

Make winter easier, safer, and more comfortable with live-in care.

With a carer living in your home, you can enjoy:

- ✓ **Warmth & Comfort** – Someone to help keep your home cosy and ensure you're wrapped up and comfortable.
- ✓ **24/7 Safety** – Support with moving around the home, avoiding slips and falls, and staying well.
- ✓ **Home-Cooked Meals** – Hot, nourishing meals prepared for you every day.
- ✓ **Company & Conversation** – No loneliness during long winter nights.
- ✓ **Peace of Mind for Families** – Reassurance that you're safe, supported, and never alone.

Stay in the place you love, your own home, with the care you need this winter.

To find out more or arrange a friendly chat, get in touch today on 01543 505262





# Frequently Asked Questions

## Live-In Care

### 1. What is live-in care?

Live-in care is a service where a professional care assistant lives in the customer's home and provides ongoing support throughout the day and night. This allows people to remain in the comfort of their own surroundings while receiving personalised, true one-to-one care.

### 2. Who is live-in care suitable for?

Live-in care is suitable for adults of all ages who want to stay at home but need regular support. This includes older people, individuals with disabilities, people living with long-term conditions, and those recovering from illness or hospital stays.

### 3. What support does a live-in carer provide?

A live-in carer can assist with all aspects of your care that you have grown to enjoy from your care visits, but without the time limits!

### 4. Will I always have the same carer?

Wherever possible, continuity is prioritised. Most customers have a small, consistent team of 2 carers who rotate to ensure they receive support while carers take breaks or holiday leave.

### 5. Does the carer need their own room?

Yes. A private bedroom is required so the carer can rest comfortably. This ensures they are refreshed and able to provide safe, high-quality support each day.

### 6. Is live-in care the same as 24-hour care?

A live-in carer is present in the home throughout the day and overnight. They are not expected to work continuously, but they are available if support is required during the night. If someone needs active care through the night, additional night-time support can be arranged.

### 8. Can couples benefit from live-in care?

Yes. Live-in care can support both people in the comfort of their own home. This is often more cost-effective and far less disruptive than moving to separate care facilities.

### 9. What are the main benefits of live-in care?

- Stay in the familiarity of home
- True one-to-one, person-centred support
- Continuity and relationship building with carers
- Flexibility as needs change
- Support for individual routines, pets, community links and family involvement
- Often avoids the stress of moving into residential care

### 10. What happens if my needs change over time?

Your care plan is regularly reviewed so the level of support can be increased or reduced as needed. Care can adapt quickly to changes in health, mobility or personal circumstances.

### 11. How do we get started?

Give us a call on 01543 505262 and we will be happy to share more information with you and arrange the next steps.



# WINTER WORD SEARCH

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COAT COLD  
DECEMBER  
FEBRUARY

FLURRIES  
FREEZE  
FROSTBITE  
HIBERNATE  
HOT CHOCOLATE  
ICE SKATING

ICICLE  
IGLOO  
JACKET  
JANUARY  
MITTENS  
NEW YEAR

SCARF  
SKIING  
SLEIGH  
SNOWMAN  
SOLSTICE  
WINTER