



# Customer Newsletter

Spring 2023



“WHEN NATURE AWAKENS  
FROM A DEEP SLEEP”

Hello  
*Spring*



In this issue:

- Message from our Managing Director
- Staff achievements and news
- How to attract butterflies?
- Fun Exercises
- Events and Activities

your **H**ome your safe place



## Spring is in the Air!

As we started the New Year, we reflected upon the events from 2022. Overall, it was an extremely challenging year for our team, with Covid still looming in the background, with challenging times with energy price increases and overall amounting cost price increases. We also were forced to change our rostering system, and we are slowly rebuilding and designing it to our high standards. The year 2022 was an end of an era of our beloved Queen HRH Elizabeth, and we are excited about the coronation of King HRH Charles III and all the festivities.

With the daylight time getting longer, my heart is starting to fill with joy. With every challenge surmounted, we feel a huge achievement. Our team should be proud of having managed these difficult times, and we should look forward to Springtime.

This year, we plan to start again with more activities and outward engagement involving our customers and staff. People have been apprehensive about going out, but we have noticed more new care support groups and lunch groups popping up in our local community. We hope to participate in a lot of these events. So, watch our future diary as we would like to start our Wellbeing activities and Tea dances again.

Hugo Mills and I, the Managing Directors, want to invest in our staff at all levels and give them the support they need to do this challenging job. We want more diversity in our care teams and have hired some fantastic, kind and dedicated people from all over the world. So welcome them into your home.

Our focus is to expand our live-in care proposition. Too often, we find that people struggle at home and immediately think that they need to go to a care home. But the reality is that it can be your own lifestyle choice, and you can stay longer at home with the support of our managed live-in care services. Take the burden away from your family, and let us deal with your care.

This year we have done 11 years of care in the New Forest. For many customers, we are their support, and they are a part of the Bluebird Care Family. We hope to continue to be the best in our field.

Hopefully, you will travel this journey with us in 2023, and we are looking forward to seeing you all at our events or our activities.

Kind regards

**Bernadette Mills**  
**Managing Director**



**Billie Palmer**

**Care Coordinator (New Forest)**

Billie has moved into the role of care coordinator. She has experience of organizing staff members in her previous role. She has shown the ability to problems solve, think out of the box and deal with crisis management. Together with Emma, the care manager, we think she will fly in her new career.



**Cerise Bungey-Palmer**

**Passed her probation (New Forest)**

Cerise has joined us from a totally different industry and she is an amazing asset. She is caring and diligent and we hope that she will continue to grow in her role.



**Chloe Pothearcy**

**Passed her probation (Totton)**

Morgan joined us last year and she really wants to build up her care experience to further her career in the medical world. She has built up her confidence and we are getting great feedback from customers and her colleagues.



Bluebird Care

**Staff Achievements and News!**



**Diane Bonorchis**

**Sixth Work Anniversary**

Diane celebrated her sixth work anniversary with us. She is an experienced live-in care professional and a real gem. She is one of the best live-in care professionals in our team.



**Beth Collingwood**

**First Work Anniversary (Ringwood)**

Beth is a crucial part of the embryonic Ringwood team. She helps Jeanette the manager with rostering and ensuring all care staff gets looked after. It was her first anniversary and hopefully she will continue to grow in her role.



**Carolyn Frodsham**

**First Work Anniversary**

**(Ringwood)**

Carolyn worked for several years for Bluebird care before moving away from our area. However, when we branched out in Ringwood, she was keen to re-join the group. Carolyn is a great asset to our team, and we thank her for the hard work she has put in last year.



# “HOW TO ATTRACT BUTTERFLIES TO YOUR GARDEN”



Butterflies are a beautiful and enchanting addition to any garden, adding colour, movement and life to the outdoor environment. If you want to get butterflies in your garden, there are a few things you can do to encourage their presence. With a little effort and patience, you can create a beautiful and thriving garden that attracts a variety of butterfly species. Maybe you and your carer can try to make a little butterfly heaven by planting the right plants either in the borders or in pots. Ask them to help you and make it your spring project.

First, choose plants that are native to your area and provide food for butterflies. Butterflies feed on nectar from flowers and also need plants to lay their eggs on and provide food for their caterpillar offspring. Some of the best nectar plants for English gardens include buddleia, lavender, verbena, and heather. For caterpillar food plants, consider planting fennel, dill, parsley, and nettles.

Next, provide a source of water for the butterflies. A shallow dish filled with pebbles and water will serve as a landing spot and drinking source for the butterflies. Place the dish in a sunny location near the flowers, but out of the wind to prevent it from spilling over.

Creating a sunny spot in your garden will also help attract butterflies. Butterflies are attracted to sunlight and will fly towards sunny areas to warm themselves up and feed. Choose a location in your garden that gets plenty of sun, and make sure the area is not too windy, as butterflies are quite delicate and can be easily blown away.

Additionally, consider adding a butterfly house or shelter to your garden. These structures provide a safe place for butterflies to rest, lay their eggs, and protect themselves from the elements. A butterfly house can be as simple as a piece of wood or a cardboard box with holes drilled into it, placed in a sunny and sheltered location in your garden.

Butterflies are also attracted to certain colours, so incorporating these colours into your garden design can help attract more of these beautiful creatures. Choose flowers in shades of orange, yellow, and pink, as these colours are particularly attractive to butterflies.

It's also important to avoid using pesticides and herbicides in your garden. These chemicals can be harmful to butterflies, as well as other beneficial insects, such as bees and ladybugs. Instead, use natural methods to control pests, such as companion planting, hand-picking, or releasing beneficial insects like ladybugs and praying mantises.

Finally, be patient. It may take some time for butterflies to find and start using your garden, but if you provide the right conditions, they will eventually find their way there. In the meantime, enjoy the beauty of your garden and all the other wildlife that it attracts.

In conclusion, getting butterflies in your English garden is a fun and rewarding experience. By providing food, shelter, and a sunny spot, you can create a beautiful and thriving garden that attracts a variety of butterfly species. With a little patience and effort, you can create a truly magical outdoor space that you and your family can enjoy for years to come.



## Did you know?

Some butterflies can get drunk on fermenting



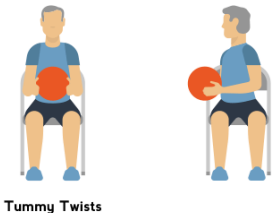
# “YOUR MOBILITY AND SOME FUN EXERCISES TO DO WITH YOUR CARE ASSISTANT”

Mobility loss is, for many people, a problem as one becomes older. Doing exercises in some form will improve your muscle strength, your blood circulation and even your mood. After a fall, one loses confidence and becomes scared to mobilise again. However, it is essential to try to maintain or restore mobility, even when you live with health conditions such as osteoarthritis. To keep on moving in some ways is the trick!

So, we looked at safe chair exercises for you to practice together with your care assistant or family member in the comfort of your own home. It is an excellent way to work out safely, and the exercises can be as challenging as regular standing-up exercises. They will work out the top of your body and your abdominal muscles. The chair will be your base where you sit, so you can freely move your arms and legs without risking losing your balance. If you are interested in starting a little weekly programme, let us help you to start this fitness regime by giving you some easy exercises.

## Seated Pillow Squeezes (Strengthen your thigh muscles)

1. Sit on the chair with your back straight and your arms down at your side.
2. Place a pillow between your legs at knee height.
3. Try to squeeze the pillow with your knees and hold it for 3 seconds or more. Then relax. Do this 12 times.



Tummy Twists

## Tummy Twists for Abs (Improves your posture)

1. Sit on the chair with your back straight, and feet flat on the ground.
2. Hold your arms at a 90-degree angle with elbows at your side and forearms extended in front of you or you can also hold a ball in your hand.
3. Rotate your body to the left, with a straight back. Suck in your belly and try to hold it. Return to the middle and turn right. Repeat these actions up to 10 times.

## Seated Jumping Jacks

1. Sit straight on the edge of the seat.
2. Extend your arms to the sides and then reach above your head, touch the hands together and back down to the sides. Do 3 sets of 20 repetitions.



There are lots of more exercises to do. If interested, we can give you a full list of more variations to encourage your flexibility. You can also look online to purchase a pedal exerciser for seated workouts. This could be an excellent way to keep on moving whilst watching TV.



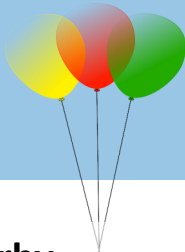
## Join us at Marchwood Fete this summer!



**Saturday, 1 July 2023**

**Lloyd Recreation Ground, 12 to 4pm**

All our teams enjoy going and meeting new people. We are looking to join the Marchwood Carnival Fete at the Lloyd Recreation Ground on Saturday, 1st July. Our team will raise money for [MyDementiaSupport.Org](https://MyDementiaSupport.Org); which is a new Charity in the Hampshire area. This charity helps and supports people who are caring for their loved ones who live with Dementia. Often people need help signposting various support groups, with emotional support and just overall information about getting help funded etc. We met with the head of the charity, and we have pledged to help them this year. We hope to be at this event with another wacky Challenge and a chance to win a Toy.



## Totton Donkey Derby

**Saturday, 20 May 2023**

This year Bluebird Care decided to join this fun donkey race by sponsoring a donkey and getting one of the team's children to ride it. For 26 years, this event has been the local highlight of the year. The event is organised by the Scouts group which will use the funds for young people's activities to give them opportunities to explore outside and get different life experiences.



**CANCER  
RESEARCH  
UK**

## "Bluebird Care on the March"

**Saturday, 8 July 2023**

Our Marketing officer, Harsh, and various other staff members from other branches have decided to participate in the **Big Hike Jurassic Coast 2023**. This is the glorious walk over the south coast cliffs in Dorset. All monies raised will go to Cancer Research UK. People can either do a half marathon or a full. Our team has decided to walk 13.9 miles. We hope to get our healthcare professionals to join us. Various people like Jasmine from the recruitment department, Bernadette our Managing Director, and Amber our care coordinator in Totton, will join Harsh. Each person has pledged to raise more than £150. Together that would be a target of £600 already. We are encouraging everyone to join our team. Our Just giving page is <https://fundraise.cancerresearchuk.org/team/bluebirdonthemarch/join>. If you feel you would want to donate some money, no matter how small or big, please let us know. We can help you to do that if you do not have the online ability.

**Let's come together and raise money for  
Cancer Research UK**



**Harsh Bhati  
Marketing Officer**



# MEET OUR TEAM



Rachael Benn  
Head of Care Operations



Rob Cheer  
Business Development Lead



Laura Sharman  
Quality and Training Officer

## Lymington Office



Emma Monteith  
Care Manager



Billie Palmer  
Care Coordinator



Janine Baker  
Care Supervisor



Chrissy Guy  
Care Supervisor

## Totton Office



Duarte Luis  
Care Manager



Amber Fox  
Care Coordinator



Tash Smith  
Care Supervisor



Vickie Fear  
Care Supervisor

## Ringwood Office



Jeanette Eaton  
Care Manager



Beth Collingwood  
Care Coordinator



Carolyn Frodsham  
Team Leader

## Live-in Team



Jacqui Avery-Orman  
Live-in Deputy Manager



Joy Kimani  
Line-in Coordinator

# Word Search!

P Y V M F O I S C B R G V E D  
I R S E D I S A D L E N I V R  
Y T O H X E R A K U L I D I R  
Q T I F N E F N Q E I R J T F  
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Bluebells  
Care  
Cheerful  
Dignity  
Kindness

Bluebird  
Caring  
Compassionate  
Homecare  
Professional



Butterflies  
Caterpillar  
Daffodil  
Innovative  
Reliable



your Home your safe place