

Newsletter

January 2019



Bluebird Care Newmarket & Fenland, King's Lynn & West Norfolk



New Year, New You!

At this time of year, a lot of people are feeling down. The end of the Christmas festivities and miserable weather combine to make the start of the year a depressing time for many. But at Bluebird Care we're helping many of our customers to beat the January blues.

This month we'll be hosting our first film session, where our customers can join us at our Ely hub, watch a movie and enjoy the company of likeminded people. Put forward as a suggestion by Vicky from our Ely team, we hope the film session will become a regular event.

The film session follows on from our Christmas card making event, which was a great success. Peta and the team did a great job entertaining our customers making some great cards for friends and family.

December also saw our fifth-anniversary. To celebrate we hired the dementia tour bus. While putting on spiked gloves, headphones and sunglasses for a few minutes provided an insight into what it's like to have dementia, this is something some of our customers live with every day. We have a focus on dementia as a feature in this newsletter.

Lastly, we would love it if our customers would start to nominate carers who they feel deserve an award. More details will be sent out with nomination slips. If you could find the time to fill these out and give them to a team member who will drop them back into the office, that would be greatly appreciated.

May I end by wishing all our customers and staff a very happy new year.

Carolyn Dailey
Director



Supporting people with dementia

At Bluebird Care Newmarket & Fenland we understand the devastating impact dementia can have on people's lives. We provide caring and sensitive domiciliary care support to help people live well with dementia.

Dementia is not a natural consequence of aging. It is a cruel disease that destroys brain cells. Gradually losing the ability to remember, plan, use language and control our bodies is a frightening and confusing experience. It can cause fear, anxiety and a feeling of loneliness. At Bluebird Care Newmarket & Fenland we understand the significant adjustments you will have to make.

The Dementia Bus

To celebrate our 5th anniversary, we hired the dementia tour bus to allow our staff and customers' families to experience what it's like to have dementia.

On board the bus, our care assistants wore sunglasses, noise distorting headphones and spiked gloves to help them further understand what it's like to live with this condition. They were then asked to perform everyday tasks to help them experience the frustrations dementia can cause.

By understanding more about how our customers with dementia are feeling, we can further tailor the care we provide to them.



The Dementia Café

The dementia café is a support group that runs once a month in Ely. Held at the Cathedral Visitors Centre, the group allows people with dementia and their carers to socialise with others who have the same condition. Additional support is available at the events from guest speakers and social care professionals, including those from Bluebird Care. The group meet on the 4th Tuesday of the month.

5 facts about dementia

There are 850,000 people with dementia in the UK • 1 in 6 people over the age of 80 have dementia
There are over 40,000 people under 65 with dementia in the UK • Alzheimer's disease is the most common type of dementia, affecting 62 per cent of those diagnosed • There is no cure for Alzheimer's disease or any other type of dementia

Achievement Awards



This quarter we have been celebrating many achievements with our team, well done to everyone!



Maria Briguera
 Maria is celebrating 4 years with us. *"I am very very proud of myself for achieving 4 years with Bluebird Care providing a service that meets the needs of our customers"*



Congratulations Peter
 Peter is happy to be going into his fourth year and proud his customers are happy with his support



Hannah Williams
 live-in team member celebrating her 3rd year of service with us. *"I love my job and wouldn't want to do anything else, I thoroughly enjoy helping people"*



Tina Thurstance
 Tina has grown from strength to strength within her role in delivering excellent customer service and additional support to our customers. Well done Tina!!



Melanie West
 is celebrating her 1st year of service with us and we couldn't be more pleased! Carry on the good work Melanie!

We are celebrating many of our team members becoming a fully-fledged care assistant passing their probationary periods



Carer of the Month

The team members who achieved Carer of the Month are:

- October: Amanda Goodwin Fenland Team
- November: Peta Allitt Newmarket Team
- December: Angel Redman Newmarket Team

Christmas Kindness

Last year at Christmas we made up some hamper boxes filled with nice Christmas presents for our lovely customers!

Here are some pics of our team handing out their Christmas hampers...



Events Coming Up

Back in 2016, we set up our Bluebird Care Buddies scheme to help tackle loneliness and isolation. Since then, we've run many events and companionship visits to give local residents someone to chat to and let them enjoy the company of some of our experienced team members.

Over the next few months, we're running a film watching event, with plans also in place for a Knit 'n' Knatter afternoon. If you, or a family member or friend are interested in attending either of these free events, please call us or email us at:

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Meet Your Office Support Team



Keith Dailey
Director



Carolyn Dailey
Director



Denise Allen
Operations
(Registered) Manager



Heather Porter
Deputy Manager



Samantha Simpson
Customer Care
Manager



Natalie Moore
Customer Care
Manager



Dani Durrant
Lead Care Coordinator



Emma Sibthorp
Care Coordinator



Sarah Pickwell
Team Development
Manager



Marisa Castelo
Team Care Supervisor



Liliya Radenkova
Care Supervisor



Melanie West
Care Supervisor