Autumn 2026

Newsletter

BY YOUR SIDE

bluebird care®

ENJOY A STRESS-FREE CHRISTMAS

Christmas is a time for family, friends and festive traditions, but getting everything ready can feel overwhelming. A little planning can help you enjoy the season without overdoing it.

Plan ahead: Make a list of what matters most and spread tasks over a few weeks.

Keep your home safe: Clear walkways, secure trailing cables and ask for help with decorations.

Make life easier: Arrange shopping deliveries, prepare meals in advance or accept a helping hand when it's offered.

tay connected: Plan visits and phone calls with family and friends, especially if you'll be spending some time alone.

✨Take time for yourself: Remember, Christmas doesn't have to be perfect. Rest, relax and enjoy the little things.

At Bluebird Care Stamford, Rutland, Peterborough & Oundle, we help older adults stay safe, comfortable and independent at home, with personalised support and companionship when needed.

From all of us at Blebird Care Stamford, Rutland, Peterborough & Oundle ishing you a happy, healthy and peaceful Christmas!



CELEBRATING 15 YEARS OF BLUEBIRD CARE!

Bluebird Care Stamford, Rutland, Peterborough & Oundle is celebrating its 15th anniversary on 15 November and inviting customers, colleagues and members of the local community to join the celebrations.

To mark this special milestone, the team will be hosting a traditional afternoon tea, bringing people together to celebrate 15 years of providing care and support to people in their own homes, everyone is welcome!

Date: Thursday 5 November

Venue: St Augustine's Church Hall, Broad Street, Stamford PE9 1PG Time: 1.45-3.45pm.





AUTUMN NEWS AND CELEBRATIONS

As we head towards Christmas, there's lots to celebrate at Bluebird Care Stamford, Rutland, Peterborough & Oundle! In this edition, we share our latest customer survey results, celebrate our Great British Care Awards finalists, recognise colleagues reaching long-service milestones and shine a spotlight on our Care Experts of the past few months. You can also catch up on what our customers have been up to, find out more about our upcoming 15th anniversary celebrations and enjoy some helpful tips for preparing for a happy, safe and stress-free Christmas. Thank you for being part of our Bluebird Care community!

COMMUNITY NEWS

Late summer gave us even more opportunities to get out and about, and our customers and Care Experts made the most of every moment!
From garden visits and days out to special celebrations. Take a look at some of our favourite moments – can you spot yourself or someone you know?













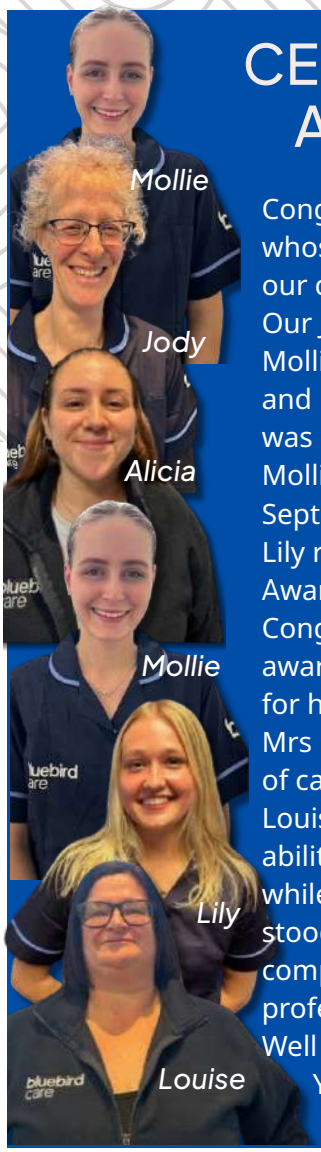


100% CUSTOMER SATISFACTION



Survey highlights compassionate, respectful and reliable care at home.
Bluebird Care Stamford, Rutland, Peterborough & Oundle is celebrating its latest survey results, with 100% of respondents satisfied or very satisfied with their care. The survey achieved a 50% response rate.
100% agreed staff treat them with dignity and respect. Meanwhile, 97.5% praised staff kindness and compassion, and the same percentage said they feel safe with their Care Experts.
Additionally, 95% agreed staff are competent and well trained. Reliability and communication scored highly, with 94.9% saying their Care Expert arrives on time and 92.5% agreeing staff and managers take time to listen.
One customer described the team as “kind, compassionate, professional and caring”, while another praised the “friendship and companionship” they provide.
Customer feedback helps Bluebird Care improve its services and deliver personalised support that helps people maintain their independence, dignity and quality of life at home.

CELEBRATING OUR AMAZING TEAM



Congratulations to our award winners, whose dedication and commitment to our customers deserve recognition.

Our July Carer of the Month was Mollie, with Jody receiving the Above and Beyond Award. In August, Alicia was named Employee of the Month. Mollie was recognised again as September's Carer of the Month, while Lily received the Above and Beyond Award.

Congratulations also to Louise, awarded Live-in Carer of the Quarter for her fantastic support for Mr JB and Mrs MK through challenging periods of care and change.

Louise's patience, commitment and ability to build positive relationships while encouraging independence have stood out. Thank you for the compassion, reliability and professionalism you bring to your role.

Well done to all our award winners. Your contribution makes a real difference to our customers' lives.

DEDICATION RECOGNISED



Daleen *Tina* *Michelle* *Rukia* *Louise*

We're delighted to celebrate some fantastic milestones across the Bluebird Care Stamford, Rutland, Peterborough & Oundle team, recognising colleagues for their dedication to supporting our customers.

Congratulations to Daleen on six years, Tina Collison on five years, Michelle and Rukia on four years each, and Louise and Janina on three years each.

Every milestone represents years of care, compassion and hard work, helping customers maintain their independence and enjoy the best possible quality of life at home.

A huge thank you to all six colleagues for everything they do for customers. We're proud to have you all in the team!

FAREWELLS AND NEW BEGINNINGS

We recently said goodbye to Care Expert Maureen, who is retiring after an incredible 12 years with Bluebird Care. We thanked her for her dedication and wished her well for the future with champagne and flowers.





We also said farewell to Community Care Manager Beth as she begins her maternity leave. Alongside flowers, we gifted her some little outfits for the new arrival. We wish Maureen a very happy retirement and Beth all the best for this exciting new chapter.

WELCOME TO THE TEAM, OLGA!



We're delighted to welcome Olga Kaura to the Bluebird Care team in her new role as Customer Care Manager (CCM). Olga will support our Care Experts in the field and work with customers on their care plans and reviews. She's already made a positive start, and we're pleased to have her on board as we continue to grow and develop our services.

Her experience and commitment will be a valuable addition to the team, helping us deliver personalised support that makes a real difference to customers every day.

BLUEBIRD CARE TEAM CELEBRATES GREAT BRITISH CARE AWARDS FINALISTS

Bluebird Care Stamford, Rutland, Peterborough & Oundle is celebrating after several members of its team were named finalists in this year's Great British Care Awards, recognising their dedication and contribution to care.



The finalists are:

- Sarah – Home Care Newcomer Award
- Abigail – Home Care Worker Award
- Hannah – Home Care Coordinator Award
- Suzanne – Home Care Worker Award
- Michelle – Care Assessor/Care Planner Award
- Tracy – Co-Production Award
- Maureen – Home Care Worker Award

The nominations recognise the hard work, compassion and commitment of care professionals who make a real difference to the lives of the people they support. Everyone at Bluebird Care is incredibly proud of the finalists and wishes them the very best of luck!

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


Olga Kaura, Community Care Manager


Tracy Davenport, Community Care Manager


Hannah Okoye, Trainee Care Coordinator

SHARE YOUR VIEWS

One of the best ways to help other families looking for quality care is by leaving us a short review on Homecare.co.uk. Sharing your experience helps others make informed decisions when choosing care for themselves or a loved one. It only takes a minute, but your feedback means a great deal to our team and helps us continue to provide the best possible care and support. Thank you for taking the time to share your thoughts!

homecare.co.uk

COMMUNITY PARTNERSHIPS

Supporting dementia through 2026

Alzheimer's Society
Together we are help & hope for everyone living with dementia

Outside Clinic.

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

We're working together with

WILTSHIRE FARM FOODS EST. 1991

Get in touch:

bluebird care

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 is rated Excellent
Based on 660 reviews
Trustpilot

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