



Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS

Supporting



the care workers charity

Celebrating 10 years of caring for our community (more on page 3)



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Live-in Care Services

Bluebird Care will be launching a brand-new care service in Q2 (June 2024). Live-in Care provides you with your own personal care assistant that lives with you in your home providing bespoke care, built around your individual needs.

With such a personal service, you'll want to engage with people you can trust, who are highly trained, who listen, understand, and show compassion. Our team deliver all of this and more.



The Benefits of Live-in Care

You love your home, and you feel safe there. Needing additional care and support shouldn't change that. Our Live-in care service (also known as 24-hour care) gives you the option of high-quality care without moving out of your home. Live-in Care offers an alternative solution to residential care, allowing you to remain in your safe space, happier and healthier for longer.

Live-in care means keeping your familiar friends, family, and belongings around you. No upheaval. No stress. No trouble. Live-in care offers flexibility which is not possible from a visiting hourly care service as your live-in care assistant is with you all day and so you are not tied to a specific time for activities to be carried out. You'll get a service where your unique needs are considered every step of the way. Please get in touch with our office team if wish to make further enquiries. You'll also find more information on our website and upcoming news articles and leaflet drops.

We value your feedback

CUSTOMER TESTIMONIALS

Beaming reviews mean the world to our care team. We are always grateful to customers who take the time to leave us feedback about their home care experiences with us.

"Bluebird Care looked after my dad twice a day for over 6 months. We found their service very caring and professional. The carers themselves and also the office staff were approachable, trustworthy, communicative, and always on hand at the end of the phone or an email when we needed them. They were always happy to go the extra mile, and the care notes and bookings system was also easy to use, really detailed and informative. Would highly recommend."

from Adam L (Son of Client)

Overall Standard	★★★★★
Staff	★★★★★
Care / Support	★★★★★
Management	★★★★★
Treated with Dignity	★★★★★
Value for Money	★★★★★

Bluebird Care Celebrates 10th Year Anniversary

We are proud to be celebrating our 10-year anniversary, marking a decade of dedicated service to the community.

Since opening our doors in April 2014, we've supported over 600 customers to live safe and well at home and created jobs for more than 150 people across the local community.

We commemorated the event with a team party filled with cheerful celebrations, including cake, Easter eggs, balloons, and banners.

For six members of our team the day was extra special as they have been with us for the full decade: Steph (Coordinator), Helen (Supervisor), and Iwona, Kate, Treasa, and Andrea, all Senior Carers.

All those who have dedicated a decade of service were offered flowers and gift cards as a token of appreciation for their hard work as they reached the incredible milestone.



“We are thrilled to have reached this significant milestone for our homecare service. It has been our absolute pleasure caring for our local community across the borough of Rushcliffe for the past 10 years.

We are so grateful to our wonderful team of care experts, both past and present, who have made our business what it is today.

Thank you to all our loyal customers, some of whom have also been with us for 10 years, for trusting in us to deliver the support they need to remain living independently at home.”

Peter Bryan (Registered Care Manager)

Electric Blankets - Fire Safety

Electric blankets cause countless fires each year, and at a recent Nottinghamshire County Council Trading Standards safety event, 68% of blankets brought into the event failed safety tests. Consequently, Bluebird Care will be working in partnership with Trading Standards to improve staff and customer awareness of electric blanket usage over the coming months. There are simple ways to stop a blanket causing a fire in your home. If your blanket (or its flex) shows any of these danger signs, you should have it checked or replaced:

- scorch marks and/or worn flex
- fraying fabric and/or loose connections
- exposed elements and/or tie tapes damaged
- creasing or folding
- soiling and/or damp patches
- old BEAB safety mark
(this means it is more than 10 years old).



Care Team of the Quarter – Q1 March 2024



Every 3 months we carefully examine the positive impact our care teams have had on our customers. We then look to nominate a specific team of carers who have worked exceptionally well together in order to improve the wellbeing and independence of a particular customer.

For **Q1 2024**, we are delighted to announce that the 'Care Team of Quarter' has been awarded to **Team GW (Gillian, Amanda, Josie, Iwona, Sara, Tammy, Nelly, Mel)**.

We have been supporting husband and wife, Mr. & Mrs GW, for just under two years. They live together in their lovely home based in Tollerton. Both of them have a diagnosis of dementia and the care team have continued to adapt to their changing care needs as their condition has evolved. We have recently introduced a second carer in the mornings to support with blood pressure monitoring and medication management. The care team has been diplomatic, empathetic, and sensitive towards the couple, whose symptoms can manifest in different ways e.g. anxiety, frustration, and disorientation. The carers have worked in partnership with the family and other healthcare professionals to bring about positive change to the safety and wellbeing of both individuals, including a review of medication to abate their dementia symptoms.

'Excellence in Care' Award Winners

JAN – FEB – MARCH 2024

We are proud to reveal the winners of our most recent monthly 'Excellence in Care' Awards in 2024. A huge congratulations and well-deserved thanks to:

- **Jodie – January 2024**
- **Janice - February 2024**
- **Sammi - March 2024**

These 3 fabulous individuals have been recognised for going over and above in key areas of their job role. This includes receiving consistent positive praise from both customers and their peers, providing essential cover during difficult periods, and doing many 'thoughtful extras' for their regulars.

EXCELLENCE IN CARE AWARDS

February 2024 WINNER



JANICE

