

Bluebird Bulletin

The Home Care Newsletter for Customers



SEPT 2018

Rushcliffe
and
Melton

Tel: 01159 333114

Issue 6



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Thousands turn out for Memory Walk in Wollaton Park - Nottingham

On Saturday 8th September, our Care Manager, Peter, and his partner, Chloe, joined over 3000 people at Wollaton Park to help defeat dementia by taking part in a walk to raise money to battle the disease.

This fantastic event, which marks Nottingham's 8th successive and largest Memory Walk to date, was championed by actress Vicky McClure ('Line of Duty' star), who is also an Alzheimer's Society Ambassador. Vicky cut the ribbon to start the walk alongside Daniel Bradbury, 31, who was diagnosed with a very rare form of inherited dementia when he was just 30.

Dementia is now the UK's biggest killer, with someone developing it every three minutes. Dementia can devastate lives by slowly stripping

people of their memories relationships and identities. People proudly stepped out in Nottingham, united against dementia, to change things.

Scott Smith, Alzheimer's Society operations manager in Nottinghamshire said "Every pound raised will enable us to provide information and support, improve care, fund research and create lasting change for people affected by dementia."

Peter and Chloe, representing Bluebird Care and walking for their loved ones affected by dementia, managed to raise over £450 for the research charity. This was achieved via the considerate donations of Bluebird Care staff, friends and family.

This year, Memory Walk aims to raise £9 million nationally and bring together over 110,000 walkers. Over the next decade, the Alzheimer's Society is committed to spending at least £150 million on dementia research to improve care for the people today and find a cure for tomorrow.

Anyone who missed out and who would like to take part in a walk, can sign up now at memorywalk.org.uk.



Figure 2. Peter and Chloe complete the 6km Memory Walk

Welcome to the 6th issue of the Bluebird Bulletin – September 2018, the newsletter produced and dedicated to you, our customers, and your loved ones.

Over the summer, we committed a lot of time and energy to developing a formal employee recognition programme that celebrates the hard work and successes of our care team. We wanted to create a platform which rewarded staff who went above and beyond, and use their examples of best practice to motivate and inspire others.

Having launched the programme in August 2018, we have already nominated our first 'Excellence in Care' award and 'Care Team of the Quarter' award, the winners of which are revealed on page 2. We are extremely proud of the work these individuals have accomplished – well done!

This year's Memory Walk was another resounding success, bringing together people of all ages to make a stand against dementia. Even a lady of 101 years old independently walked the 6km trail across the Wollaton Park grounds.

We were thrilled to receive so much support and sponsorship from friends, family, and our amazing team of carers. Their generous contributions will have edged us towards the national £9 million fundraising target for 2018. For that, we are truly grateful – thank you.

Peter Bryan
Registered Care Manager

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Figure 1. Memory Walk Starting Line Wollaton Park, Nottingham

Free Assisted Bin Collection Service – Rushcliffe Council



Tel: 01159 819911 Email: customerservices@rushcliffe.gov.uk

Rushcliffe Borough Council understand that not everyone is able to manage a wheeled bin, so they offer an assisted collection service. There is free help available for elderly, infirm or disabled people. If you are struggling with your bin, contact them directly and a waste advisor will decide whether they can help you out. Please note that if you live with an able-bodied person then you will not be offered an assisted collection. If you would prefer, Bluebird Care can make the request on your behalf. Please contact our office on **01159 333114** for more details.



Recognising Success & Celebrating Best Practice

Here at Bluebird Care Rushcliffe and Melton, we feel strongly about recognising the incredible work our carers do for our customer's day in, day out. The quality of care provided is unequivocally linked to the wellbeing of our care team - the lifeblood of our home care service. We are committed to making our employees feel visible and appreciated so that they in turn continue to deliver the highest quality of service, consistently.

Care workers can often end up being the unsung heroes of the healthcare sector. We wanted to change that by creating a more formal platform to acknowledge their successes and reward those that go above and beyond. In that vein, we launched our official Employee Recognition Programme across the business in August 2018.

Naturally, it was essential for our employees to be fully included in the development of this project. Their feedback helped us craft a programme that is not only personalised and engaging, but fair and inclusive to all. Likewise, it was crucial that the programme embodied our service's mission and vision, personifying our brand values and ethos (Figures 3 & 4).

We kicked things off to a great start, nominating Helen Mascard (Figure 5) with the first 'Excellence in Care' award at the close of the summer 2018. Helen went the extra mile in August showing unwavering compassion and delivering exceptional person-centred care. This included putting up a new set of curtains for a customer to protect the person from the sun during a heatwave. She also took a customer out for lunch in her own time knowing that the individual wanted to get out and enjoy the nice weather.

This month, September 2018, we are very pleased to announce the winners of our first 'Care Team of the Quarter' award. We would warmly like to thank and congratulate *Andrea, Mel, Marilyn, Kate, Charlie, Michelle, Leila, and Dawn* for the excellent care and attention they have given to Mr J.F over the past 3 months, and the outstanding team spirit they have all demonstrated. They have played a vital role in securing his safety, protecting his health and wellbeing, and providing him with an essential lifeline at this critical time in his life.



Figure 3. Bluebird Care's Ethos

The Bluebird Care Ethos

In a recent staff meeting we planned an activity which aimed to capture what high quality care looked like to our care team. By exploring the key characteristics, qualities, and behaviours that each member of staff would want to see in someone caring for their mum/dad/grandparent, we were able to refine Bluebird Care's core values and principles. We then visualised these findings in a tangible way, which was both easy to digest with a definitive message. Figure 3 is the amalgamation of our care teams' efforts, and represents the 'Bluebird Care Ethos' which is proudly displayed in the office. It will serve to remind us all of the standard of care we are striving for each and every day, and what our service aspires to be; 'the provider of choice' for home care services in the Rushcliffe and Melton region.

Figure 4. Bluebird Care's Values



Figure 5. 'Excellence in Care' Award

August 2018 Winner: Helen Mascard... Congratulations