

# Community and customer newsletter.



It has been a busy year with regulatory changes and expansion in the business. In this newsletter I wanted to update you on our progress and some of the initiatives we are championing. My husband and I would like to wish you a very happy Christmas and the best wishes for 2016.

**Bernadette Mills**  
Managing Director

## New Forest Office growing well

Bluebird Care (New Forest) has grown substantially over the past year. We have looked after more than 140 customers and we delivered more than 70,000 hours of care. From a small core team of 10, we now have more than 35 staff in the field, backed up by a growing team of 6 people in our Lymington Office. We remain passionate about providing high quality care and are pleased to see that Bluebird Care continues to get referrals from the professional community, via hospitals in the local area, and also by word by mouth. This is something our team can be proud of.

At the same time we have continued to make investments to try and ensure that the quality of our service remains excellent and that our standards of care are matching every single customer's needs and desires. This has been focused in 2 areas:

- **Technology:** We are in the process of introducing a new system into the New Forest team which will have electronic Medication and Care records (the Every life PassSystem). This will hopefully provide us with a real time view of the care delivered and help us further improve. We already have embedded the system in our Southampton office.
- **Staff:** We are currently investing a lot of time and effort in training our staff to the levels required by the new Social Care Act.



**Congratulations!**  
Nadia Dennis, our live in manager has been promoted to registered manager of the Lymington office



Leanne Woodland has been promoted to operations manager.



Karol Steblecki has joined the supervisory team, and is one of our trainers between all offices

## Southampton expansion



Bluebird Care (New Forest) got a **little companion** this year ! In January 2015, we opened our new branch in Southampton. The office is based at 10 College Place, right in the heart of the city. Strategically, we invested in this area as we recognise that there is huge scope for an improved care service in Southampton, and that it would be an important area for on-going recruitment. Under the management of Care Manager Mandy Wills, the business has started flourishing. The dedication of Coordinator Zoe Handley-Greaves and Supervisor Liz Daniels has also proved to be invaluable in getting our Southampton office up and running. Also we are starting to get ready for a subsidiary office in Totton, more news on that in our next newsletter.



## Recent Events

With our focus on the local community, we are keen to support local causes and this is something that we are going to be even more focused on in 2016 and I would welcome suggestions for potential causes, please email me on [bernadettemills@bluebirdcare.co.uk](mailto:bernadettemills@bluebirdcare.co.uk).

I have listed below some of our more recent initiatives:

- **Macmillan Cancer:** In September, the Southampton and New Forest office teams worked together and organised 2 MacMillan Coffee Mornings between them. Bluebird Care raised over £248 in total. It was a glorious day, and we started off in Lymington church hall, where we got lots of donations of homemade cakes and were pleased to see so many local people popping in throughout the morning to support this good cause. In the afternoon, we travelled to the daycentre in the Freemantle Community Centre, where we received a warm welcome from all the people there. We all left these events with a big smile on our faces and renewed resolve to continue our collaborations with community organisations and involvement in local events.
- **"HELP the Homeless" November action:** One of the staff in the New Forest office took it upon herself to focus on helping the homeless community in Southampton. The Office team started lobbying for un-used bedding, clothing, water bottles, toiletries etc. Whilst we got a good response, with a lot of people wanted to get actively involved, the management got in touch with certain shelter organisations who advised us not to go out spontaneously, but to get in contact with Two Saints, which we did. Two Saints is a charity organisation who provide shelter and help to those who need it on the streets. All our collections have been taken to Two Saints' main day centre in Southampton, and will be distributed equally amongst all of the people who benefit from their worthy service. Robert, the manager of Two Saints' Cranbury Avenue branch, was grateful for the donations given. Thank you to everyone who has donated goods to this campaign-together we really can make a difference.