



EDINBURGH & GLASGOW SOUTH NEWSLETTER

SUMMER 2019

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A very warm welcome to the Bluebird Care Edinburgh & Glasgow South Summer edition of our bi-annual newsletter. Where has the time gone? It seems like only yesterday since we were working on the Winter edition and suddenly, here we are coming up to what we hope will be a Summer like last years.

We hope you enjoy this edition and find it of some interest.

Once again thank you for using Bluebird Care as your preferred care at home service provider, we really appreciate it.

Have a wonderful 2nd part of the year and as ever, any comments/ideas are gratefully received.

Best wishes from,

John, Jane and all the staff at Bluebird Care Edinburgh & Glasgow South.

THE CARE WORKER

I wake them up, I get them dressed,
I brush their hair so they look their best.
I make their bed and wash their clothes,
the little things that no-one knows.
I hold their hand when they are scared,
I talk to them when no-one's there.
I give them a friend when they are alone,
I treat them like family, like one of my own.
And when it's time to save a life,
I keep my heart strong and hold my head high.
I wait 'til it's over, when everything's done,
when the house has gone quiet, the emptiness comes.
So please don't judge me when you think I don't care.
I look after your family, when you are not there.

BOTH OUR OFFICES ARE OFFICIALLY EXCELLENT!

Bluebird Care Edinburgh are delighted to announce that after our recent Care Inspectorate Inspection in November 2018, we were graded as 6 - Excellent for our services.

Our Glasgow South office has for the 6th Year in a row been awarded grade 6 Excellent after their most recent inspection in March this year too.

A feat, which to our knowledge is unparalleled within the care at home sector. Huge thank you goes out to all our staff for the incredible work that you do daily. Without which, we would not be the service we are.

Copies of our inspection reports are available on the Care Inspectorate website www.careinspectorate.com or we can send one to you upon request. Just contact Lisa on 0131 258 5005.

'EXCELLENCE'

1. (noun) the quality of being outstanding or extremely good. "awards for excellence"



There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:



STAFF NEWS:

There have been some changes to the team who support you in the offices since the Winter newsletter was printed.

In Glasgow we have a new Registered Manager **Lorna Easton** (see profile further on).

Supervisor **Sally McKay** covering the North and East of Edinburgh joined us in January and has a wealth of experience in the care at home sector.

Jules Forbes joined us in January too and provides accounts support for all of our customers in both Cities.

Shirley Mackenzie joined our Glasgow team half-way through last year in a supervisory role and quickly embedded herself into the Bluebird Care ethos. Most recently, Shirley has been promoted to the role of Deputy Care Manager! I'm sure this will not come as a surprise to all who know Shirley, as she has shown herself to be a very professional and committed person within Bluebird Care Glasgow South and we are very excited about the role Shirley will play in the business. We all wish her a long, happy and fruitful career with Bluebird Care.

Kamla Nahar was promoted from Carer to Coordinator and you will have spoken with Kamla when planning your care week to week.

Our team is further boosted as **Marie Mulholland** joins as Lead Carer/Mentor supporting all of our new recruits through their first months of their career with us. Marie has been promoted from Care Assistant as part of our career pathway.

EMPLOYEES OF THE MONTH:

	EDINBURGH	GLASGOW
JANUARY	Rebecca Dunne	Diane Rawlinson
FEBRUARY	Lynn Rose	Barbara Turner
MARCH	Seda Hunter	Sharon McNeil
APRIL	Kate Marr	Aileen McDonald
MAY	Julie Clee	Kamla Nahar
JUNE	Jo Samson	Carol Benzie

Please nominate your carer or colleague for this prestigious accolade. Your feedback is gratefully received and passed on to all.



HAZEL, 9 YEARS AND COUNTING!

Hazel Storey celebrates 9 years of service with Bluebird Care Edinburgh this year!

Working in home care has notoriously been a very transient sector with several different factors influencing staff to leave and look elsewhere...pay, work-life balance, being treated well by their employers, being taken for granted, job satisfaction, etc. The fact that Hazel has stayed with us this long, is a clear indication how much she loves her job and how much she loves working for Bluebird Care!

Hazel commented that reason for this is that:

“she has a good work/life balance and Bluebird's continuity of care has seen her care for the same customer for over 8 years. This in turn makes a genuine difference to someone's daily life, whether that is practically or emotionally”

Keep up the fantastic work Hazel and thank you from us all!

In May 2019, we held our Long serving staff awards ceremonies in the Edinburgh & Glasgow South offices. We recognised and celebrated staff who have been with us from 1 year up to 9 years.



Edinburgh: Back row from L to R: Lorna Easton (Registered Manager), Ishbel Mullen, Jade Fairbairn, Nina MacLean, Jenna Imrie, Jayne Donaldson, Kaleigh Woods, Tracie Stevens, Jane Perry (Director), Front row; Dong Mei Chen, Giorgia Loi and Claudia Finlayson.



Glasgow South: from L to R: Ellie Garnish, Kamla Nahar, Wendy Reilly & Jane Perry



Pictured with Rene, centre, from L to R: Jeanie Bonar, Caitlyn Black, Sahara Coxon, Iwona Wiszowata, Lindsey Clark, Montanna Cleevely & Jayne Donaldson.

Rene Rigby, Local Integration Lead at Scottish Care, visited our office in Edinburgh recently, to share some of her vast knowledge on dementia and how different coping mechanisms can help in various challenging situations;

The 'Skilled Dementia, Stress and Distress' course was well attended by carers, who care for people with dementia at all stages every day. Each and every one of the staff, who attended, thoroughly enjoyed their morning and were extremely thankful to Rene for passing on her invaluable knowledge and experiences, which will enhance their understanding on dealing and coping with dementia.

FESTIVAL OF WELL-BEING OF CARE WORKERS

Bluebird Care want to celebrate all that is good about people who work in care by participating in the National Association of Care & Support Workers (NACAS) second Professional Care Workers' Day on the 4th of September.

NACAS is proud to partner Everylife Technologies; the makers of our PASSsystem on the CARE™ badge creating a unified symbol of both **pride** and **quality** in care. Delivering care is a skilled and unique profession that deserves recognition, respect and celebration. Often the excellent work carried out by millions of care workers goes unnoticed and unrecognised. The skills and expertise care workers deliver every day make a significant difference to the lives of people they work with and support. This is not always fully appreciated or understood until people experience the care first hand. Social care is about helping people live better lives.

Care workers build relationships through which they are able to deliver person-centred and relationship-centred care and often go beyond giving the physical care that helps people; they provide companionship and psychological support. No value can be placed on the ability to make someone laugh or smile and make their day better. The role is complex, requires high levels of patience and empathy.

To be a care worker you need to enjoy working with people. People go into care because they care,

because they want to look after people and because making other people happy is one of the most rewarding jobs in the world.

On the 4th of September we will be celebrating Professional Care Workers' Day. It is going to be a celebration of Care Workers who aim to deliver fantastic care each and every day. By attending the events being held in both of our Edinburgh and Glasgow offices you can pick up your very own CARE badge to wear with pride. In addition to this, the theme this year's is Wellness and we invite you all to attend to hear a talk from Westfield Health on the benefit of your medical cash plan or to sample Reiki/massage or speak with one of our Mental Health First Aiders. There will be tea/coffee, healthy snacks and cake too. You can imagine this will be a popular event so book your place now by emailing lisarussell@bluebirdcare.co.uk

We are going to shout out loud that care workers are skilled professionals who need to be respected and valued more. We want the industry to come together and applaud people that are there day in and day out, in the snow, scorching sun and pouring rain, at night, at Christmas and on Sundays.

We aspire to making care workers feel special for the awe-inspiring work that they do. If you are active on social media use the hashtags #ProfessionalCareWorkersDay #PWCD2019 to be involved.

WHAT IS THE CARE BADGE?



The CARE badge is a unifying symbol of pride and quality in care. While the significance of wearing the CARE badge is personal to you, benefits include:

- Showing your involvement with and/or support of care in its many forms
- Building your team spirit within a widely distributed care community
- Your personal commitment to quality in care

Sadly, the huge amount of work that is done by millions of care workers – paid and unpaid – often goes unnoticed and unrecognised. With your and your employer's support, the CARE Badge can help change that:

- Who knows that you are the care worker regularly putting in 12 hour working days?
- Who knows that you are a carer juggling your employment with caring for a family member?
- Who knows that you dedicate your career or your spare time to improving the wellbeing of others?

- Your invitation to start conversations about care
- Encouraging recruitment and retention in care
- Reinforcing the size and importance of this often-overlooked community.

- Who knows that you really appreciate the care your family member receives?
- Who knows that you CARE?

Wear the CARE badge and be proud of everything that you do because we are very proud of you!

Professional Care Worker day

**4th
September
2019**

Come get your badge.

IT'S OUR BIRTHDAY

On 8th August 2019 Bluebird Care Edinburgh and Glasgow celebrate 11 and 6 years respectively of providing high levels of care.

Previously we held coffee mornings which were well attended by all, but this year we wanted to bring the celebration to you. We have ordered these lovely personalised cupcakes and our wonderful staff will be distributing them between 7th and 9th August to make sure we get around everyone. We hope you enjoy them. Having served the community we will be treating our dedicated carers to the Professional Care Workers Day detailed earlier in the newsletter and being a community centred business we extend the invitation to all that would like to join us on 4th September and find out more about the services we provide over some food and drinks.



WHY CHOOSE BLUEBIRD CARE?

When looking for the right company to care for either yourself or a loved one, who do you choose? There are several care companies, who say they do things differently to others and that they are the best at this, or experts in that, the best in the country as voted by ...etc, etc.

But what really makes them better or different than the others? Fundamentally, we all provide similar services, whereby carers call in to someone's home at agreed times, and deliver care in a professional and compassionate way etc. But does that always happen?

Mostly Yes, but not all the time.

Bluebird Care Edinburgh have operated in Scotland since 2008/ Glasgow South in 2012 and over that time have gained an enviable reputation as one of the best Care at home provider in the country; here are an example of some of our most recent awards;

Our services have also been recognised both on a company level and individually since 2008 and these are proudly displayed in the reception areas of both offices.

Next up is a small sample of some of the awards won over the years.

- Bluebird Care Founders award 2018.
- Highly commended by the Edinburgh Chamber of Commerce in 'Recognising and developing the young workforce' award 2018.
- Scottish Care at home Provider of the year 2017, chosen from over 200 other homecare services.
- Scottish Care winner of the personalisation and Partnership award 2016.
- Annually recognised as one of the top agencies in Scotland by homecare.co.uk
- SSSC finalist in the enlightened approach category.

We always advise that people do their homework on any and all, potential care providers they are considering for either themselves or for a loved one; testimonials, advice from care professionals, OT's, social workers, doctors and equally as important, people who have used the service. Make sure that you see the last inspection report from the Care Inspectorate, as this will give you a good indication of how the service is run.

SO, WHY CHOOSE BLUEBIRD CARE?

- All our care plans are outcome based
- We deliver high quality consistent care
- Our visits start at 30 mins to full live-in care
- We listen, adapt, react and implement customer changes quickly
- We pay our staff full and part-time salaries
- We have a very low staff churn rate (some staff have been with us over 9 years).
- We train and encourage staff to expand their care knowledge, whenever necessary.
- We invest heavily in IT and communication i.e. (PASS system)
- We have many happy customers, with glowing testimonials to match
- Most of our new customers come from referrals from existing customers.
- Renowned as being 'One of the Best Care Providers' from Social workers, Occupational Therapists, Doctors, Lawyers etc.



HOME CARE & SUPPORT

We keep you in control and provide you with the homeware and support you want, where and when you want it. It's your life and you care, so it must be your way.

Domiciliary care

Healthy body, healthy mind

Mind, body and soul

Companionship care

Live-in care

Respite care

Some conditions require specialist care. At Bluebird Care we understand that when people have special needs due to an illness or injury, they may need extra care and support.

Learning disabilities support

Dementia care

Alzheimer's disease care

Physical disabilities care

End of life care



SPECIALIST CARE

SERVICE COMING SOON: BLUEBIRD CARE ASSIST

Bluebird Care Assist is a Health and Wellbeing Check that allow us to monitor your general health on a weekly basis.

Features:

- Once a week 30-minute visit from a trained Care Champion.
- Our Care Champion can check your blood pressure, pulse, breathing, temperature, oxygen saturation, alertness and general wellbeing
- All the results are recorded digitally using Bluetooth enabled equipment which generates an immediate result Benefits
- Results can instantly determine if any action needs to be taken
- If there are any concerns, Bluebird Care can quickly notify a family member or health professional
- Results are recorded digitally using Bluetooth enabled equipment.

We can provide the Health and Wellbeing Checks as: - A stand-alone service / Part of a tailor-made package of care or as an addition to an existing package of care. Please contact our office to note your interest in this new service and we will be in touch once fully launched.



Get back in the swing of things... **Tennis for Memories**

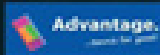
Tennis sessions for those living with Dementia. These sessions focus on renewing co-ordination skills, tennis games and fun and can be tailored to suit all abilities. Our sessions are delivered by the team at Advantage! - Tennis for Good, who are fully qualified coaches and dementia awareness trained.

Sessions are **free of charge** and carers can join in too! Post session refreshments are also provided.

Wednesdays (2nd of the Month) 1.30pm-2.30pm
Craiglockhart Tennis Centre

For more information, or to book a space, contact 0131 458 2260 or email active@edinburghleisure.co.uk

Sessions supported by:



Every 2nd
Wednesday
of the month

Edinburgh Leisure
The Biggest Club in Town

Now that Summer has arrived and Wimbledon is still fresh in our thoughts, why not consider going along to Edinburgh Leisure's Tennis for Memories session? 2nd Wednesday of every month. Carers can join in too! Tea and coffee provided.



East Ren

The first of MacMillan East Ren cancer information and support drop-in services opened recently in Clarkston Library. Their trained volunteers will be there every Friday from 10.30 until 2.30 offering a friendly, listening ear over a cuppa in a relaxed, non-clinical setting. The service is for people affected by cancer, in any way, including friends and relatives and no appointment is necessary.



Care about Physical Activity (CAPA) is an improvement programme led by the Care Inspectorate to help older people receiving care to move more often. From little things like encouraging older people to post their own letters or walk up the stairs instead of using the lift. It's about staff, people experiencing care and their friends and family working together to increase health, well-being and mobility. It's about making things easier so that people can do things for themselves.

www.capa.scot/

How would you like to spend your afternoon drinking tea and chatting with friendly faces?

Your Wee Red Bus regular afternoon teas are held at underCOVER, Voluntary Action East Renfrewshire's building on Kelburn Street, Barrhead (Next to Tesco). Why not go along for tea, cake and a chat with some great company?

Their afternoon teas are held on Thursdays between 2pm and 4pm. Everyone is welcome and there is a charge of £5, this will include transport to and from your home as well as your afternoon tea.

You can call them directly to arrange transport, ask about afternoon teas or get more information on 0141 876 9572. Tell them we sent you.

Alternatively, you can visit them located at the underCOVER building, 56 Kelburn Street, Barrhead, G78 1LR.

WHIT'S FUR YE'LL NO GO BY YEI
GIE IT LALDY.
 DINNAE TEACH YER GRANNY TAE SUCK EGGS!
DO YER DINGER.
 IT'S A DREICH DAY!
AH DINNAE KEN.
 HAUD YER WHEESHT!
KEEP THE HEID!
 SKINNY MALINKY LONGLEGS
NOO JIST HAUD ON!



Phonelink is a telephone morning and evening check call service for over 65's and is funded by Edinburgh Health and Social Care Partnership. This free service is available to anyone living in Edinburgh aged 65 or over who feel the need for a daily reassuring phone call.

This service can be accessed by self-referral or by any health care professional or provider, for example, GP's OT's, Community nurses, homecare staff, family members or friends.

For a referral pack, please call **0131 510 6930**

PROVISION OF FREE PERSONAL CARE EXTENDED

Legislation to extend free personal care to younger people with degenerative conditions has come into force on 1st April 2019. It includes young people aged between 16 and 18.

“Frank’s Law” is named after Frank Kopel, a former Dundee United footballer, who was diagnosed with early onset dementia at the age of 59. He faced bills of £1,200 a month for care until he died aged 65 in 2014, just weeks after he qualified for free personal care.

Free nursing care is available for people of any age who have been assessed as needing it.

THE LOCAL SOCIAL WORK SERVICES WILL ASSESS YOU FOR:

Personal Hygiene – Bathing, showering, hair washing, shaving, oral hygiene, nail care

Continence Management – Toileting, catheter/stoma care, skin care, incontinence laundry, bed changing

Food and Diet – Assistance with the preparation of food and assistance with the fulfilment of special dietary needs

Problems with Immobility – Dealing with the consequences of being immobile or substantially immobile

Counselling and Support – Behaviour management, psychological support, reminding devices

Simple Treatments – Assistance with medication (including eye drops), application of creams and lotions, simple dressings, oxygen therapy

Personal Assistance – Assistance with dressing, surgical appliances, prostheses, mechanical and manual aids. Assistance to get up and go to bed. Transfers including the use of a hoist

FREE PERSONAL CARE, REGARDLESS OF INCOME

If you are assessed as needing personal and nursing care, you will receive this regardless of income, capital assets, or marital or civil partner status.

If you live in a residential care home, you will be expected to contribute towards your remaining accommodation costs.

HOW TO FIND OUT ABOUT PERSONAL CARE SERVICES

In the first instance, you need to contact your local social work services department to have your care needs assessed. The types of personal care provided will vary according to your assessed care needs.

You may receive personal care services from the local authority or receive payments so that you can choose who will provide you with the services.

If you live in a care home, the local authority will assess whether you need these services, and if so, pay £177 per week (rate from April 1, 2019) on your behalf directly to your care provider. Payments of free personal and nursing care made by the local authority direct to the care provider are not liable to income tax.

THE FOLLOWING CARE SERVICES MAY BE CHARGEABLE:

Help with housework, Laundry, Shopping Services outside the home, such as day care centres or lunch clubs, supplying food or pre-prepared meals is chargeable, but support with preparing meals is provided free

The council can arrange these services, but they are subject to a financial assessment.

SPOTLIGHT ON LORNA EASTON, REGISTERED MANAGER:

So, who is Lorna Easton?.....

I began working in the social care sector since 2007 and haven't looked back since. It's a fantastic industry to work in. I love the fast pace and the variety each day can bring. Each day can present its challenges but the rewards you have from it makes it all worthwhile

Why work for Bluebird Care?

I had been aware of Bluebird Care in the care at home sector for quite a while, and couldn't help noticing how differently they were doing things, the awards they were winning and also the annual high grades from the Care Inspectorate, certainly made me sit up and want to learn more. When the opportunity came up to join them, I jumped at the chance. I was delighted to be appointed Registered Manager for Bluebird Care, Glasgow South in June 2018. It provided me with a great foundation to then move over to the Edinburgh branch as the Registered Manager in November 2018. Bluebird Care are an excellent care provider with great drive and ambition. I feel privileged to work here. Everyone has made me feel so welcome and I am excited about what the future holds.

Thoughts for the future?

I now have been awarded the fabulous opportunity to manage both Edinburgh and Glasgow South offices and I am so excited about the plans we have for both branches. The future for Bluebird Care is most definitely shining brightly.

Hobbies and interests?

My family and friends are an important part of my life, so outside work I make sure I have quality time with them. It is also equally important to take time out for me too. I really enjoy going to the gym. I also practice Mindfulness. I find this enables me to switch off and relax. We all live such busy lives now, so we need to make sure we look after ourselves too.



*Please be patient if I walk really slow
It's just sometimes I forget where it is I need to go
Please be kind if I forget what you said
Sometimes information just disappears from my head
I don't mean to be forgetful or sound like I don't care
But the thoughts in my head just sometimes vanish into thin air
Please be kind if I ask you again,
The very same question I asked you just then
Try not to be mad or angry at me
I'm trying my best to remember you see
Just try your best to be patient and kind
This dementia you see is ruining my mind
But with the help of my loved ones who will stand by my side
I may not be so frightened inside*



*Hollie Hazell, 2015
Care Assistant
Bluebird Care Lewes*

This is a poem penned by one of Bluebird Care Lewes' carers on her experience with her customers who suffer from dementia and we wanted to share this with you; we think, and we hope you agree, that the sentiment is lovely.

WHAT HAPPENS TO YOUR DIGITAL LIFE WHEN YOU DIE?

People of all ages have embraced the internet and the many new ways it allows us to communicate and share experiences with one another. It's certainly changing the way we listen to music, share pictures and move our money around. It's even changing how we remember people after they have died with as many as 22% of people likely to post their condolences online rather than send a card.*

But what happens to all this activity when someone dies? Would your family even know where to look for your online accounts and profiles? Is it possible to bypass passwords? Where to start?

Here we offer some useful pointers on what to do when someone dies. It will also show you

what you can do in advance to make sure your digital legacy is managed in a way you'd

like. Whether that's making sure precious photos aren't lost, that no-one forgets about your valuable bitcoin collection or letting your Facebook friends remember you via a memorial page.

In a recent study by the Digital Legacy Association** only 1 in 10 people had made plans for their social media accounts following their death. People often overlook their end of life wishes for the digital world, but the truth is they are just as important as wishes in the real world. And if managed well, can bring comfort to friends and family rather than becoming a source of distress.

MANAGING YOUR DIGITAL AFTERLIFE

It's thought we each have around 27 different passwords. This would at least explain why 37% of us forget a password at least once a week, and they are our accounts. No wonder friends and family can find it a struggle to track down all a deceased person's online accounts



The Acorns Bereavement Support programmes offer reassurance and companionship at a very difficult time. As a group, it offers support from like-minded people, exploring the various aspects of loss and to be a source of support.

They cover:

1. Feelings and Possibilities. 2. Common Questions and Reassurance – including health concerns. 3. Practicalities and Decisions – Nutrition, cooking and looking after ourselves. 4. Money Matters – Understanding financial issues. 5. Making Sense of Socialising – facing the world again. 6. Where to Next? – Looking forward together.
2. Each programme consists of six sessions lasting 90 minutes starting at 10:00 am, 2:00 pm and 7:30 pm.

Acorns is co-ordinated by Tom Gordon, an experienced practitioner with bereavement issues and a former member of the support team at the Marie Curie Hospice in Edinburgh.

Members of the Acorn Team are available throughout each programme, and different bereavement specialists are also available from week to week.

If you would like to attend, please call **0131 510 8393** and book your spot.

LEAVING MESSAGES AFTER YOU'VE GONE

It's thought we each have around 27 different passwords. This would at least

- A full list of memorial and digital afterlife services can be found on the Digital Beyond website.
- Safe Beyond: Send video, audio, text or photo messages to loved ones on a certain date, when they reach a specific location, or timed for a certain event such as a wedding or graduation.
- Remember me: Passing on messages after you've gone.
- Afternote: Allows you to leave a slideshow of memories telling your life story in a beautiful way.
- My Goodbye Message: leave a personalised goodbye letter online.

Terms and conditions and privacy policies are subject to change. For the most up to date advice check with the online help centre for each company.

ECF EVENT

Come along to find out more about at the Edinburgh Care Forum's Digital Assets event which is being held on 11th September in Gillespie MacAndrew offices in 5 Atholl Crescent, Edinburgh, EH3 8EJ from 6pm. To book your place please email

help@edinburghcareforum.com



Edinburgh Care Forum
Care Advice Scotland

WANT TO SPEAK TO ANYONE IN BLUEBIRD CARE DIRECTLY?

OFFICE HOURS 08:30 AM TO 17:00 PM MONDAY TO FRIDAY

Bluebird Care Edinburgh main number

0131 258 5005

• Tracie Stevens, Office and accounts Manager (Ext.201)	0131 659 9433
• Montanna Cleevely, Lead Carer/Mentor (Ext.202)	0131 659 9434
• Lindsey Clark, Recruitment Resourcer (Ext.203)	0131 659 9435
• Jane Perry, Director (Ext.204)	0131 659 9436
• Lisa Russell, Business Support (Ext.205)	0131 659 9437
• Lorna Easton, Registered Manager (Ext.206)	0131 659 9438
• Sally McKay, Supervisor (North/East) (Ext.207)	0131 659 9439
• Angela Young, Co-ordinator (North East) (Ext.208)	0131 659 9440
• Nina MacLean, HR & Training Manager (Ext.209)	0131 659 9441
• Julie Forbes, Accounts assistant (Ext.210)	0131 322 0963
• John Perry, Director (Ext.211)	0131 659 9443
• Julie Clee, Support Supervisor (South West) (Ext.212)	0131 659 9444
• Kim Ritchie, Support Coordinator (South West) (Ext.213)	0131 659 9445

Bluebird Care Glasgow South Main Number

0141 638 0167

• Shirley McKenzie, Deputy Care Manager (Ext.301)	0141 465 4796
• Catherine Boyd, Supervisor (Ext.302)	0141 465 4780
• Kamla Nahar, Co-ordinator (Ext.303)	0141 465 4781
• Marie Mulholland, Lead Carer/Mentor	07796 714393

OUT OF HOURS EMERGENCY

Edinburgh 0131 258 5005

Glasgow 0131 638 0167



BLUEBIRD CARE EDINBURGH

75a Peffer Place
Edinburgh, EH16 4BB

Tel: 0131 258 5005

edinburgh@bluebirdcare.co.uk

www.bluebirdcare.co.uk/edinburgh

BLUEBIRD CARE GLASGOW SOUTH

2 Stewart Drive, Clarkston,
Glasgow, G76 7EZ

Tel: 0141 638 0167

glasgowsouth@bluebirdcare.co.uk

www.bluebirdcare.co.uk/glasgow-south