



Hello and welcome to our new Edinburgh & Glasgow South Newsletter.

We felt that it would be a good idea to combine our newsletters as there are many items and stories that are of great interest and are relevant to both offices. Pertinent information on the care sector, staff, customers, good news stories and general advice are all contained in the coming pages, we hope you enjoy reading it as much as we have enjoyed putting it together for you.

As ever if you have any ideas on how we can improve the newsletter, or anything you would like to see or feature, please get in touch with your ideas, we'd love to hear from you.

Once again, we thank you for choosing and putting your trust in Bluebird Care allowing us to take care of either your own, a family member or a friends care requirements; we realise how important it is to work with a company that is focused and committed on delivering the best in home care possible, care that we ourselves would be happy for our own family and friends to receive.

We would like to be thought of, among many things, as an all-inclusive provider of care and we work diligently to improve in areas we are weak and maintain areas we see as our strengths. We can only be better through re-assessing how we work and listening to staff, customers and their

families.

We always welcome constructive input and to that end we are actively setting up a customer forum, whereby we would see ourselves meeting up at regular intervals to discuss various topics relating to the care at home sector and 'tap in to the knowledge that both our customers and families possess. We would like to bridge the gap on customers' perception of how we work to better understand some of the challenges we face and also for us to better understand your issues too.

With sincere thanks,

John & Jane Perry
Directors

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Further development of our PASS system has been launched in the form of openPASS. openPASS is a unique application that provides verified care receivers, family members and friends with inclusive access to real-time care plans and records in The PASS system.

This system is completely secure. When we receive a request for 24/7 access, we will check with you that you know who this person is. We will then set up a secret question and answer, which you will need to know the answer to when completing access.

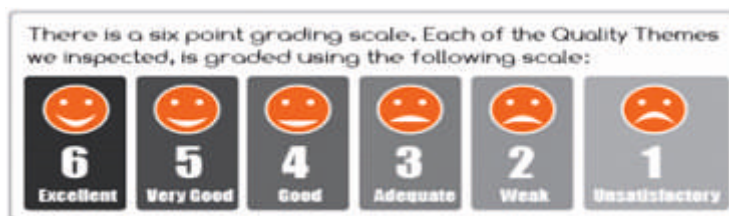
The cost for this service of £5 per month and can be easily added to your monthly direct debit for your care services.

Accessing the care notes within the home will continue to be free of charge using the QR code on the front of your support plan, where you will be able to see the care notes from that day for a maximum of 30 minutes.

Please do remember that customers and their appropriate relatives using Bluebird Care services still have a right to have access to paper records if they so wish.

Please let us know by calling the office if you would like to have access.

Care Inspectorate Inspection Results:



As you may know, we are inspected annually by the Care Inspectorate and at both our last inspection in late 2016 we were rated the following grades for Edinburgh as 5 (Very Good) for Care & Support and 6 (Excellent) for the Quality of our Staffing. Glasgow South went one better and maintained the grades of 6 (Excellent) for both areas of inspection for the 4th year in succession. We are understandably delighted with the results and the following inspector's comments;

People who used the service told us that they were impressed by the care they received and described a range of positive "outcomes". Staff were described as punctual, caring, committed, competent, friendly, helpful and easy to talk to. We observed staff delivering a very good level of care.

The service had continued with the introduction of the "PASS" call monitoring and information system which provides staff with a range of information and allows care tasks, for example medication administration, to be recorded. Staff access this information including support plan information via a smart phone. People told us the system worked well.

A written copy of personal plans is also available in the homes of people who use the service. Personal plans were informative and contained a high level of detail. This included information about the uniqueness of the person receiving care and their preferences. We found evidence of positive working with health care professionals and examples of the service being flexible to fit in with the needs of individuals.

Systems to support staff were well developed and maintained. Recording was of a very high standard. Support to staff included comprehensive induction and training. Staff practice was monitored by regular and frequent spot checks. Staff also had access to regular supervision. Office systems were well organised to record and monitor support to staff. Staff told us they felt respected by their employer and that morale communication within the service was of a high standard.

SPOTLIGHT FEATURE

We will spotlight an employee and a customer from each office in each newsletter. If you would like to be in this feature, just contact us.



Edinburgh Employee Spotlight Joanne Bilsland

Tell us a little about you- "I'm 39 years old and I live with my husband and son in north Edinburgh. One of my first ever jobs was a home carer but I have mostly been working in Social Work admin for my local council. I recently went back to university to study Adult Nursing for almost 2 years as a mature student and I love working as a home care assistant again. I enjoy putting my studies and experience into practice and I'm now interested in getting a qualification in Health and Social Care and pursuing a career in this sector instead of registered nursing.

Q: Why did you decide to work within the care sector and especially care at home?

A: I've always been attracted to care as a vocation. I love being able to be part of allowing people to stay at home. I wanted a job where I could make a real difference in peoples' lives and have direct contact with customers and their families because that gives me a lot of job satisfaction. Spending time with older people is particularly special to me because it reminds me of the all the times I spent with my beloved, late grandmother and that is very comforting for me.

Q: Why Bluebird Care?

A: I wanted to work for one of the best care companies in Edinburgh, so I did my homework and checked out a number of them, those with the highest Care Inspectorate grades and other websites. Bluebird Care was the first one I contacted. I had a very detailed conversation with the recruitment team and was then invited in for a formal interview. At the interview I was offered a job and was delighted to accept.

This is the best and most interesting job I have ever had, the best training, best supervision and the best management I have ever worked with.

Joanne participated in the Scottish Care conference earlier this month and did a Q&A session on stage in front of an audience of 200+, including the Cabinet Secretary for Health and Sport, Shona Robison on her experiences of providing End of Life and Palliative Care. Mrs Robison commented that Joanne was a "hard act to follow" when she addressed the audience. Joanne also features in Scottish Partnership for Palliative Care's 'it takes a village exhibition' which was launched at the conference.



Glasgow South Employee Spotlight- Fiona McNaught

Q: Why did you decide to work within the care sector and especially care at home?

I initially commenced employment within the social care sector as having worked in a few retails jobs in the past, I wanted to make a difference and gain that 'job satisfaction'. I wanted to experience what it feels like to be able to put a smile on someone's face and have a responsibility to make a difference in someone's life.

Q: Why Bluebird Care?

On looking at several provider websites, Bluebird Care seemed to have the 'wow' factor. I read the recent care inspectorate reports and nobody else I had looked at, seemed to have the consecutive grades that Bluebird Care has. The carer comments

I read on the website, made me feel at ease and it looked to be a fantastic company to work for. Having now worked for the company for over 1 year, I can now say that my expectations have certainly been achieved and fulfilled and I would recommend Bluebird Care to others.

Edinburgh Customer Spotlight

Margaret Clark

Q. Tell me a little about yourself/who you are?

I am writing on behalf of our mother, Margaret Clark. Just after Mum moved into her new flat, she had 2 strokes in quick succession. After 6 months in the Royal Infirmary she was only home for 3 months when she had further strokes and was in the Western General for a further 5 months. Jane, my sister, and I both live in Edinburgh and both work full time. Although a nurse I have spent my career in the acute hospital setting so care provision at home was new to us all.



Q. What has been your experience so far re care at home?

Mum was home for 3 months, July, August and September last year. She required carers 4 times a day during which time the care mum received was at best adequate and at worst unsafe - on several occasions carers did not turn up. Jane and I were exhausted trying to juggle work and being at mums for as many of the visits as possible or at least being able to be contactable. It was an extremely stressful summer not only for Jane and I but we could see that mum was not settled in her own home. Jane and I had started to source a new care provider as we knew mum could not continue with the care provider she had however whilst starting to do our homework mum suffered further strokes.



Q. Why Bluebird Care?

Into the fourth month in hospital and the prospect that mum would be able to get home again, Jane and I did our homework. After a combination of 'word of mouth', reading Care Inspectorate reports and initial meetings with several companies we chose Bluebird Care. At the first meeting I had with John, Liz and Angela at their offices, I was reassured by the responses to my many questions and their commitment to their clients by way of staff selection, staff education, matching staff to clients, ensuring safety measures in place, contingency plans for sickness, adverse weather. One question I asked was did Bluebird use agency staff? I had good reason to ask this from previous experience and was very reassured when the answer was an emphatic 'No'. John did comment at the end of our meeting that he had not met a prospective client before with such a list exacting questions and pencil case in hand!

So, having chosen Bluebird, Liz came to the Western General hospital to visit mum and also visited the flat to assess the environment. Mum now has complex needs - her swallow and speech have been hugely affected and she is PEG fed. Although this was not something Bluebird staff were currently trained to do, Liz swung into action and training was organised, liaising with hospital ward staff and the community district nurses.

Megan and Joanne, mums carers, also visited her in hospital and were trained on PEG feeding. Mums care is totally focused on her, her needs ensuring she is as comfortable as she can be. Her physical care is carried out but also Joanne and Megan can spend time with mum - perhaps a hurl round the block in her wheelchair or sitting in the garden and when the Scottish sun isn't shining, spend time flicking through family photo albums. Being intuitive to and responding appropriately to mums mood is so important. By having consistency in carers they are getting to know mum and not only is mum getting to know them but gaining trust. Megan and Joanne both interact with the district nurses (who visit twice a day) working with them if there are any issues or queries.

Jane and I, and more importantly mum, trust in the care she is being given knowing she is safe, well cared for and also help in the way of the laundry and ironing being done and dusting if mum is tired and sleeping. The communication between yourselves, Megan, Joanne and Bluebird is excellent. Jane or I visit mum daily but we are now able to spend time just sitting with her, listening to classic FM, watching TV, murder mystery's or even better the tennis! On a 'good' day we can take mum out, maybe the hairdresser or the Botanics. Knowing mum is safe and cared for we have been able to share our time between mum, our families and work.

Margaret Clark, Jane Clark and Sarah Donachie

(Margaret and her family were recently filmed in their home by Scottish Care for the recent annual awards under the banner of 'what good care looks like' (Now on the Edinburgh website)

AWARDS AND EVENTS



WINNER 2017

WE WON!!! We are very proud and delighted to have won 2 prestigious awards at the recent Scottish Care Conference recently; Nina MacLean won the Training and Staff Development Award and Bluebird Care won the major award of the evening, the Care at Home Provider of the Year 2017. This is a very satisfying and worthy accolade for Bluebird Care and is testimony to the company ethos of 'good old fashioned care' and everything that that entails, along with inducting and training all our staff to a very high level. We are committed to upskilling staff with the offer of ongoing training, to help them develop into the best that they can be.



We are only as good as the staff we have working for us and based on feedback from various sources, we are proud to have who we have.



**SCOTTISH SOCIAL
SERVICES AWARDS**

Bluebird Care was shortlisted as a finalist in the category 'An Enlightened Approach' in recognition of our attitude towards staff training and development at the inaugural Scottish Social services awards on the 13th June. Compered by Sally Magnusson and presented by the minister for Childcare and Early years, Mark McDonald, a very interesting and humbling afternoon was held at the fabulous Crieff Hydro Hotel.

Whilst not winners on this occasion, the Minister congratulated us for making the shortlist and said that we are "standard bearers for the sector and a credit, not only to the profession, but also to the people we support"



Homecare.co.uk News:

Bluebird Care Edinburgh and Glasgow South have both been recognised in the top 10 best Care at Home providers in Scotland, as voted by customers and families alike. This is another humbling award from an independent source and is testimony to the continued high standard of care and support we deliver daily. If you would like to read the testimonials for yourself, please log in to homecare.co.uk and look for the Scotland tab.

Training / Induction dates; We have been running inductions for new recruits throughout the year and the next few are booked for the following dates - 12th June, 17th July & 14th August 2017. If you, as a customer or someone who is involved with their care would like to attend any of our training, please contact Nina Maclean in our Edinburgh office for details on the courses we are running.



Jean (c.), with the 2015 winner Pete Jensen / and Jane Perry, Director.



Carol (c.) with Lynsey Torbit Care manager and Jane.

The employee of the year for 2016 in Edinburgh was Jean Smith; Jean has been with Bluebird Care for just over 18 months and is a very worthy winner. Nothing is too much bother for Jean, she happily helps her fellow colleagues to cover work when required, but most importantly is totally committed to the customers she visits. Well done Jean, we are very proud and honoured to have you with us.

The winner for Glasgow was Carol Benzie; Carol joined Bluebird Care Glasgow South in March 2016 after having worked in the care at home sector for a number of years. After having passed her probationary period and achieving all 6 of her SSSC Step into Leadership badges, Carol then won the care assistant of the month in her first month at Bluebird Care Glasgow South. Carol was awarded Bluebird Care Glasgow South's Employee of the Year 2016 in recognition of her fabulous work and received comments like "may family know and trust her" and "each morning she puts a smile on my face", all made Carol a worthy winner. Carol has been described by many as caring, patient, reliable, honest, committed and able to deal with any situations that arise in a calm and assured manner.

A huge thanks and congratulations to Jean and Carol from all of the team.

So far our employees of the month for each office are:

Edinburgh: Jean Smith, Ambar Ahmed, Seda Hunter, Sarah Reid and Anne Devlin.

Glasgow: Gemma Watson, Aisha Mohammed, Tina Nash, Catherine Boyd and Jade Gemmell.

Please do remember to nominate your favourite employee or colleague for this accolade each month your vote is very important to us.

Staff Changes:

There are a few staff changes for us to tell you about, some of which you most probably know of; Liz Pryke our trainer/mentor who has been with us for over for over 20 years has moved to Bluebird Care (Croydon) and is closer to her family and friends. We would like to thank Liz for her contributions to both our Bluebird Care offices and we would like to wish her all the best with her new life in the big City! Karen Thomson who recently joined the Edinburgh team as supervisor has also left the business to spend more time with her family. We have planned a restructure of our team in Edinburgh and will be recruiting for a new Care Manager to help implement this.



Edinburgh Chamber of Commerce awards

Earlier this year, Bluebird Care Edinburgh won the category for Innovation in Business due to the use of the PASSsystem; this was seen as being 'a first in Scotland approach to technology, which improves integration amongst agencies working in the care sector, vastly improved communication with a wide range of customers, leading to demonstrable efficiency savings.'



Special congratulations to Hazel Storey (front, in red) on her very special **7** year achievement.
Glasgow will be holding this event after the summer holidays

Long serving staff awards:

In Edinburgh we celebrated long serving staff recently from between 1 and 7 years.

We like to call it the Bluebird Care family and we like to look after all of our loved ones too.

We believe that if we look after them, recognise the great work they do and celebrate it, that is then transferred onto our customers...Happy staff = Happy customers!

l to r: Ishbel Mullen 5 years, Dong Mei Chen 6 years, Sue Soutar 1 year, Lisa Lambert 1 year, Nina Maclean 6 years, Hazel Storey 7 years, John & Jane at the back 8 years and counting! Heather Brown 5 years, Jacquie Leone' 2 years, Tracie Stevens 6 years, Kim Ritchie 2 years and Nick Perry 2 years.

STAFF NEWS

Carer Meetings

2 dates for the diaries; 29th & 30th June from 14:30 to 15:30.
Come along for a chat, have a coffee and a cake. We look forward to seeing you!

Random Acts of Kindness

One of our carers Julie Clee has come up with a brilliant idea to award customers who she felt might benefit from a little pick up and she has called this the 'random act of kindness initiative'. Staff within Bluebird Care will choose a customer, members of their families or support network every month and will award this gesture of good faith and thanks.

IMPORTANT NEW FOR ALL CARE STAFF

The SSSC registration is looming for all care staff from October 2017. This will potentially impact on a number of current and new staff wishing to work within the care sector.

This will also mean that there will be further development requirements going forward.

Please contact Nina in Edinburgh office and Lynsey in Glasgow for further details

**Direct Payment Options for Edinburgh & Glasgow:
There are many ways to pay for your care;**

Direct from Council - If you are referred through your local Council, they will choose your provider and we will invoice them directly which takes the onus out of your hands. (Glasgow & Edinburgh)

ISF - Another option is to have ISF (Individual Service Fund) You have more control using this option, you can choose your own care provider and spend your funding the way you will feel it benefits you. We send our invoices out to you and the Council send payment to us for a fixed amount. If the amount the Council give you is not enough you may have to top this up. (Glasgow & Edinburgh)

SDS - The Scottish Parliament passed the Social Care (Self-directed Support) (Scotland) Act 2013 so people who are eligible for social care support can get greater choice and control over how they receive these services. This means care services can be 'personalised' to your individual needs and wishes. This money would be paid directly to you into your bank account. You may have to top the amount up if the council amount they give you is not enough for the care you have chosen. (Glasgow & Edinburgh)

Direct Debit - If you do not have your invoice sent to Edinburgh Council or Edinburgh Council pay us directly we would ask you to fill out a Direct Debit form and we would debit money every 2 weeks, 7 days after the date of each invoice. You will never have too much deducted as it is only the balance of your account debited. Bluebird Care are in full control of this. (Glasgow & Edinburgh)

Corporate Card - This option is where Edinburgh Council give you a card currently "All Pay Ltd". The account will have funds transferred into it, again you may have to top this up if the amount the Council give you does not cover what you choose to have in the way of care. You can set up a Direct Debit with us for us to deduct the 2 weekly invoice. (Edinburgh only)



Self Directed Support
My Support. My Choice

Better with
Bluebird Care

Are you, or do you know of anyone who would be a good addition to our team of wonderful carers?
"Call today to find out more"

"I have a support network of colleagues, always there to help me."

- JACKIE

"I've gained further on-the-job training and new skills."

- BRIAN



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2 Stewart Drive, Clarkston, Glasgow, G76 7EZ

Tel: **0141 638 0167**



www.bluebirdcare.co.uk

"Where staying at home means living at home."

Refer a friend scheme: As you are no doubt aware, recruitment within care at home (and generally within overall care sector) is very challenging. We are recognised as having excellent staff (C I results 2016) and we wish to maintain these very high standards. This puts additional pressure on our service as we try to only employ the best people available. In order to increase and re-energise our workforce, we have increased the amount paid to introduce a friend to Bluebird Care; Once your friend passes their 6 month probation, then you receive £250.00! Know of anyone?

LOCAL PARTNERSHIPS



SUPPORTING ABF THE SOLDIERS' CHARITY

Message from one of our carers. Dong Mei about her charity walk:

"My son and I signed up to the Cateran Yomp event held on 10th-11th June 2017. The Yomp is an epic trek across rural Perthshire. Official webpage:

<https://www.soldierscharity.org/events/the-cateran-yomp/> We are aiming to finish 54 miles in 24 hours.

"I have ever done the West Highlands Way in 4 days. My son has done a few walks with me such as Ben Nevis, Ben Lomond, Ben More etc. This is going to be the toughest we have ever tried but we are doing this to raise vital funds for ABF The Soldiers' Charity, supporting soldiers and their families in times of greatest need. We are committed to raising £400 each in sponsorship.

Online donations can be made by going to my fundraising page:
<http://fundraising.soldierscharity.org/DongmeiChen>

Please leave your name if you do so that my appreciation will be delivered properly in person.



Bluebird Care Edinburgh hosted a very successful Death Café to support and raise awareness of Death Awareness Week Scotland 2017 which ran from the 9th-14th May. We had a very good response, with lots of people turning up for a cuppa and open and frank conversations.

The awareness week is run by Good Life, Good Death, Good Grief every year which seeks to promote living in a society where people can be open about dying, death and bereavement. Bluebird Care Edinburgh staff recently participated in the John Beattie show on Radio Scotland and got the conversation going around death, dying and bereavement.

Following this, the staff wanted to open it up to everyone by hosting the Death Cafe in the local area talking and raising awareness to help them make the most of their lives

There is more information on Death Awareness Week on the Good Life, Good Death, Good Grief website. www.goodlifedeathgrief.org.uk

If you have any questions, please contact Nina Maclean at the Edinburgh Office.

black & lizars optometrists

Bluebird Care Glasgow South have now formed a partnership with local company, Black & Lizars Optometrists. Black & Lizars is one of Scotland's largest optometrists, with over 180 years' experience of delivering eye care. You can find out more about them at: www.blackandlizars.com/

Speaking of the new partnership, a representative from the organisation commented;

"We are delighted to partner with Bluebird Care Glasgow South to offer high quality eye and ear care to their customers. We are proud to associate ourselves with the country's leading provider of care at home and feel we are a natural fit with their ethos of passionate care for their customers. We use industry leading technology and fully trained optometrists and audiologists to provide the best possible diagnosis and solutions to eye and ear problems and look forward to a long and fruitful partnership."

TO AM THE OPTICIANS AT MARCHMONT

Edinburgh continue to be associated with The opticians at Marchmont who offer all of our customers a comprehensive eye test, **free of charge**, and due to working in conjunction with us, are happy to offer 30% off the total cost of glasses should our customers require them.

The Opticians At Marchmont are an independent opticians offering a friendly, professional service and boast over 40 years of experience. They offer a personalised service to all customers and are more than happy to visit you at home to test your eyes free of charge.

Please phone Stephen Hyslop on **0131 662 9440** to arrange your free eye test.



Our Director, Jane Perry is a member of the Edinburgh Care Forum which is a group of passionate individuals who are all experts in their field sharing a common goal. This goal is to provide a high level of advice and support to those in need of specialist care. This can be at any point in the process where they are required and have to pay for their care, whether in their own home or a residential care home.

Members of ECF can:

- Source the best residential and home care providers
- Provide financial planning and funding advice for expensive care costs
- Let out and manage the family home generating income and protection of a valuable asset
- Provide guidance on the establishment and operation of Powers of Attorney and Guardianships
- Advise on tax issues
- Provide general legal advice
- Offer help and advice to make sure you have adequate insurance cover
- Provide house valuation and clearance services

If you would like to speak to Jane about any aspect of the Forum and be put in touch with someone who can assist with your individual circumstances - Scotland wide - please call her on **0131 659 9436** or email janeperry@bluebirdcare.co.uk

Bluebird Care are urging the community to stay hydrated this summer

We are encouraging older people, their families, friends and neighbours across Scotland to think about staying hydrated this summer and how we can support vulnerable people in the community, who may be at risk.

As the weather starts to get warmer and the sun starts to come out, Bluebird Care are sending out the strong message that heat and sun exposure is extremely serious and potentially life threatening.

Bluebird Care have launched their Summer Hydration initiative. As part of this they will be sharing tips across social media and sharing links to national resources to help ensure everyone is prepared for the hotter weather.



With the frequent and sudden changes in British weather Bluebird Care want to issue a reminder for people to get prepared for the hotter weather.

Tips from the NHS include:

- Keep your home cool by closing your blinds and curtains
- Avoid extreme heat where possible
- Stay hydrated with water, avoiding alcohol, caffeine and sugary drinks
- Stay alert by keeping up to date with weather forecasts
- Check on relatives and neighbours who may be most at risk
- If you need to go outside plan ahead, have plenty of food and water as well as sun protection (sun cream, sun hat and sunglasses)
- Avoid outings in the middle of the day, 11-3pm is the hottest part of the day.

Commenting, Jane Perry, Director of Bluebird Care Edinburgh & Glasgow South said: "Staying hydrated in the summer months is vital as the sun can often catch us off guard, giving little time to take precautions against the heat. We are reaching out to the local communities to ensure that they keep in regular contact with their friends and neighbours to take precautions to stay safe this summer."

For further advice, or if you are looking for home care this summer please get in touch with your local Bluebird Care team.



Giveadogabone.net was set up by Louise Russell who worked for our Glasgow office up until last year. Louise's mission is to support the local over 60s population - who are struggling to afford to feed their pets - by providing help with their monthly pet food costs. Her hope is that this will prevent this group from handing their beloved pets into over-crowded shelters.

The charity will also support the local over 60s population - who are unable to afford a pet - to benefit from the love of an animal. If they choose to re-home an animal from a shelter, we can pay for all associated re-homing fees, whilst providing on-going monthly support with pet food costs.

If interested, you can contact

Louise by email louise@giveadogabone.net or mobile number 07969 742858



What matters to you?

What matters to you day aims to encourage and support more meaningful conversations between people who provide health and social care and the people, families and carers who receive health and social care. The Edinburgh office held an afternoon tea for all interested parties who came along for chat on the 6th June 2.30pm. Our plan was to identify any common issues with a view to holding regular customer meetings/forums. If the event is deemed a success and there is sufficient interest, Glasgow office can hold a similar event in the coming months.

Customer surveys

by now you or your representative should have received a copy of our recent survey. If you haven't received this and would like to give us some feedback on our services, Edinburgh customers please contact Emma on 0131 258 5005 and for Glasgow South customers, contact Fiona on 0141 638 0167



**bluebird
care**[®]

Edinburgh & Glasgow South



Scottish Care

Voice of the independent care sector

Provider of the Year 2017

OTHER USEFUL NUMBERS FOR EDINBURGH CUSTOMERS

Social Care Direct - 0131 200 2324
Lothian Council for Independent living - 0131 475 2350
Vocal - 0131 622 6666
Silverline - 0800 4 70 80 90

OTHER USEFUL NUMBERS FOR GLASGOW CUSTOMERS

Care Inspectorate - 0345 600 9527
Alzheimer Scotland - 0808 808 3000
Glasgow South - East Renfrewshire Council 0141 451 0801
East Renfrewshire Carers Centre 0141 638 4888
East Renfrewshire Community Alarms 0141 577 8001
Jewish Care 0141 620 1800
AA Podiatry 0141 644 2244

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