

Bluebird Care By your side

Spring 2019



10 Year Anniversary • 2004 - 2014

Winner

Bluebird Care
Peterborough & Rutland
Franchise Owner of the Year 2016

Springing into action

How fast time is flying and already, it feels like Winter is all but over (we are very much keeping our fingers crossed that this remains the case!) and spring is just around the corner.



We also wanted to share a few memories with you, starting with the most recent one when we celebrated the festive season with our Christmas

Wreath workshop and Afternoon tea with some of our customers and staff. It was a great success and such fun. It was lovely to have the opportunity to spend time with customers and relatives.

As always, I think of everyone who perhaps has been on their own over the festive period and I am immensely proud of each and every one of our staff who organise and provide the visits. No matter the weather, or the demands of their own family or personal commitments, they willingly give up their time without complaint over the holiday period.

November 2018 was when we were awarded an 'Outstanding' rating by the Care Quality Commission, and

we are still immensely proud of this achievement. We remain the only provider in the area to have received this level of recognition from the regulator of all health and social care services in England.

2019 presents new days and opportunities for us to always improve and make better, the whole Bluebird team look forward to supporting you and being part of the Bluebird Care Community with you.

[Leisa Mackenzie](#)

Rewarding success in care

Care Assistant at Bluebird Care Peterborough & Rutland Finalist for 'Carer of the Year' at the National Bluebird Care Awards.

Cristina, Care Assistant at Bluebird Care Peterborough & Rutland, has been nominated for 'Carer of the Year' at this year's National Bluebird Care Awards.

The team member that put Cristina forward, said: "Cristina has a positive attitude and a caring approach, and is recognised by all: customers, colleagues and the office staff. She has regularly received both "Employee of the month" and "Above and Beyond" monthly awards and we feel Cristina deserves the nomination from our franchise as "Carer of the Year."

The Bluebird Care Awards are a celebration of the exemplary commitment shown by the dedicated



teams that work at Bluebird Care. The award ceremony, which took place at London's historic Fortnum & Mason, was an exciting celebration and a wonderful evening for everyone attending. Cristina, Michelle Inwood, Registered Manager, and Tim Carey,

Director, all enjoyed the awards.

This year's panel of judges include: Doctor Hilary, Health Editor and ITV presenter; Colin Angel, Policy and Communications Director of UK Homecare Association (UKHCA) and Anna Bawden, Deputy Editor of the Society Guardian.

We are so proud of every member of our team who do such an amazing job and go above and beyond every day caring for our customers. We are delighted that a member of our team, Cristina, has been recognised for her work, amongst so many dedicated Bluebird Care Carers. Placing as a finalist, regional winner and National Runner Up is a true achievement.

Bluebird Care Knitting Club

Thank you to all the Bluebird Care customers and relatives who took part in our last knitting project, creating the base of Dementia twiddlemuffs – knitted hand muffs with interesting tactile bits and bobs attached to twiddle. We had so many it was fantastic.

We did experience a delay in moving to our next project, which was kindly overcome, as most twiddlemuffs we received needed to be either completed with 'twiddles' or sewn or both. We were lucky enough to have Middleton Village Sewing Ladies volunteer to come to the rescue! With the promise of teas, coffee, cakes and biscuits, six ladies in the group, attended the Bluebird Care Stamford office on Wharf Road, in December, with bright threads, buttons and materials and got straight to work.

We now have a wonderful selection of

Twiddlemuffs ready to be delivered to customers living with Dementia, who would like one.

Twiddlemuffs can have a calming effect on a person living with dementia. The stimulation they provide can really add to an individual's quality of life.

Thank you so much for your help, Ladies of Middleton, and to all who provided the knitting.

Next project awaits – Join in the BIG KNIT

Our next project is supporting AGE UK and Homeless charities, knitting squares for blankets, or small hats for Innocent Smoothie campaign for Age UK. Ewe Wool Shop



of Stamford, has been kind enough to donate wool for this. Thank you Ewe!

Would you like to knit with us? If so, please contact the office on 01780 480 881 or email peterborough@bluebirdcare.co.uk. The group is free of charge and we supply all material, equipment and patterns.



Championing a real passion for care

Directors of Bluebird Care Peterborough & Rutland, Tim and Leisa, attended the Bluebird Care National Conference in Nottingham, and celebrating Pride, Passion and Progress in Care within the Franchise network of over 200 offices.

Inspirational guest speakers spoke of innovation in care, best practice and living the true values of excellence in care industry wide and throughout Bluebird Care network. We were delighted to have Colin Angel, Policy and Campaigns Leader from UK Home Care Association (UKHCA) and friend of Bluebird Care taking about the challenges, themes and outstanding quality within health



Tim Carey was championing change, improvement and quality of care.

and social care.

Representing the Midlands Region for the Bluebird Care Franchise Network Council, Tim was championing change, improvement and quality of care. Tim remains actively involved as a key member and Chair of the Franchise Network Council, meeting quarterly to support, innovation, highest standards of care, quality, sharing of best practice and progress throughout Bluebird Care nationwide. Great work Tim!

Caring with all the trimmings

Christmas is often a time for family and enjoying Christmas cheer with loved ones and friends, but often, this is not always the Christmas that everyone gets to enjoy.

Caring at Christmas presents an extra special time, to help to really make a difference to those in need of support.

For two of our team, they truly went the extra mile. Hannah and Jane both realised that each of their regular customers would be spending Christmas day alone due to illness in their family. Working Christmas day, each realised that the only visits their customers would receive on the day, would be theirs. Knowing how sad



both their customers would be without their families, and how much their family member would be worried about them spending



Christmas alone, each wanted to do something. They each had just the plan!

Hannah and Jane delivered... a full Christmas dinners with all the trimmings!

Hannah's customer, Mr Woodbridge contacted Bluebird Care in Stamford directly and was absolutely delighted. He said:

"I wish to thank everybody for their special efforts to accommodate my family problems at Christmas. My extra thanks must go to Hannah and her mum for providing a delicious Christmas dinner and a demonstration of what Christmas is all about."

Hannah and Jane were recognised in our monthly team meeting in January 2019 for going the extra mile – congratulations Ladies! True Bluebird Care values. Truly caring.

Hannah and Jane delivered full Christmas dinners with all the trimmings!

Fit for life

Physical activity and exercise can help you stay healthy, energetic and independent as you get older.



Many adults aged 65 and over spend, on average, 10 hours or more each day sitting or lying down, making them the most sedentary age group. They're paying a high price for their inactivity, with higher rates of falls, obesity, heart disease and early death compared with the general population.

As you get older, it becomes even more important to remain active if you want to stay healthy and maintain your independence. If you do not stay active, all the things you've always enjoyed doing and taken for granted may start to become that little bit harder.

You may struggle to pursue simple pleasures, such as playing with the grandchildren, walking to the shops, leisure activities and meeting up with friends.

You might start to get aches and pains you never had before and have less energy to go out. You may also

be more vulnerable to falling. This can all lead to being less able to look after yourself and do the things you enjoy.

There's strong evidence that people who are active have a lower risk of heart disease, stroke, type 2 diabetes, some cancers, depression and dementia.

If you want to stay pain-free, reduce your risk of mental illness, and be able to go out and stay independent well into old age, you're advised to keep moving.

Recent evidence suggests that regular exercise can reduce the risk of falling in older adults. It's that simple. There are lots of ways you can get active, and it's not just about exercising.

If you've been inactive for a while, you can gradually build up your activity to reach recommended levels. You'll still be improving your health in the process, and you'll reduce your risk of falls and other ailments.

Keep fit locally...

Broad Street Practice
Otago Balance & Strength training program for frail adults. Easy does it, fun and fitness combined. As the old adage goes 'use it or lose it'!

Classes Thursday afternoons:
1:45-3:00 and 3:15-4:30
Broad Street practice
T: 01780 480889

Walking football with Stamford Strollers

A walking football club primarily aimed at players, men and women, over the age of fifty years old. Played on a superb astro turf surface at the Borderville Sports Centre. Classes Tuesday 12:00 - 1:00pm
Borderville Sports Centre
Ryhall Rd.
Stamford PE9 1US
T: 01780 751471



A unique insight into Dementia

Bluebird Care Peterborough & Rutland, were featured in The Stamford and Rutland Mercury following the Virtual Dementia Tour training, which replicates how people living with dementia might feel.

Our first visit and experience with the Dementia Bus was in September 2018 where both staff and relatives of some of our customers who live with Dementia, underwent the training to experience just some of the symptoms.

On board, as part of the experience, you wore headphones, gloves and glasses to take away their primary senses and recreate the real anxiety dementia sufferers feel.

A number of relatives of customers with dementia also participated to share their experiences. They said the experience, provided by Training 2 Care Ltd, was very powerful.

Red Williams, reporter at the Mercury, also attended and described his experience. Red, whose father has been recently diagnosed with Dementia, writes about his experience. We also had two members from Dementia Support South Lincs, as invited guests to the training to help to broaden the understanding and support in our local community.

Bluebird Care Peterborough and Stamford Director Leisa MacKenzie said: "It has been a great ambition of ours to undertake this training. This training is unique as it gives you the chance to walk in the shoes of someone living with dementia. It's very exciting and this is a big day for all of us because we care for so many people who have dementia in this area."

Leisa added: "You can start to understand the many different issues they experience every day.

"You will experience being confused, isolated, lost, intimidated, vulnerable and much more and therefore understand what you need to change to improve quality of care.

"The Virtual Dementia Tour is the only scientifically and medically-proven method of giving a person with a healthy brain an experience of what dementia might be like."

Michelle Inwood, Registered Manager of Bluebird Care



We wore headphones, gloves and glasses to take away our primary senses and recreate the real anxiety dementia sufferers feel.

Peterborough & Rutland, said: "By adding this experience to our on-going training programme, we can bring an enhanced level of care to our customers and help us to retain our position as the leading home care provider in the area".

Leisa continued, the training was so powerful, and the feedback so strong from the members of the team who experience it as part of their Dementia training, Tim and I made the commitment to have all of our team trained in this experience. There is no doubt it helps staff to truly understand that by making small adjustments to care, we can really start to improve the lives of people living with dementia.

The Dementia bus returning in January 2019, and more of the team, a more relatives underwent this experience.

There are plans to have the Dementia Experience return to Bluebird Care in Stamford, later in the year. Two and a half hours long, the opportunity to undertake this training will be made to all relatives of customers we support who live with Dementia.

- **Interested** – if you or someone you know would like to undertake this experience, please contact Michelle Inwood on 01780 480 881 or email michelleinwood@bluebirdcare.co.uk

Caring for yourself at winter

Whilst we may have missed the worst of the cold weather, it is still important to listen out to daily weather forecasts as the cold and winter bugs can seriously affect your health.

Radio and TV weather forecasts are regular throughout the day, but you can also keep up-to-date by following updates from the Met Office website www.metoffice.gov.uk, through the Met Office Twitter feed, www.twitter.com/metoffice or you can ring their Weather Desk on 0870 900 0100.

Following these tips will help keep you, your family and those around you warm and healthy during the cold snap:

HOME

- Draw curtains at dusk and also keep your doors closed to block out draughts.
- Drink regular hot drinks and eat at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.
- Wear several light layers of warm clothes.
- Keep as active in your home as possible.
- Wear shoes with a good grip if you need to go outside.
- If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18°C. It's a good idea to keep your bedroom at this temperature all night if you can and make sure you wear enough clothes to stay warm. During the day, you may prefer your living room to be slightly warmer. Keep your bedroom window closed on a winter's night. Breathing cold air can increase the risk of chest infections.
- If you're under 65 and healthy and active, you can safely have your house cooler than 18C, if you're comfortable.

FINANCE

- There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating or help with bills. View the Keep Warm Keep



Following our tips will help keep you, your family and those around you warm and healthy during the worst of winter.

Well booklet online to learn more www.gov.uk/phe/keep-warm. Also make sure you are receiving any benefits you are entitled to, such as the Winter Fuel Payment www.gov.uk/winter-fuel-payment and Cold Weather Payment. www.gov.uk/cold-weather-payment

WELLBEING

- Look after yourself. Contact your GP to get your free flu jab if you are aged 65 or over, live in a residential or nursing home, or are the main carer for an older or disabled person. NHS Choices provides information about flu. Visit www.nhs.uk/flu to learn more.
- Don't delay in getting treatment for minor winter ailments like colds or sore throats. Visit your local pharmacist for advice on treatment before it gets worse so you can recover quicker.
- Have your heating and cooking appliances checked by a Gas Safe registered engineer to make sure they are operating safely.

- Contact your water and power suppliers to see if you can be on the Priority Services Register, a service for older and disabled people.

ADVICE

For more information about how to stay warm and well in winter visit Age UK's website www.ageuk.org.uk/winterprep or call 0800 587 0668. The Met Office has advice on getting ready for winter and suggest practical things you can do to prepare for winter weather, with the advice also telling you ways you can save money. www.metoffice.gov.uk/barometer/advice.

When travelling, be sure to wait until roads have been gritted, and take extra care on icy pavements, as black ice is often not visible. You can lessen the risk of slipping by putting down grit or cat litter onto your paths and driveways.

If you have any queries that you'd like to talk about, please feel free to contact the office on 01780 480881. or email stamford@bluebirdcare.co.uk

Careers in care congrats

With growth and development, comes opportunity. Over the last three months, we have been delighted to have members of our team, progress their Bluebird Care Career Journey and have received promotions.

Community Team Leads

Congratulations to Senior Carer, Asta (pictured right), and Philippa, who have both been promoted to Community Team Leads within the Care Team.

The role of the Community Team Lead is to support the Community Care Manager team in supporting and mentoring Care team members, and assuring quality of care to all customers. In supporting their role, both have been signed up to QCF level 3 in Health & Social Care to advance their vocational learning.



Senior Carers

A huge congratulations to both Charlene and Michelle (pictured right). They have been promoted to Senior Carers and have recently begun their duties and training in this area.

Senior Carers are key to supporting lesser experienced members of the team, helping them to deliver the great care each customer deserves. Both Michelle and Charlene are shining examples of excellent care delivery, service and training. Well done to you all!



More customers means more carers

We have been extremely busy with having more customers and carers join us, and in doing so, we have been delighted to have the need and the opportunity to expand our management team to help manage and co-ordinate the care we provide.

Abby Domp joins Zoe as a Care Co-ordinator and will be responsible, alongside Zoe, for co-ordinating and planning our customer care calls and in turn, rosters, ensuring high quality care and service is delivered to all. With an ever growing team, Abby joins to help support our growing team numbers and customers numbers. Welcome Abby, we are delighted to have you on board! Abby started with us in December and already, has fitted into the team perfectly. Many of you may have already met or spoken to Abby already, and I am sure you will be hearing from her soon.

Abby takes responsibility for our customers and members of our Care team in Stamford and Rutland. Zoe remains responsible for our Peterborough, Oundle and Live in customers and team.

For those of you who have been with us a while, you will be as pleased as we are to have this person back in the Bluebird Care team! We are also delighted to have Julie Bestford come back 'home' to Bluebird Care Peterborough & Rutland, returning to our team of Community Care Managers

After a year out, caring for her late mother who suffered from Dementia, Julie has returned to work, and we are delighted to have her back with us and in our expanding team.

For those of you who have not yet met Julie, Julie, was originally with us for more than a year and was the Community Care Manager for Stamford and Oakham Area, supporting Carers and Customers alike.

Welcome, welcome, welcome to you both!



Go Team Bluebird...



Abby Domp



Julie Bestford

Abby takes responsibility for our customers and members of our Care team in Stamford and Rutland.

Rewarding our Team

We are very proud of our Carers and our team overall, for the high standards and dedication they offer. Every one of our Bluebird Care team goes above and beyond in what they do, and we would love to be able to reward them all. However, each month, we give two recognition awards, recognising those who have truly shone for that month:

Employee of the Month – characterised by consistency, praise and compliments received, feedback received from customers and team alike, reliability of service and commitment to training, to name a few. Nominated by customers, colleagues and Managers, we look to recognise what makes true Bluebird Care values shine.

Above and Beyond Award – this award recognises an individual who really and truly has gone above and beyond the call of duty. This could be supporting their team, doing extra for a customer, through to just truly, truly caring – a key value to Bluebird Care.

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Here's our most recent **'Hall of Fame'** for the worthy **'winners'** over the last months:

Employee of the Month:

June 2018: Senior Carer – Asta

Recognised by her colleagues as always supporting and a real example of care delivery.



July 2018: Yvonne

Consistent, positive and excellent feedback from the customers she supports.



Sept 2018: Carrie Ann

For her person centred approach and commitment to her customers. A support and influence within the team.



October 2018: Caroline G

New to care, Caroline displays total commitment. Care with a smile everytime. She received excellent feedback from her customers and was always observed delivering with true excellence and customer at her heart.



November 2018: Jenny

Achievement in training and consistent care provision. Jenny has excelled in her learning and has shown amazing development with a great attitude to always doing things better.



December 2018: Senior Carer, Yvette

Yvette was recognised for her rock like consistency. Positive, caring, always reliable and totally committed to her QCF completion, monthly training and development. Excellent!



Above & Beyond:

June 2018: All of the Oakham Care Team

For jumping to the rescue when a customer's needs changed over night and more care was required immediately, allowing them to remain at home.



July 2018: Alisha

True praise received from customers of her calm approach in a time of crisis, Alisha truly went above the call of duty.



Sept 2018: Live In Carer - Maria

For going the extra mile time and time again with the customer she support live in. Truly amazing feedback.



October 2018: Mandy

Dedicated and a real support to the team, Mandy always goes that extra way to help with great feedback received.



November 2018: Senior Carer, Michelle

Despite her own challenges, Michelle has gone above and beyond to make sure every one of the customers supports are happy.



December 2018: Caroline

Caroline has achieved a personal goal in learning to properly bake and cook to help better have fun with a customer she supports regularly who likes to do this as a hobby and past time! Fabulous work (and cakes!).



All winners receive certificate, flowers and vouchers to treat themselves! We are sure you will join us in congratulating each of these worthy winners! GET INVOLVED. If you would like to nominate someone for one of our awards, please let us know – we'd love to have your nomination.

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Call 01780 480 881

email: michelleinwood@bluebirdcare.co.uk

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Meet the team



Leisa MacKenzie
Joint owner and Director of
Bluebird Care Peterborough
& Rutland



Tim Carey
Joint owner and Director of
Bluebird Care Peterborough
& Rutland



Michelle Inwood
Registered Care Manager



Abby Domp
Care Co-ordinator



Zoe Martin
Care Co-ordinator



Karen Andic
Accounts & Payroll



Sarah Weston
Community Care Manager



Michelle Teeson
Community Care Manager



Julie Bestford
Community Care Manager

Compliment of the month

We love to receive reviews from customers and pin them on our office noticeboard. This month's favourite is from **Mr D B of Stamford** who said:

"My experience with the Bluebird team, as a client, has been one of full satisfaction. They are caring, polite and all that they have promised to be. Their administration skills are excellent as is their follow up service re information. They deserve full marks and that is what I give them."

We value your feedback

Feedback on what we are doing well and how you, our customers, feel we could improve is important to us. Therefore, we have commissioned several impartial services, managed by Working Feedback and Homecare.co.uk, approved Care Quality Commission and NHS Choices Review Partner, to collect feedback and allow for you to have your say to improve your care. This is then shared with NHS Choices reviews and ratings. Please put us to the test! We'd love to receive your feedback!

We have four ways to submit a review:

- homecare.co.uk
- nhschoices.co.uk
- goodcareguide.co.uk
- my.workingfeedback.co.uk/bluebirdcare.co.uk/peterborough-rutland

Much more than just care...

You may already know many of us here at Bluebird Care Peterborough & Rutland and be familiar with the way we help you or a member of your family. However, are you aware of the full range of our services? We offer:

- 24-hour live in care
- Night care
- Sleep in service
- Companionship
- Sitting service
- Domestic support
- Parkinson's care
- Dementia support
- Stroke care
- Respite care
- End of life care
- Personal care
- Medication support
- Meal preparation
- Shopping

If you would like to discuss how we may be able help you further, please do not hesitate to contact us.



We love to receive feedback of all kinds. There's lots of ways:

Call us and let us know: **01780 480881** or **01733 459907**. Alternatively you can email us at: stamford@bluebirdcare.co.uk or peterborough@bluebirdcare.co.uk

For all the latest news about how Bluebird Care Peterborough & Rutland can provide the services you require in the comfort of your own home, visit our website at:

www.bluebirdcare.co.uk/peterborough-rutland

Like and share us on Facebook [@bluebirdcarepeterboroughrutland](https://www.facebook.com/bluebirdcarepeterboroughrutland)

Bluebird Care office normal opening hours 8.30am - 5.00pm Monday to Friday.