

## Dear Customer,

On behalf of the Mills family and all the staff of Bluebird Care, we would like to wish you a **healthy and happy 2019**.

As owners, we would like to update you about some **management changes** in the Lymington Office from 1st January. We are very pleased to announce that Karol Steblecki is moving into the role of Registered Manager. Karol has finished his QCF Level 5 Health and Social Care management qualifications and it is time for him to spread his wings. Many of you know Karol in his current role as a Deputy Manager where he was supporting Leanne Clamp as the Registered Manager. Leanne is moving on to become the Registered Manager of our Southampton branch. We are grateful for her work in the New Forest branch, she can be proud of her achievement of gaining the **"Overall Outstanding" Care Quality Commission rating**. We are fully confident that both Karol and Leanne will be successful in their own right. We hope that you will **welcome** Karol in his new role.



Regarding the Office team, we would like to **welcome** Steph Humphreys as our Support Coordinator, to work on the rostering in the New Forest together with Lorna. The Supervisor team, Joanne and Teri, with help of the Live in care team, Alysia and Rita, will be responsible for your reviewing your care needs.

We are also pleased to announce that we will be introducing new Bluebird Care Wellbeing Services during 2019, one of them is:

- **Bluebird Care Health Monitoring Service** – this is about to be launched in Portsmouth and later on in the New Forest. We will be offering 30 minute health checks on a weekly basis if families would like us to get vital statistics in order for them to monitor their families wellbeing. This service will allow us to get vital statistics like blood pressure, temperature measurements, oxygen levels. It will be reported in a summary to the family who then can alert their doctor to take action. The National Early Warning 2 (NEWS2) score is one of the most highly regarded vital statistics one can get. If interested to hear more about this service, please contact our office on [newforest@bluebirdcare.co.uk](mailto:newforest@bluebirdcare.co.uk).

Finally, you have received our **survey**. We would appreciate your feedback as we can only **improve** our care service, with your feedback. Enjoy reading our New Forest Newsletter.



Bernadette and Hugo Mills

# Fundraising 2018

In 2018, we spent our spare time fundraising in the local community! Thank you to everyone who donated, participated or came and visited us at our events!

## Movember

In November, the men of Bluebird Care grew moustaches to raise money for **The Movember Foundation**. The Foundation works to raise awareness for men's health issues such as prostate cancer, testicular cancer, mental health and suicide prevention.

Altogether, we raised **£565!** What do you think of their moustaches?



## Memory Walk & Cupcake Day

On 15<sup>th</sup> June, we joined forces with local coffee shop **Coffee Mongers** to take part in **Cupcake Day!** We took over their shop for the day and sold cupcakes and coffee to raise money for **The Alzheimer's Society**. Overall we raised **£172.72!**



On 9<sup>th</sup> September, we had a team of staff participate in the **Memory Walk**. It's a 7km walk throughout **Southampton Common** raising money for **The Alzheimer's Society**. Altogether we managed to raise **£210!**

## Exbury Fete & New Milton RFC Family Fun Day

Over the summer we attended the **Exbury Fete** and the **New Milton Rugby Club Family Fun Day** to raise money for **Hampshire Art for Recreation and Therapy (hArt)**. hArt runs creative therapy programmes and workshops, offering a range of activities in our community in order to combat loneliness and rebuild confidence. We managed to raise **£200!**



## First Little Bluebird

Meet **Florence Nicola Longyear-Jackson** born 27/11/18 at 15:27 weighing 5'5. This little lady came 5 weeks and 2 days too early. Nevertheless she is growing fast!



# Exciting Developments for 2019!

We are introducing a **Wellbeing Programme** and **Health Monitoring Service** across our businesses.

The first Wellbeing Programme is being introduced in Totton but if you are interested in attending, please contact our office on [newforest@bluebirdcare.co.uk](mailto:newforest@bluebirdcare.co.uk)



**Bluebird Wellbeing**

To register your attendance contact us today: 02382 026500  
[totton@bluebirdcare.co.uk](mailto:totton@bluebirdcare.co.uk)

**bluebird care**

24th January	7th February	21st February	<b>Totton Christian Centre, 9 Ringwood Rd, Totton, Southampton SO40 8DA</b>
Meet & Greet	Meet & Greet	Meet & Greet	
Painting & Pottery	Board Games	Seated Games	
Tea break	Tea break	Tea break	
Quiz	Word Sessions	Reminiscing Session	

The Wellbeing Programme is a fortnightly session designed to **improve** the mental health and physical health of the elderly in our community. Our Wellbeing sessions involve different activities that help fight **loneliness**, enhance **quality of life**, encourage **brain activity** and improve **social lives**.

At Bluebird Care, the welfare of our customers is **paramount** and we have decided to invest in a new **Health Monitoring Service** which will be rolled out in Portsmouth. We are currently training our staff to come out and do health assessments in order to **prevent** hospital admissions and detect at an early stage deterioration of our most vulnerable customers. **Bluebird Care Assist** will allow us to check on a weekly basis the **vital statistics** needed for a doctor to **react** and take **action**.

Our Health Toolkit will allow our Health Care Assistants to measure **vital** signs such as temperature, respiration and Oxygen levels, pulse, glucose levels etc. All the data will be logged onto a computer system that will produce **National Early Warning Score statistics (NEWS)** which will be available to your family or person in charge of your care. This measure allows the doctors and medical professionals to assess deterioration and would prompt **early intervention**.



This Tool is developed by the Royal College of Physicians and is **nationally recognised** by the NHS. The Health Monitoring Service is available from the week of 21 January 2019. If you are interested in being monitored, it is a paid service, please **contact** our New Forest office on 02382 026500 (email [newforest@bluebirdcare.co.uk](mailto:newforest@bluebirdcare.co.uk)) and we are happy to explain what it could mean to you and your family.



# Staying Safe During Winter

As the winter months are coming, be **vigilant!** Whilst at Bluebird Care, we will endeavour to try to **ensure** you are looked after. Please be aware that once the cold sets in and our body temperature goes below the 35 mark, then one would run the **increased risk** of falls and injuries but it also will affect the heart rate and blood pressure, which eventually can lead to further complications with our heart and respiratory system.

Follow these tips to ensure you stay warm this winter:

- Stay **inside** as much as possible
- Keep your house **heated** to at least 19°C and do not turn it down at night
- If you go out, make sure you wrap up **warm**
- If it's icy or it snows, please do **not** go out. **Ask a neighbour or family** to assist you with getting essential shopping or **call our team** for extra help
- Close curtains at dusk and keep doors closed



In case of snow, we will have to put our **snow plans** in place and we will do our best to reach you. If worried about being on your own and need permanent daily assistance for reassurance, please consider Live In Care. For more info, email [liveinNFPS@bluebirdcare.co.uk](mailto:liveinNFPS@bluebirdcare.co.uk).

## Bluebird Care New Forest



Registered Manager  
Karol Steblecki



Care Supervisor  
Jo Morse



Care Supervisor  
Teri Renyard



Care Supervisor  
Lorna Holliday



Care Team  
Administrator  
Claire Fiddes



Training Coordinator  
Steph Humphreys

## Bluebird Care Management



Managing Directors  
Hugo & Bernadette Mills



Care & Operations  
Director  
Erica Longyear

## Bluebird Care Live In Care Team



Live In Care Service  
Rita Lova



Live In Care Service  
Alysia Cunningham

## Bluebird Care Finance



Alice Prowting



Lucy Baker

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