



Bluebird Times

Winter 2025



*A Proud Moment for Our Team!
We were presented with our
Diamond Quality Award, and we
couldn't be prouder!*

The Diamond Award is a prestigious recognition from our Quality Team, showing that we've met 100% of quality standards across 29 rigorous criteria. It highlights excellence not just in the care we deliver in the field, but also in how we operate behind the scenes from our office processes to our leadership and management standards.

This award matters because it proves we consistently go above and beyond: delivering outstanding care, supporting and developing our staff, and creating a positive, empowering environment for both our teams and our customers.



**Diamond
Quality
Award**



Achieving this back in February 2025 builds on our ongoing success in retaining our Gold Compliance Quality Award, reflecting our long-standing commitment to the highest level of best practice.

A huge congratulations to Vicki and the whole team for helping us achieve this prestigious award!

Join Us for Our Final Coffee Morning of the Year!

We warmly invite you to be part of our last coffee morning of the year. This gathering will feature a delightful Christmas sing-along, complete with a festive booklet to ensure everyone knows the lyrics.

*What to Expect: Hot drinks, Mince pies, Biscuits
A few delightful Christmas surprises!
Come and be part of the fun!*

Details for Our Christmas Coffee Morning:

Date: December 19th

Time: 11 a.m. – 1 p.m.

Location: Bluebird Care office, Newborough Road,
Needwood DE13 9PD

Also, take a moment to check out our previous coffee morning, where we created our own Christmas decorations!

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ARRANGED ON A FIRST
COME FIRST SERVE BASIS.
CALL TODAY ON
01283 487373



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 office elf, Ralph, has returned for another year of festive fun and the havoc has already begun!

Day 1: Things started off so promising... Ralph brought us all advent calendars, and for a brief moment we thought, "Wow, maybe he's going to be a lovely, well-behaved elf this year!"

Day 2: That dream quickly disappeared. He swapped all our computer mice around, leaving us accidentally controlling each other's laptops. Confusion everywhere.

Day 3: As you can see below, he stepped up his game: using a whole roll of toilet paper to block the entrance to our office!



Opening Hours

*For Christmas and
New Year*

Wednesday 24th December - Office open until 3pm

Thursday 25th December - Office closed

Friday 26th December - Office closed

Wednesday 31st December - Office open until 3pm

Thursday 1st January - Office closed

Friday 2nd January - Office closed

Please Note:

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

Office Number & Out of Hours
01283 487373



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

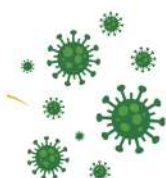
live in a care home for older adults

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.



**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, Winhill, Burton upon Trent

DE15 0BY

Please register in advance by calling 0800 716 543

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Lives & Communities

Reengage

Re-engage is a registered charity in England and Wales (1146149) and in Scotland (SC039377)
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

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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

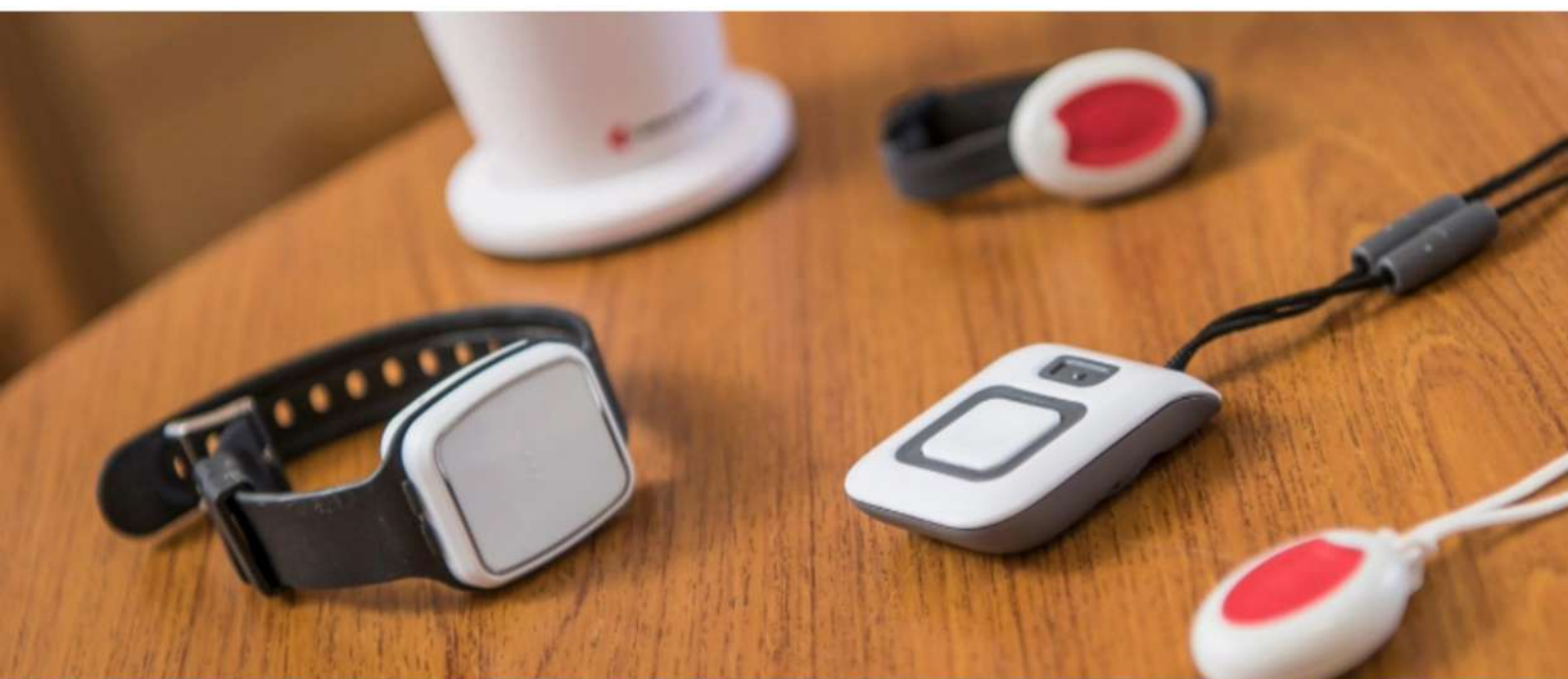
☀️ **12 months for the price of 10**
☀️ **£45 set-up fee completely waived**

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

Give us a call on 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





October 2025 – Ashley Velaphi



Ashley has been with us since April and has shown outstanding commitment and loyalty in her role, consistently delivering care to the highest standard. She regularly goes above and beyond to ensure every individual receives the best possible support, and she always approaches her work with a cheerful, caring attitude that brightens everyone's day.

Ashley continually takes any feedback on board and uses it to further enhance the quality of her care, demonstrating her dedication to professional growth and excellence. Her compassionate nature and positive energy have earned her glowing feedback from both colleagues and those she supports.

Her ability to remain calm and dependable, even in challenging situations, truly sets her apart. Ashley embodies the values we strive for as a team showing empathy, professionalism, and a genuine passion for helping others. She is a shining example of how dedication and positivity can make a real difference every day.

November 2025 – Kathleen Ford



Kat has continued to grow in her career with us, and her dedication to progression has truly shone through with her recent achievement of becoming a Care Mentor. In this role, she has embraced the opportunity to guide and support new recruits, showing them the ropes with patience, positivity, and a genuine passion for high-quality care.

Over her years with us, Kat has consistently demonstrated outstanding professionalism, reliability, and a deep commitment to the people she supports. Her latest promotion is a reflection of the hard work she puts into every shift and her ongoing commitment to leading by example.

Promotions

Congratulations to:

Kathleen Ford on her promotion to **Care Mentor**

John Bell on his promotion to **Care Mentor**

Nicola Majaweta on her promotion to **Senior Care Assistant**



We are so grateful to have you on our team, and we are confident you will flourish in your new roles!



In October 2025, Keri was promoted to Care Supervisor, a role in which she now plays a vital part in overseeing the quality and consistency of the care we provide. She is responsible for managing customer care plans and conducting regular reviews, ensuring that every individual we support receives person-centred care tailored to their needs. Keri's dedication to continuous improvement and her proactive approach make her an essential member of our team. Her experience across multiple roles gives her a deep understanding of both our clients' needs and the day-to-day challenges faced by our care staff. Keri is not only a key team player but also a trusted point of support for both colleagues and the individuals in our care.



We are delighted to announce Jasmine's well-deserved promotion to Field Care Supervisor. Since joining us as a Care Assistant, it quickly became clear that Jasmine had the drive and determination to progress in her career. Her calm, friendly, and kind nature allows customers to feel at ease, making her a perfect fit for this new role. In her position as Field Care Supervisor, Jasmine will carry out customer assessments and reviews, capturing the personal details needed to create truly tailored care plans. With her dedication and compassionate approach, we are confident that every person she supports will receive the highest standard of care.

...and Goodbyes

It is with both pride and sadness that we share the news that our Care Supervisor, Laura Daniels, will be leaving Bluebird Care on 12th December.



Laura has been an exceptional member of our team, bringing dedication, compassion and professionalism to every aspect of her role. Her commitment to delivering outstanding care has set a standard we are truly proud of, and her contribution has made a lasting impact on both colleagues and customers alike. She has been a genuine asset to Bluebird Care and will be deeply missed by all of us.

Laura is now embarking on a completely new challenge in a different sector, and while we are very sorry to see her go, we are also delighted that she has found an exciting opportunity to grow and develop further.

On behalf of the entire team, we would like to thank Laura for her hard work, her warmth and for the positive energy she has brought to her role every single day. We wish her every success and happiness in this next chapter.

Please join us in wishing Laura the very best of luck for the future



We're proud to celebrate our first year as a Disability Confident Committed Level 1 Employer. This achievement reflects our ongoing dedication to building an inclusive, supportive, and equitable workplace where everyone has the opportunity to thrive.

The Disability Confident scheme, developed by the UK Government, helps employers make the most of the talents that people with disabilities can bring to the workplace.

Over the past year, we've continued to strengthen our approach by promoting equal opportunities, ensuring accessibility, and actively encouraging applications from individuals of all abilities.

We look forward to building on this foundation and continuing to champion equality, diversity, and inclusion across everything we do.

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
01283 487373

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.

UPCOMING Events



**COFFEE MORNING:
30TH JANUARY 2026**



**COFFEE MORNING:
27TH FEBRUARY 2026**



**COMMITTEE MEETING:
12TH MARCH 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.

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.



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 01283 487373

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 01283 487373



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 01283 487373 and we will be happy to share more information with you and arrange the next steps.

WINTER WORD SEARCH

D Y P P H S N H R N V S U O G E U A
D R W Q B O S E B C B C Y S I Q O E
U A V Q D K T A W N G A D K E P H X
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CHILLY
CHRISTMAS
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