



## **A very warm welcome to the Bluebird Care Glasgow South customer and community newsletter.**

Since the last newsletter there have been a few changes within the office; Lynsey Torbit has joins us most recently as our new Care Supervisor (Q&A inside),

Aileen Pollock will be focussing on Business Support and development and Lisa Viljoen is going on maternity leave soon to have her second child – we wish her well and hope to see mother and baby soon.

New carers have been recruited and we hope that you agree with us that Bluebird Care expect the highest standards from our staff and that you the customer see this when our carers visit.

Additional staff changes will be communicated to you as we expand the service over the coming months and years. We are very proud to announce that after our most recent Care Inspection, we were awarded straight 6's (excellent) across the board, for the second year running. This is testimony to the tremendous

Passion, hard work and commitment from all the staff concerned... and for that we say a huge THANK YOU.

The care sector continues to expand year on year and the introduction of SDS (self- directed support) is making a significant impact with the care people receive and the choices they now have – for more information on SDS, please contact the office.

Enclosed with this newsletter is the customer survey questionnaire; we would appreciate if you would take some time to tell us your thoughts and send them back once completed.

The sun has begun to spread it's warmth at long last and we look forward to decent spell of summer weather and lighter nights or is this just wishful thinking? Fingers crossed!

We would like to take this opportunity to thank you for choosing Bluebird Care as your company of choice and we never forget that it is an honour and privelege to be of service to you.

With best wishes, *Jane & John, Directors*

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# Question & Answer with Lynsey Torbit



## Q: Who is Lynsey Torbit?

A: I am 29 years old and have worked for over 10 years in the Social Care sector. I attended the University of West of Scotland and carried out 2½ years of my adult nursing degree to which I thoroughly enjoyed. I am a very loyal and trustworthy person and strive to please in all aspects of life.

## Q: What do like to do in your spare time?

A: In my spare time I instruct skiing lessons to children under 12 years old, at my local ski slope. I also love to cook and enjoy the countryside and at any opportunity I will pack the car and go and drive away somewhere for the day.

## Q: Why Bluebird Care?

A: When I had my first interview with Bluebird Care, I was overwhelmed with the warmth received from Tracy. She had such a positive outlook and the prospects within Bluebird homecare was very appealing.

## Q: What do you bring to Bluebird Care Glasgow?

A: I am a very loyal and trustworthy person and strive to please in all aspects of life.

## Q: What is most important to you in your role?

A: I aim to ensure that each visit I make to a customer, I make him/her smile. I will strive to ensure that my visit, makes a difference to that person's day. I also believe that building a good relationship with your colleagues is imperative as a good healthy working environment is key to effective business.

## Customer participation

Sarah Clark one of our valued customers came along to our carer open day recently and met with some potential recruits, sitting in on interviews and generally relating her experiences of the care sector.

It was a valuable contribution to the process and would welcome Sarah and anyone else who would like to be involved at our next interview day, to call the office to arrange.

## Carers of the Month

January 2015 – Eilidh Naismith

February 2015 – Rebecca Connelly

March 2015 – Eilidh Naismith

Well done ladies, keep up the fantastic work!

These will all be entered into our Carer of the year in December ... Watch this space!

**Carer of the Month:** Just a wee reminder to all staff, that if you feel one of your colleagues deserves special recognition for something they have done, then we would like to hear about it. Pop in or call the office to put them forward for Carer of the Month.

## New starts at Bluebird Care Glasgow

**Adele Carbury, Mary Cowie, Julie Foyle**

We are delighted to welcome these 3 new members to the team and wish them long and happy careers with us.



## LADIES PAMPER DAY!

Wednesday 15th April  
1.30-3.30pm

Come along to our Glasgow office for an exclusive pamper session by our friendly and cheerful staff – Bring along you family and friends to enjoy this relaxing day.

Hair Rollers  
File & Polish  
Hand Massage

you can also enjoy a refreshment and a light snack.

2 Stewart Drive Clarkston G76 7EZ  
BLUEBIRD CARE GLASGOW  
SOUTH

# Testimonials

## What our customers say about Bluebird Care Glasgow

“We simply cannot speak too highly of the help and support given by each and every carer as also the support given and continuing to be given to my mother at this difficult time.”

“I can assure you when it is the turn of my 90 year old husband and me to require loving and understanding care we know where to come.”

“A great big thank you and a small token of our appreciation for everybody at BLUEBIRD for all your patience (you needed plenty!) and thoughtful care whilst looking after my mother.”

“Grace sets the gold standard in caring, the standard by which other carers are judged.”

“I, along with all of my family, would like to express our genuine gratitude for all that the Bluebird Care team have done to ensure that Mum has been able to live at home for as long as she has been able to.”

“We had 3 separate recommendations for the company.”

“I am filling this form in on behalf of my husband who has had Bluebird carers for more than a year now. We are both delighted with the standard of care. Each carer comes with a smile and treats my husband very well. It is very good for me to know my husband is in good hands if I am not available.”

“I have already recommended Bluebird Care to other people.”

# Charity Events

Cancer Research UK – Race for Life: A team from Bluebird Care will be participating in the Race for life 5k run (or most likely walk) on Sunday 10th May 2015



And also a charity Abseil down the Fort Rail Bridge for the Chest Heart and Stroke foundation on the following weekend Saturday 20th June 2015.



Very best of luck everyone and get lots of sponsorship!

# StEPS

Podiatry



StEPS Podiatry® believes that healthy feet are essential for a good quality of life and enhanced well-being. We are a private footcare company that offers a reliable and friendly service for people who are housebound, or find it difficult to get to the podiatry clinic. We aim to offer a modern approach to foot care, delivering the most cutting edge assessments and treatments that are evidence based. This includes general footcare such as nail clipping and filing, removal of corns and hard skin, footwear advice, diabetic foot care and wound care. We are experienced in dealing with clients who suffer with dementia. Our prices start from £45. We are offering clients of Bluebird Care £15 off their visit as an introductory offer. For more information, or to speak to one of the team please contact us, we would be delighted to hear from you.

Dr Vicki Cameron PhD BSc(Hons) MChS

T. 0845 834 0051

W. [www.stepspodiatry.co.uk](http://www.stepspodiatry.co.uk)

E. [info@vickifiddespodiatry.co.uk](mailto:info@vickifiddespodiatry.co.uk)



# The Services we provide all in the comfort of your home:

Every Customer receives an individualised package of care which is designed around your own care needs.

## PERSONAL CARE VISITS:

- Help getting up and going to bed
- Assistance with washing and dressing
- Assistance with getting into the bath and shower
- Assistance with meal preparation
- Assistance with medication
- Assistance with mobility issues

## DEMENTIA CARE AND SUPPORT:

This can include all aspects of personal care, one to one (reminiscent work), companionship and social outings . . . .?

## HOME FROM HOSPITAL SERVICE:

We can collect you from hospital and organise everything for you to settle you back into the comfort and familiar surroundings of your own home.

## RESPIRE CARE:

This Service can provide a break for family members as a one off, or ongoing and can be from as little as 30 minutes a week to full days.

**Tell us what you think of our new format newsletter and if you have any ideas going forward what you would like to see in it.**

## OVERNIGHT CARE:

We can provide staff who will be awake throughout the night, or sleep ins, which is when someone stays with you and is available to you, when you need them.

## END OF LIFE CARE:

We can be part of your palliative care team to support you in the comfort of your own home.

## LIVE IN CARE:

As an alternative to residential care, whereby we have a personal assistant provide care and support in the comfort of your own home.

Please contact your local office, if you are interested in any of the services we offer.

## Bluebird Care - the story so far

Bluebird Care started as a small family business in 2004 and today we are proud to be one of the largest providers of homecare services in the UK. In less than eight years we have grown from one business to 200 delivering 20,000 customer visits every day.

The story of our success is a testimony to the high quality homecare and support services that we provide to each of our customers each and every day.



Remember, our pool cars are available to you if you need to go out shopping, visiting friends, Doctor/Hospital appointments etc etc. Just contact the office and let us know as soon as you can and we will book them for you.

Tel: **0141 638 0167**  
**[www.bluebirdcare.co.uk](http://www.bluebirdcare.co.uk)**

2 Stewart Drive, Clarkston, Glasgow G76 7EZ