

Bluebird Care

By your side

Summer 2019



Walking on sunshine

Summer is upon us, and we are very excited about the articles reported in this issue of Bluebird Care NEWS!



We have had a very busy quarter and have achieved lots! It has been great to have all of you also involved with many of our initiatives,

including #GetOutdoors campaign, Summer fans, charity work, training

and lots more! Not to mention welcoming of new members to our team. We have been so busy we can't feature everything into this edition, so we have introduced the bluebird Care community gallery, where 'a picture paints a thousand words'. See if you can spot yourself or someone you know in amongst the wonderful

pictures taken whilst we have been out and about.

Look out for some news on our Knitting Club, our Care Team and lots more!

Leisa MacKenzie.

LIVE IN CARE UPDATE

We launched this service to help people stay at home and avoid residential care 18 months ago and it has been a huge success.

Our service sees us match you or your loved one with an experienced, carefully vetted carer who moves into the spare room and are on hand seven days a week on a simple "one-to-one" care basis. They do everything needed to ensure you or the person you love is happy, safe and comfortable. They help to maintain independence for individuals and provide intelligent company, day trips out and shopping. It's an affordable alternative to residential care and remember it is totally focused on the customers needs.

Care Manager, Michelle Inwood said, "Its an affordable alternative to residential care and means a person can stay in their own surroundings with all the familiar sights, smells, memories, friends, neighbours and even pets which help keep them happy.



Having this service means we can help support customers right through their care life, from a half hour call each week to when they require more permanent solutions, like live in care.

Equally, if a customer's main family carer require a break, we can care for their relative with live in care whilst they take that break, and we are there to support and manage the care from our Stamford or Peterborough office – we are 30 minutes away from our furthest customer! It's a service we have been developing and we are really forging forward with it."

- To discuss the option of live in care for you or a family member, call Stamford & Rutland team **01780 480881**, Oakham & Uppingham **01572 729357**, Peterborough & Oundle **01733 459 907**

CAN YOU SPOT BLUEBIRD TED



Bluebird Ted is hiding in 4 places in this newsletter. Let us know if you can find him.

We love to receive feedback of all kinds, so please don't hesitate to get in touch. Call us on the numbers below. We'd love to hear from you.

OUT AND ABOUT

It's great to be able to do something for others and our Bluebird team have been busy in the community over the last months, raising awareness, money and the roof with the fun they have been having doing it! Read on to find out all about it...

STAMFORD FOOD FESTIVAL 'MAKE MAY PURPLE' — STROKE AWARENESS

What a fantastic day we had at the Stamford Food Festival, in May. Bluebird Care donated to the Rotary Club who were raising money to support lots of fabulous local charities, who kindly allowed us to join by setting up our stall at this great community event. Joined by our members of our care team, customers, relatives and the wonderful turn out of the Local Community made the day great fun!

The weather was on our side, and it was an amazing turnout. Dedicated to Stroke Awareness, we had great fun, giving free balloons and sweets away in return for kind donations to Make May Purple Stroke Awareness Cause. We ran a 'Guess How many Balloons in the Bluebird Care Car competition!

It was great to meet so many lovely people, and a food themed festival suited us right down to the ground! Yum! We raised £93.00 for Stroke Awareness.

The wonderful turn out of the Local Community made the day great fun!



Mud, glorious mud, all in aid of a great cause... Cancer Research UK

White jeans... not a good idea when standing next to the Bluebird mudlarks

MUDDY RACE FOR LIFE— CANCER RESEARCH UK

Mud, mud, glorious mud! That was the theme for our annual Muddy Race for Life team in June when members of our team and their families, made us super proud, as they ran the race at Burghley Park.

Each year we support this event as most of us have been affected or know someone affected by cancer so this is something special to us all. Fifteen brave Bluebird Care souls ran a muddy 5k obstacle course on a gloriously sunny day! Support was given by Director, Leisa, who was unfortunately able to run this year – but the team made sure she didn't miss out!

Bluebird Care team raised over £350 which is amazing and our highest total yet. Well Done!!

DEMENTIA CUPCAKE DAY

'Let them eat cake!' – and eat cake they did! As well as having a nice drink and a natter! All in support of Alzheimer's UK.

Our Cupcake Day went down a treat, and it was lovely to see customers, relatives and staff alike, turn up for our Dementia Cupcake Day held at the Stamford office.

A 'bake off' competition of delicious cakes provided by staff and family alike gave us all plenty of lovely things to eat. Pin the tail on the donkey and more games meant a good laugh was had whilst raising money. £100 was raised in total. Thank you to all who baked, attended and donated!



THE GALLERY



A bird in the hand...



A real Bluebird Care fan...



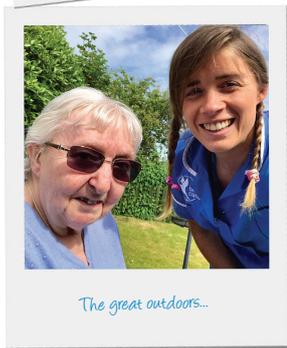
Purr-fect partners...



Team work...



Yet another achievement...



The great outdoors...



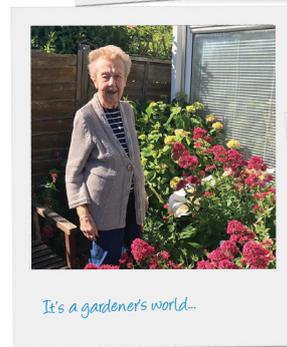
Care with style...



A little ray of sunshine!



A lovely cuppa in the garden...



It's a gardener's world...



Soaking up the summer sun...

BLUEBIRD CARE KNITTING CLUB

Fancy a Knit and a Natter? JOIN IN. Are a fan of knitting? Can you knit but don't have a cause too? Would you like to get back to knitting? Well this may be just up your street!

Our knitting club is more than a year old now and we are keen for members, both new and old, to join us in our next knitting project. You don't have to be a professional. We, Bluebird Care, provide all the materials, from needles, wool right through to patterns. We will bring it to your door. All we need from you is your time and your hands!

Our next project will be blanket squares that will be donated to charities to help both the homeless and the vulnerable. Once we are up and running with the project and our needles are clacking, watch this space for a Knit and Natter coffee morning that you can join too!

Fancy giving it a go? Simply speak to your Care Assistant on your next visit and let them know and we will get in contact, or alternatively, call Registered Manager, **Michelle Inwood**, on **01780 480881** or **01733 459907** who will help to get you started.



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GET OUTDOORS

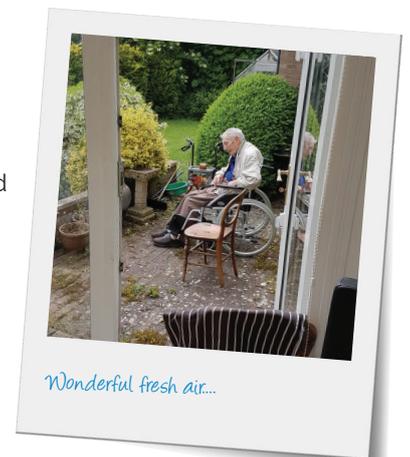
Earlier this year we ran our **#GetOutdoors** campaign to encourage us all, staff and customers included, to get outdoors now we have the seasons in our favour. How lovely it was to see so many pictures and have so many stories of wonderful times enjoyed outdoors! Nature provides us with many benefits for our physical and mental wellbeing, so getting outside and enjoying the world around us – whether it's in your garden, at the park or on holiday is important. Good for the heart, head and soul.

Have a look at some of the wonderful photos sent in. From sitting outdoors in the garden

with a cup of tea, to an outing or trip.

If you'd like to **#GetOutdoors** more and would like some assistance to do so – simply let us know! We'd love to help.

01780 480 881.



Wonderful fresh air...

HELLO

CAREERS AND DEVELOPMENT



For many of you, you may have already met the newest member of our Bluebird Care team, but we'd just

like to officially welcome them!
Rachel Ingamells!

Rachel joins the Community Care Manager team and will be responsible, alongside her fellow CCM's, looking after customers throughout Rutland, existing and new, ensuring all needs are met and that high quality care and service is delivered to all. With an ever growing team, Rachel joins to help support our growing team and customers.

Rachel joins us with a wealth of experience and knowledge in care, reaching back over 15 years including Team Leader and Deputy in both home care and residential settings throughout Peterborough & Cambridgeshire.

Welcome Rachel! We are delighted to have you as part of our great team and Bluebird Care family.

Dementia Care Train the Trainer with UKHCA

Dementia is an area that is very close to our hearts. As part of our continued commitment to provide the best Dementia care to our customers, Registered Care Manager, Michelle Inwood and Community Care Manager, Michelle Teeson, successfully completed a two day train the trainer course with the United Kingdom Health Care Association (UKHCA). Both Michelles are now fully trained to be able to train our team in the latest techniques and skills to care for customers who live with Dementia. Well done to you both!

At Bluebird Care we are committed to professional development and top class training to help our Care team to deliver the best care and be the best they can be, and to give you, our customer the best service.

Michelle Completes her Level 5!

We are delighted to be able to congratulate our Registered Care Manager on the achievement of her Level 5 Diploma in Leadership for Health and Social Care.

This is the management qualification needed as a Care Manager and is a challenge to complete. Michelle has done so with flying colours. Fab work Michelle and very well deserved.



Specialist care training

All of our customers have specific, individual care needs. However, some care needs require specialist care training. To help support our customers with specialist needs, and to further enhance the care skills and qualifications of our professional Care Team, we were delighted to receive specialist training from the Community Nurse Team for both PEG (percutaneous endoscopic gastrostomy) feeding care and also for Stoma care and support.

Well done to the members of our care team who successfully completed the PEG and Stoma care training and thank you to our amazing Community Nurse team who came along and provided our team with the training.

Congratulations to our new Mental Health First Aiders

Care Manager, Michelle and Community Care Manager, Michelle Teeson have completed Mental health first aid training with Bluebird Care and Kilpatrick Training & Consultancy. Now qualified Mental Health First Aiders, this is part of our initiative and commitment to support mental illness and promote mental health. Both are now working hard to support our colleagues and customers. Michelle said 'the course was very informative and inspiring, I would recommend it to anyone. It's so good to have the resources and skills to support people who may need our help or someone to talk to. We all need someone to talk to sometime and have times when we need a little bit more support'.



'We all need someone to talk to sometime and have times when we need a little bit more support'.

EMPLOYEE OF THE MONTH... ABOVE AND BEYOND...

We are very proud of our Carers and our team for the high standards and dedication they offer. Singled out for a special monthly mention are:



Jan 2019 • **Laura C**

Exceptional care delivery and dedication to both customer and team



Feb 2019 • **Julia F**

Always reliable & the great feedback received from her customers.



March 2019 • **Vicky A**

her passion, positivity and amazing feedback received from both customers and colleagues alike. True Bluebird Care values and a natural carer and professional.



April 2019 • **Gabrielle B**

The amazing compliments we have received from customers, relatives and health care professionals in her care and support and values that shone through.



May 2019 • **Carolyn P**

Amazing compliments we have received since being new to care and a great Care Certificate completion.



June 2019 • **Abby**

Amazing support and commitment shown to all the team and customers to ensure great rosters.



Staying fresh with a refresher

Did you know? As part of ongoing training, every member of our care team must complete refresher training in all areas of their role. This provides great opportunity to for our team to keep skills are up to date, share best practice and discuss areas of care that they carry out with other members of their team.

Every one of our Bluebird Care team goes above and beyond in what they do. Here we give recognition to those who have truly shone over the last six months.



Jan 2019 • **Trudy F**

Being adaptable and supporting with emergency support in her team



Feb 2019 • **Susan N**

Dedication to her customers by actively researching information which allows her to continually build professional, person centred rapport.



March 2019 • **Jodie W**

Her team spirit, positive attitude in her role and received tremendous feedback in making a true difference to the lives of our customers.



April 2019 • **Yasmin**

Passion, positivity, team approach in all she does!



May 2019 • **Hannah D**

For going the extra mile in times of need for everyone



June 2019 • **Mandy D**

Support to the team, always willing to help attitude and always with a smile.

Care Certificates

Congratulations to members of our team who have recently been successful in achieving the Care Certificate.

The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected in the role as Care Assistant. It's made up of the 15 minimum standards of care' and forms part of our robust induction programme.

Well done to the following members of our team:

Julia F, Jane D, Carolyn P, Samantha D, Tina C.

Meet the team



Leisa MacKenzie

Joint owner and Director of Bluebird Care Peterborough & Rutland



Tim Carey

Joint owner and Director of Bluebird Care Peterborough & Rutland



Michelle Inwood

Registered Care Manager



Abby Domp

Care Co-ordinator



Karen Andic

Accounts & Payroll



Rachel Ingamells

Community Care Manager



Sarah Weston

Community Care Manager



Michelle Teeson

Community Care Manager



Pippa Courten

Community Care Manager

Compliment of the day

We love to receive reviews from customers and pin them on our office noticeboard. This month's favourite is from **SL of Rutland** who said:

We have found the carers working for Bluebird Care give excellent service. Everyone of them gives their best making life so much easier for my husband and myself. They provide care for him and help with day to day chores. We particularly enjoy a little chat with them and we feel supported and well cared for. They are 'Blue Angels'.

SL, wife of customer. May 2019.

We value your feedback

Feedback on what we are doing well and how you, our customers, feel we could improve is important to us. Therefore, we have commissioned several impartial services, managed by Working Feedback and Homecare.co.uk, approved Care Quality Commission and NHS Choices Review Partner, to collect feedback and allow for you to have your say to improve your care. This is then shared with NHS Choices reviews and ratings. Please put us to the test! We'd love to receive your feedback!

We have four ways to submit a review:

- homecare.co.uk
- nhschoices.co.uk
- goodcareguide.co.uk
- my.workingfeedback.co.uk/bluebirdcare.co.uk/peterborough-rutland

Much more than just care...

You may already know many of us here at Bluebird Care Peterborough & Rutland and be familiar with the way we help you or a member of your family. However, are you aware of the full range of our services? We offer:

- 24-hour live in care
- Night care
- Sleep in service
- Companionship
- Sitting service
- Domestic support
- Parkinson's care
- Dementia support
- Stroke care
- Respite care
- End of life care
- Personal care
- Medication support
- Meal preparation
- Shopping

If you would like to discuss how we may be able help you further, please do not hesitate to contact us.



We love to receive feedback of all kinds. There's lots of ways: Call us and let us know: Stamford & Rutland: **01780 480 881** • Peterborough & Oundle: **01733 459 907** • Oakham & Uppingham: **01572 729357** • Alternatively you can email us at: stamford@bluebirdcare.co.uk or peterborough@bluebirdcare.co.uk



For all the latest news about how Bluebird Care Peterborough & Rutland can provide the services you require in the comfort of your own home, visit our website at: bluebirdcare.co.uk/peterborough-oundle • bluebirdcare.co.uk/stamford-rutland

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