



## **We are One of the Best Homecare Providers in The Midlands!**

We are immensely proud to announce Bluebird Care Stafford named among Top 20 home care providers in the West Midlands. The Top 20 home care providers in the West Midlands received the award from the leading reviews site for home care, [www.homecare.co.uk](http://www.homecare.co.uk).

The award is based on the home care providers' reviews from the people they care for, plus their friends and relatives.

Rick Parekh, Director of Bluebird Care Stafford, said:

*"We are completely overwhelmed and very honoured to be receiving these awards, especially as this is the fourth year for Bluebird Care Stafford. It is a wonderful achievement to be recognised as being among the best in the area. I am immensely proud of all our wonderful team for their dedication and hard work in continuing to deliver the important services we provide."*

*"This award is for them and their outstanding work and commitment, especially over what has been a very challenging year. I would like to take this opportunity to offer my sincere thanks to all our customers as well as their relatives and would like to express my gratitude to all those who have taken the time to review our services. Being recognised and receiving such positive feedback makes all our hard work even more worthwhile."*

## **About Bluebird Care Stafford.**

What makes our homecare services different is that we put our customers first. We aim to provide the same standard of care that we would expect for our own families. This means valuing each person's unique qualities and seeing them as an individual, and not as a list of care needs.

We work alongside families and individuals to tailor our services to help our customers stay in control of their own care for as long as they can. Delivering the very best homecare is our passion, and we strive to achieve this every day.

### **Our Services**

#### **Companionship Service/social sits**

We offer bespoke companionship services, helping customers stay connected with their communities and the things they love doing. We also provide support with accompanying customers to any appointments. Our staff are fully insured to carry customers in their cars. At Bluebird Care, our companionship services may cover a wide range of activities where we are able to provide support, for example:

- General companionship and conversation
- Cooking and sharing meals
- Help with your weekly shopping
- Joining in with your favourite hobbies
- Help with general domestic tasks (cleaning, laundry etc.)
- Help with travel arrangements
- Driving you where you would like to go
- Arranging and accompanying you to and from appointments
- Planning outings and visits

The aim of our companionship services is to ensure that you or your loved ones can lead happy, healthy and stimulating lives in the comfort of their own home or residence.

#### **Health and well being**

The Health and Wellbeing Checks comprise of a 30-minute appointment from specially trained 'Care Champions', who visit once a week to check their customer's vital signs, such as blood pressure, alertness and breathing, and find out more about their overall wellbeing.

#### **Hair Care**

Alongside the other services that we have to offer we are now very pleased to announce that we can provide hair dressing services to our customers. Lisa Kenyon previously worked within the hair dressing sector, she is fully qualified and holds her own liability insurance. If you wish to enquire about this exciting new service, we have to offer please feel free to contact our office team.

#### **Lending out box**

Our lending out box has been a real success since we created this idea last year. We have a wide variety of items available which include jigsaws, books, knitting materials, games, a kindle, fiddle muffs and much more. Our customers can borrow something from the box to enjoy at home either with a relative or their Care Assistant.

## Promotions

Our Registered Care Manager Emily Jones is expecting her first baby in early September, which we are absolutely thrilled about.

As a CQC registered provider, we are required to appoint a registered individual who will take over her role during her maternity leave. We are very pleased to announce that Jessica Heffernan will be taking over a secondment role as Deputy Manager, as well as continuing with her recruitment role.

We are also thrilled to inform you that Will McGettigan has accepted the role of Lead Field Care Supervisor. Both Jess and Will shall work alongside each other to ensure that the role of Registered Care Manager is fully met and continue to provide support to you all should you need this.

We would like to wish both Jess and Will the best of luck in their new roles. We believe that they are both excellent candidates and trust that everything will continue as normal.

Due to the above changes, we feel that more support will be required out on the field. Therefore, our current Senior Care Worker, Elizabeth Krishan will be supporting the office staff two days per week. Liz will be carrying out additional competency checks, customer reviews and new customer assessments. Liz is delighted to accept these additional duties to her current role and is willing to take on new challenges to progress her career, knowledge, and skill set.



## New Carer Mentor

We are very pleased to announce that, Sue Bates was successful in gaining the new Carer mentor role.

Sue will now be taking on extra responsibilities like training/ supporting new staff, Spot checking other Colleagues and assisting the office staff to continue providing an excellent service. We would like to wish Sue all the best,

I am sure we can all agree she will be great.



# Our Royal Jubilee Party

On Wednesday 1st June we hosted a "Royal Tea Party" at our office, in celebration of the Queen's Jubilee. We were delighted to be joined by several our customers along with their families and our care team. A selection of sandwiches was served alongside some tasty treats which were enjoyed by all.

Everyone joined in with the fun and games, which included, Guess the Royal and a Royal Quiz. One family member even read a beautiful poem for all the carers that she had wrote....

*"On behalf of all of us, many thanks for this, our Queens Platinum Jubilee party.  
You are Bluebird over the white cliffs of Stafford, caring and kind in what they do,  
Wash and clean us, always there to cheer us on, to live and see another day.  
Thank you for this party, you are all so hale and hearty,  
Thank you from the bottom of our hearts."*



# Dementia Bus

Bluebird Care are officially sponsoring Training 2 CARE's latest state-of-the-art mobile dementia simulator – fondly known as the 'Dementia Bus' to coincide with Dementia Action Week. The mobile dementia simulator gives a person with a healthy brain the chance to experience what dementia might be like by replicating different symptoms and challenges faced by someone with the condition. The medically proven training method encourages people to understand what they can change in their care practices and settings to reduce frustration and improve the experiences of a person with dementia.

Participants wear mittens in a thick material to impair their ability to perform tasks or hold items, wear headphones and glasses with altered lenses to impair their vision and make them feel disorientated and navigate dark rooms with coloured lights to add to the disorientation and overall frustration. Participants also wear spiked insoles in their shoes to cause a pins and needles sensation – a common symptom of dementia.

*"It was interesting to get a glimpse of the world through the eyes of someone with dementia."  
J. Heffernan*

*"It really helps to put things into perspective especially from our customers point of view who may have dementia." S. Bates*



## Preparing for winter

Due to the increase in gas and electric prices we have decided to start preparing for winter early and we are asking anyone who enjoys knitting to help us out. We are taking donations of gloves, hats, scarves, socks, blankets etc. These will then be donated to anyone who maybe struggling to keep warm during winter. If you wish to donate or know of anyone who may be struggling with the price increase, please contact our office. There is also some very useful links below.

<https://www.gov.uk/winter-fuel-payment>

<https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/winter-fuel-payment/>



## EMPLOYEE OF THE MONTH....



At Bluebird Care we love nothing more than rewarding our staff. Each month we announce our "Employee of the Month" we shout about them to anyone that will listen and we give them 20 points which they can convert to cash.



### FEBRUARY 2022

On a daily basis, Sue continually ensures she has given her best to provide person centred care to each of her customers. Her communication and attention to detail in reporting customer concerns or changes is exceptional, and she is always looking at ways to improve their quality of life.

### MARCH 2022

Agnese has been recognised for the exemplary development of her care provision. She is enthusiastic in all she does and provides the highest standard of care. Agnese has received some excellent feedback and wonderful compliments from her customers

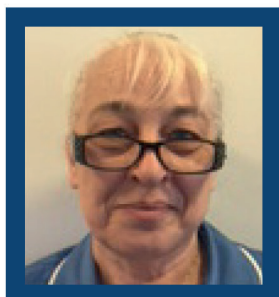


### APRIL 2022

Diane has received numerous compliments due to her ongoing commitment and friendly personality. She has demonstrated an excellent commitment to her role within Bluebird Care, offering exceptional care and putting the welfare of her customers above all. Diane's work ethic is excellent, and nothing is ever too much trouble for her.

### MAY 2022

We wanted to give a BIG SHOUT OUT to the whole of our care team for all their hard work and commitment in helping Bluebird Care Stafford achieve the Top 20 home care providers award. In order to show our appreciation and gratitude, the staff were all treated to a BBQ – with the lovely weather and a bite to eat, we all had a lovely, relaxing afternoon.



### JUNE 2022

Stefanie has received excellent feedback from her customers, goes above and beyond to gain the best outcomes for all. She has recently started a new project with one of our existing customers, they have both been working on and developing a family tree for this customer.

### JULY 2022

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# WELL DONE TEAM!!!!!!



## **How are we doing? Your Feedback is Very Important**

We seek the feedback of our customers at every possible opportunity, at customer reviews, over the phone, via our social media platforms, Google, and annually via our customer satisfaction survey.

Your feedback is the key to us building on and improving our services. If you have any issues, concerns, complaints, or want to give us a pat on the back! You can contact us anytime via telephone, post, or email. We are here to listen.



*Bluebird care is a brilliant company to work for, always there to support you  
Brilliant pay, I have worked for bluebird care for about year and half and wouldn't  
want to work anywhere else.*

*We have a great management team. We are a great team and very friendly  
So come and work at bluebird care, You won't regret it*

*Have recently changed to Bluebird and am very happy  
with the level of care that they provide to my mum and dad who both have  
dementia. The carers are friendly and efficient and treat them with the dignity  
they deserve. The office staff are extremely helpful and are proactive at flagging up  
any problems with the relevant authorities when required.*

*The open pass system they use is very good as it allows me to monitor how mum  
and dad are doing at any time. Overall, I couldn't be happier with the level of  
service they provide.*

*We are very pleased with the standard of care provided for our mum.  
Mum is treated with dignity and her concerns and views are listened to. She is  
treated with respect and love. The office staff are always supportive and the  
communication between carers and the office is excellent. The system is  
invaluable. Most notes are very informative.*



# Healthy body, healthy mind

Familiar with the phrase: 'A healthy mind makes a healthy body?' We are too – which is why Bluebird Care's services are designed to promote engagement, fun and stimulation.

We believe that mental stimulation through brain teasers, puzzles and games can keep our customers more alert and happier with their lives. Research shows that our brains are just as capable of learning in the second half of life as in the first.

Brains can continue to be stimulated with simple activities such as crossword puzzles, card games, Sudoku, tic-tac toe and scrabble. Choosing to do some brain activities several times a week can keep our minds sharp and able to function at a higher level.

Sometimes we just need a bit of encouragement or someone to engage with us to try new activities or to revisit old ones. It's never too late!

At Bluebird Care we can create a care and support plan with you that can include time for stimulation and fun as part of your homecare. If you would like to find out more, please call our office team and we can make all the arrangements for you! In the meantime, please feel free to have a go on the sudoku puzzle to the right or the word search below.

7						5		6
		1	7	2	4			
			6			7		
8		9			5	6		
	7	5		6		4	9	
		6	9	3				8
	5	7			1		4	2
	8	2						
						1	6	

L	S	T	T	C	R	E	A	D	I	N	G	N	G
P	M	T	H	A	R	V	E	S	T	P	O	O	N
I	O	E	G	M	A	F	R	L	H	H	P	L	I
C	R	N	W	P	A	A	N	E	N	C	S	E	H
N	E	N	A	I	M	R	R	M	L	A	A	M	S
I	S	I	S	N	O	W	C	O	N	E	S	R	I
C	O	S	O	G	V	P	T	N	N	B	S	E	F
E	F	N	S	A	I	N	R	A	L	S	E	T	R
C	T	H	E	C	E	L	A	D	E	A	T	A	R
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M	L	N	R	G	I	M	G	P	O	O	L	P	R
T	A	G	B	I	K	E	R	I	D	I	N	G	A

- FISHING
- WATERMELON
- SNOWCONES
- SMORES
- LEMONADE
- GARDEN
- BIKE RIDING
- FIREWORKS
- CAMPING
- BEACH
- ICECREAM
- SOFTBALL
- CARNIVAL
- READING
- HARVEST
- ART
- LAKE
- TENNIS
- MOVIES
- HIKING
- FAIR
- POOL
- PICNIC

# Live-in care from Bluebird Care

Round-the-clock care, help, and companionship right in your own home.

When you need continuous care, you may not want the added stress of having to leave familiar surroundings. Bluebird Care gives you the option of high quality care without moving to a care home.

Our live-in care service offers the reassurance of 24 hour care and support in the comfort of your own home.

We never take a one-size-fits-all approach to care, our customers' unique needs are considered every step of the way, meaning you stay in control of your care and support at all times. A member of our team will ask what is important about the way you live your life so we can provide the care you want, the way you want it.



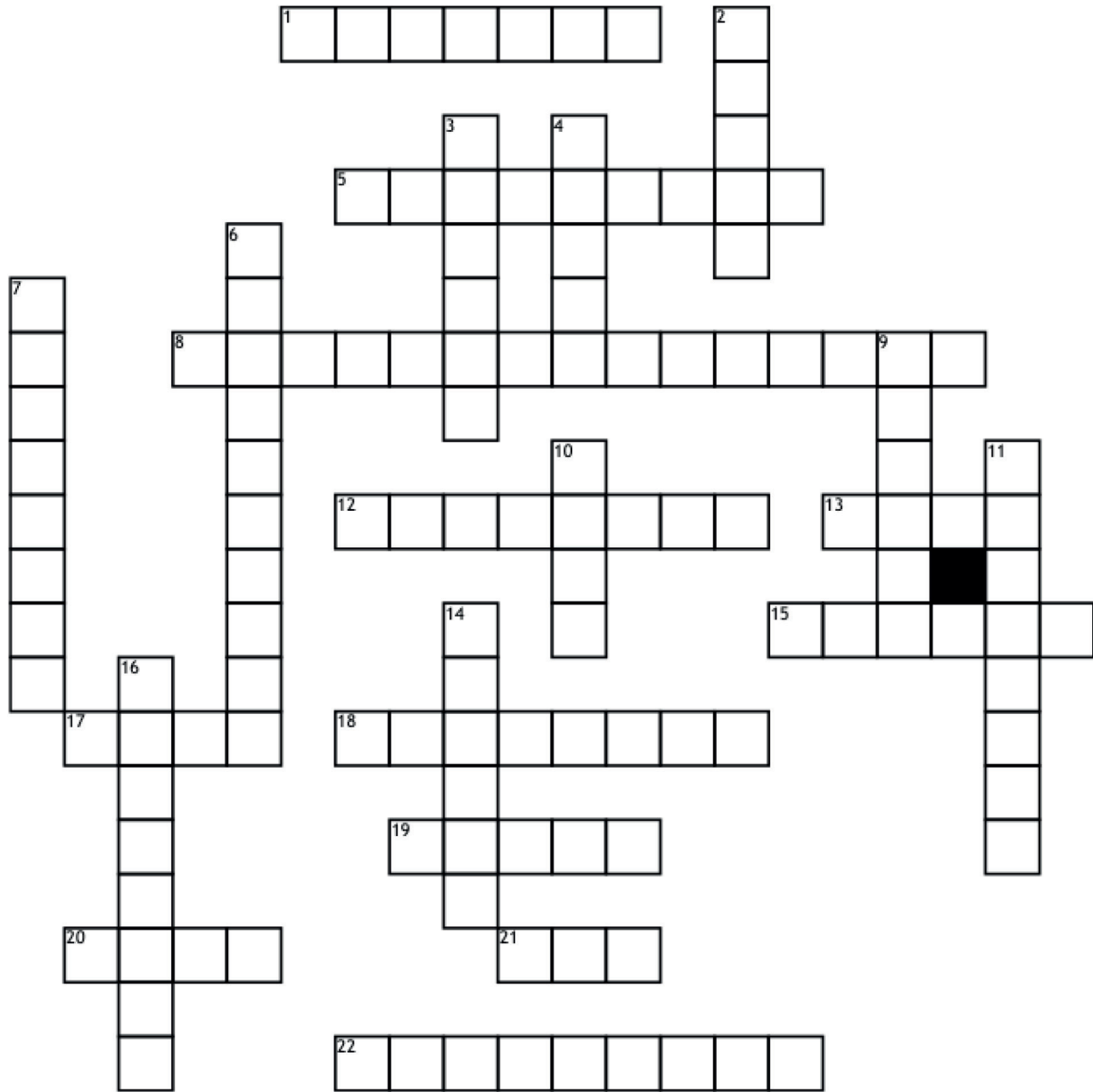
- No need to move to a care home
- A personal service where your unique needs are considered every step of the way, available as and when you need it - day or night
- Fully trained, compassionate staff who respect your home and your privacy
- A flexible service, where every day can be different
- A wide range of care and support- personal care, housework, social activities – you choose
- A proper introduction to make sure we have found the right person for you
- Regular follow up from a our care management team to check you are happy with our service

Our Live-in Care Service is growing so we've appointed a new Live-in Care Coordinator to look after all of our specialist staff and precious customers. We would like to give a huge warm welcome to Laura who is joining our office team. Laura will look after all our Live in Care Packages, promoting the service and recruiting Live in Care Assistants. Laura has a Care background doing many different roles during her career. We would like to wish her look in this new position.



“  
I'm happy to  
stay in my home  
”

# Summer Crossword



## Across

1. An outdoor activity that usually involves a tent  
 5. Common meat product to grill that goes inbetween 2 buns  
 8. Holiday in July  
 12. If you dont put on sunscreen you will get.....  
 13. First month of summer  
 15. Common meat product to grill that goes inbetween a bun  
 17. An open body of water you can go swim at  
 18. We sit around it usually at night and it produces a lot of heat

19. The shore of the sea, or lake, which is washed by the waves  
 20. A closed body of water you can swim at  
 21. What is the star at the center of the solar system?  
 22. To prevent a sunburn you want to put on  
**Down**  
 2. In the summer you usually can.....in.  
 3. A yummy sweet treat that you roast over a fire  
 4. You can.....a sandcastle at the beach

6. What do you make at the beach?  
 7. To cook outdoors on a grill  
 9. Month we go back to school  
 10. Second month of summer  
 11. A sweet drink that is a mixture of lemon juice, water, and sugar  
 14. The season you do not go to school  
 16. If you walk around without shoes on its called

## We Are Recruiting / Job Opportunities



# Make A Difference today and join your local Bluebird Care team

A few words from our Director, Rick Parekh

*Bluebird Care are renown throughout Staffordshire for the outstanding care we deliver to our customers and one of the key secrets to our success is our fantastic care team.*

*I am a firm advocate for providing fair and adequate pay for all our care staff, and recently in February this year we increased all our pay rates by over 10%. We have always been recognised as one of the highest paid providers within the local area, and in addition we are one of the only providers to pay our care staff travel time in addition to the best hourly rates and mileage.*

*We also like to shout about the great work of our care team and offer constant opportunities for rewards and recognition which includes employee of the month bonus, quarterly attendance bonus, Dignity champion awards, and more.*

*All our team receive the best possible training and ongoing support, as we understand by instilling knowledge and supporting our care team, in turn we can deliver the best possible care to our customers.*

*Recently we have been inundated with new care enquiries and to counter this we are looking to recruit a further 20 new Care Assistants to join our award-winning team.*

*If you are looking for a rewarding career in care, regardless of your previous experience, call our recruitment team for a friendly chat and immediate interview.*

*No previous experience is needed as we provide the very best training, ongoing support & development.*

**ALL APPLICANTS MUST HAVE FULL DRIVING LICENCE & OWN CAR**

**For more information contact us today!**

**Contact, visit or telephone us on:**



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8 Marconi Gate  
Staffordshire Technology Park  
Stafford  
ST18 0FZ

Tel: 01785 337711

Email: [stafford@bluebirdcare.co.uk](mailto:stafford@bluebirdcare.co.uk)

Website: [www.bluebirdcare.co.uk/stafford](http://www.bluebirdcare.co.uk/stafford)

 [bluebird\\_care\\_stafford](https://www.instagram.com/bluebird_care_stafford)

 [@bluebirdcaresafford](https://www.facebook.com/@bluebirdcaresafford)

 [@caresafford](https://www.twitter.com/@caresafford)