

bluebird
care[®]

It's good
to be *home*

Lancaster & South Lakeland

January 2026 Newsletter





Happy New Year!

“We will open the book. Its pages are blank. We are going to put words on them ourselves.” - Edith Lovejoy Pierce.

Happy New Year!

I hope everyone had a cosy time, enjoying good food, good company and good cheer. Now its all over, we can take solace in noticing that the days are getting longer.

We had a lovely Customer Christmas Party at the offices, below are some photos for those who were unable to make it. The highlight surely was the singing? My friend Sarah and dog Jed came along to get things started with In the Bleak Midwinter, followed swiftly by the rest of us with Silent Night, Rudolph The Red Nosed Reindeer, and We Wish you a Merry Christmas. But it was Victor who stole the show, sharing his talents as a choirman of 66 years. What a treat he gave us! And tears in our eyes.....





News



Charity Coffee morning.

Our chosen charity this year is St Johns Hospice, so we'd love to invite you to an informal coffee morning at the delightful St Johns Hospice Courtyard Café on Friday 27th February 10.30-12.30. Everyone is welcome including family and friends. Do let us know if you need help with transport.



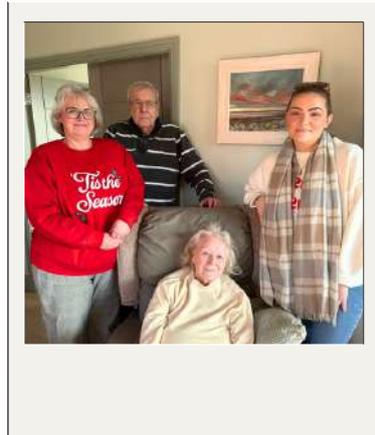
Good News

I want to share with you this wonderful story which made its way into the Lancaster Guardian and Lancs Live recently, with carers Helen and Rachel as the star performers. It illustrates perfectly the value of good care and good carers in a person's life. And to receive such appreciation from our NHS colleagues is something to celebrate

Full story on the next page...



Carers save life



Customers Pam and David had returned to their home in Lancashire one night earlier this month when Pam fell as she was getting out of the car and into her wheelchair.

David was unable to lift Pam himself and so called 999 as well as activating the emergency button in their home. He also called the emergency line for the home care provider, Bluebird Care Lancaster and South Lakeland, who quickly arranged for two carers to head to the couple's home.

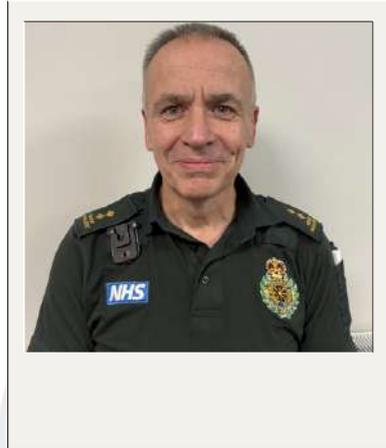
Carers Helen and Rachel, who weren't on duty and insisted on not being paid, arrived at the couple's home and when paramedics attended they recognised that Pam was in the early stages of hypothermia.

However, the carers were aware of Pam's reluctance to attend hospital, and persuaded the paramedics to allow them to attempt to raise Pam's body temperature. Using a shower and hair dryer, they improved Pam's condition, and she was allowed to remain at home.

Story continued on the next page...



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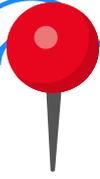
The following day, one of the paramedics, Rob Smith (Pictured) wrote to the care company to praise Helen and Rachel for their actions.

He wrote: "I feel compelled to email you regarding the exemplary care given by two of your staff last night. In my clinical opinion their actions contributed to saving the patient's life from serious hypothermia.

"These carers made [Pam] comfortable and lifted her spirits greatly, so much so, the patient was eventually left at home as was her wishes. I do not use the words lightly, their swift action saved a life."

Rachel later said: "We just did what we have been trained to do in unexpected situations. We were all in the shower at one point! But it is nice to be recognised, especially by people outside our team who don't necessarily see what we do every day."

We are so proud of our whole team that day, this is why we do what we do.



New Location



We are expanding! After careful thought and consideration myself and David have decided to venture out to the Fylde coast and have opened up an office at Lytham St Anne's.

We haven't taken on any customers yet, we're waiting for the go ahead from the Care Quality Commission, but we have been getting to know the local community and looking for good people to work for us. None of this will affect what is happening in the Lancaster area, but I just wanted to share the news. I am planning a fun "launch" event in March – nothing decided yet but possibly at Lowther Pavillion - and everyone is welcome along for the party.

You all probably know, but Lytham is a lovely place for a day out, so I was thinking of arranging transport and support for any Lancaster-based interested parties. We could make a grand day out of it. There will be cake!! And Victor might sing for us (no pressure!). Do let me know if you'd like to join. I'll have a date soon





Staff News

We welcome new starters from L to R, Michaela Kaczalski, Cheyenne DeAlmeida, Sentimenla Moist and Georgia Townley.



October Carer of the Month was Cheryl and December Live-in Carer Appreciation Award went to Heather.

These awards are decided by ballot, so please do let us know who you would like to vote for.

Our next ballot is end of January for the quarterly Angela Award. This prize goes to the highest performer regarding: compassion in care; attitude to learning; working as a team. Give us a call on 01524 388829 if you want to nominate.



2026 Prices

Attached to this newsletter is a tariff showing our charges for 2026 together with a note of explanation.

Thank you for taking the time to read our latest newsletter. We look forward to another year of providing high-quality compassionate care and supporting our customers, families, and our wonderful carers throughout 2026.

Best wishes Claire.

