



Find out more about our wide range of care services



We're with you,
every step of the way



Welcome to Bluebird Care Lancaster & South Lake- land

We're here to help, every step of the way.

We understand that choosing the right care solution for yourself or a loved one is not an easy decision.

At Bluebird Care, we believe that the **best** care is delivered in the **comfort** of **familiar** surroundings, where things that matter, are close by. Our customers feel **safe** and **secure** within their own homes and our **outstanding, flexible** services help to keep people in their own homes, for longer.

Everyone is different and you or your loved one will require differing levels of care and support. We pride ourselves on being one of the **ONLY** home care services providers to offer such breadth and depth of service from companionship, personal care, measuring vital observations, 24 hour live-in care and more specialist support for conditions such as dementia.

Our team of care assistants are trained to a high standard, we nurture and support our team in building strong, empathetic relationships with our customers and their loved ones.



How can we help you?

Quite uniquely, we offer a wide range of care services to help people stay in their own homes for longer. This could include:

 **Helping you start the day;** getting up, washed, dressed and having a good breakfast

 **Support with medication;** remind and assist you in taking medicines, as well as collect or return medication from your pharmacy or dispensing GP surgery

 **Mealtimes;** assist with and prepare meals with or for you

 **Outings;** collect your pension for or with you, help with shopping, a visit to the post office or even to the hairdressers

 **Household;** help with your laundry or ironing and keep your home clean and tidy

 **Social outings;** support you with activities like walking the dog, having coffee with friends or visiting your local church

 **Personal care;** a little pampering when you need it – the occasional visit to organise bathing, clean clothes, fresh bedding and a prepared meal before bedtime

 **Helping you end the day;**
at the end of the day, support with getting ready for bed

“The number of people with high dependency is set to rise by 163,000 by 2025.”*



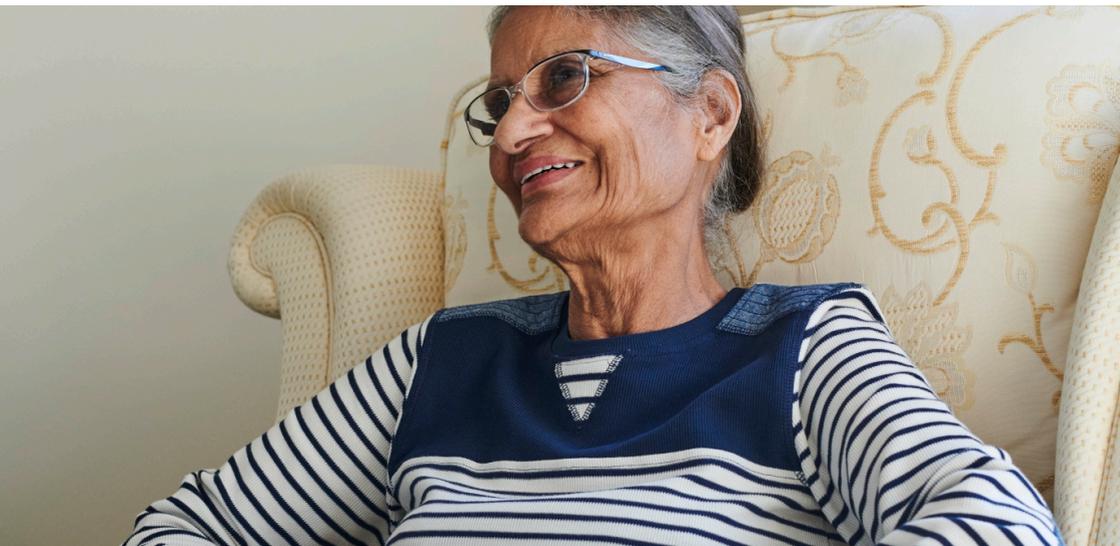
Live-in Care

What is Live-in Care?

A great alternative to moving into a care home, Bluebird Care's live-in care service means you can stay in the comfort of your own home, but with the **specialist support** that's personalised to your needs.

Your family and friends are still close by, as are all your home comforts and personal possessions - even your pets. Our live-in care service helps to maintain normality and can be a short-term solution for people recently discharged from hospital or a more longer-term solution for those with more complex needs and health challenges.

Our services are flexible - adapting to our customer's requirements and are personalised based on what's needed. We don't offer a one-size fits all solution, which is why many of our customers have been with us for such a long time.



What's the difference between care at home and care home?

Live-in care can have a number of physical and emotional benefits, especially when compared to moving into a care home:

Our Live-in Care service

- One-to-one care
- Stay in the comfort of your own home
- Personalised care package
- Privacy
- Dignity & independence
- Every day can be how you want it
- Develop a personal relationship with your care assistant
- Stay with your pets

A care home

- There are often long waiting lists
- Often 1 care assistant per 30 residents
- Leave behind family, pets and possessions
- 'One size fits all' approach
- Regulated meal & bed times
- Communal living, becoming one of many
- Limited outings
- Sell your home to fund care



Implementing your care

Home care with us could be anything from a 30 minute care visit to help with tidying up, a bit of shopping, gardening or measuring someone's vital observations right up to 24 hours of live in care to help customers remain as independent as possible, in the comfort of their own homes.

Our live-in care assistants are trained to high standards and are carefully matched to meet your individual needs. They will **respect** you and your home, as well as your own space and privacy. Your live-in care assistant will be immediately on hand to give **professional care** with the time and attention you need, not always possible in a busy care home.



We offer you and your family peace of mind by knowing you are supported by Bluebird Care's trained live-in care assistants, who care about you just as much you do.

Frequently Asked Questions

How do I arrange a care service with Bluebird Care?

Contact us using the details in this leaflet and make an appointment for us to visit you for a chat about how Bluebird Care can work for you. We are happy to visit you at home to discuss ways we can help and then once you have decided, you simply leave the rest to us!

What tasks will my care assistant carry out?

We agree a 'care plan' which details exactly what you have instructed us to do. This then becomes the work list for each day. As part of our ongoing and unique relationship with pharmacies, we are also able to assist or administer your medication. Care plans frequently evolve and we check regularly to ensure that the care we are providing is appropriate.

How can I be sure that my care assistant will stay the full period of the care visit and carry out all the tasks?

We take a considered and comprehensive approach to ensuring that your care service is exactly what is required. After every visit the care assistant will record all details of activities undertaken during the visit and this will be kept in your record.

Is there anything that my care assistant is not able to do?

Once we have established exactly what you want on each visit, we will work to that list. We are not able to give injections or change sterile dressings. Also, we cannot carry out tasks which are likely to cause risk to either the person we provide care to or to the Bluebird Care assistant. Tasks will be agreed with you in advance, any changes to the care plan can be discussed with the Bluebird Care team.

What happens when the office is closed?

Our offices are normally open from 8.30am to 5pm Monday to



Friday. Aside from this, we operate an out-of-hours emergency service which is manned from 7am to 10pm.

What if I don't like my care package or want to make changes?

Our experience tells us that people's care needs very often change. We therefore understand that care may need reviewing from time to time. This is why we carry out reviews on a regular basis and why we are pleased to hear from members of the immediate family about effective methods for delivering the care service to their relative.

Will I have the same care assistant each day?

This depends on how many visits you have each week. We very rarely have just one care assistant assigned to a particular customer. This allows for periods of time where your care assistant may be on holiday, however we do try to keep the number of your care assistants to a minimum.

What about my personal security?

Every member of the Bluebird Care team has been through a rigorous vetting procedure before they start working for us. In addition, all staff will always be in uniform and carry a personalised identification card which shows their name, photograph and signature.

How do I start?

It really is as simple as **ABC**.

A telephone call to discuss what care you need.

Bluebird Care will come and visit you to have a face-to-face chat.

Care packages will be tailor-made for you.



Personalised home care
that makes a difference



Bluebird Care Lancaster & South Lakeland

E: lancasterandsouthlakeland@bluebirdcare.co.uk
W: bluebirdcare.co.uk/lancaster-south-lakeland

Call and talk to one of our
friendly professionals today:

01524 388829

We are independently regulated



We're with you,
every step of the way