



Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS

Supporting



the
care
workers
charity

Christmas Team Fuddle & 'Elfie' Competition (more on page 3)



Customer Satisfaction
9/10 RECOMMEND US

Page 2



Autism & Learning Disability
OLIVER MCGOWAN

Page 3



Employee Recognition
AWARDS

Page 4



Bluebird Care Rushcliffe & Melton, 82 Grantham Road, Radcliffe on Trent, Nottingham, NG12 2HY
www.bluebirdcare.co.uk/rushcliffe-melton 01159 333114 rushcliffeandmelton@bluebirdcare.co.uk



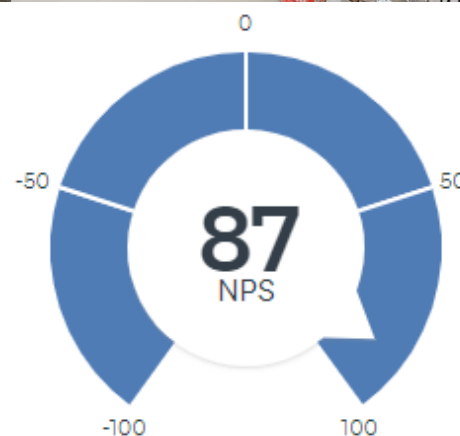
The Spark Customer Award Winner – Q1 2024

Congratulations to Joan (customer) who was nominated for our latest 'The Spark' award in recognition of her loyal custom over the years. She enjoyed a complimentary trip out to East Bridgford garden center with Charlie (care expert) where they enjoyed a free lunch and a stroll around the shops. Joan was delighted to have the opportunity to visit since its refurbishment and was very thankful to everyone at Bluebird Care for a fun afternoon.



9/10 Customers & Employees Recommend Bluebird Care

In our most recent customer and staff satisfaction surveys (Dec 2023), we received really positive feedback. 9/10 stakeholders would recommend Bluebird Care to a friend or colleague. Furthermore, 97% of customers felt their care needs were being met, and 100% felt satisfied with the quality of care received. Customers reportedly most value the friendliness, kindness, reliability, and continuity of their homecare service. Customers who have recommended bespoke improvements to make the service better will be contacted directly in confidence.



Net Promoter Score

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 have always been very supportive and flexible in response to the changing needs of my father. Their staff always had his best interests at heart. They were good at listening to him, cajoling him when necessary, and attending to his needs. He always looked forward to their visits. Being able to view on the app the reports they made at each visit was at times extremely helpful."

Peter S (Son of Client)

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

Bluebird Care has started to roll out the Government's standardised Learning Disability and Autism Training, which is named after Oliver McGowan, whose death shone a light on the need for all health and social care staff to have better training.

Together we can prevent the many avoidable deaths like Oliver's from happening again. The Health and Care Act 2022 Code of Practice supports the Oliver McGowan training and recommends the "three tiers of capabilities" defined in Skills for Health's Core Capabilities Frameworks. This training will mean that all health and social care staff have the right skills according to their roles to better understand and help people with learning disabilities and autistic people when they come into contact with our health and care services.

Bluebird Care Rushcliffe & Melton have worked in partnership with the NHS ELF system to link their training modules to our current eLearning platform, My Learning Cloud. All established care staff will be expected to complete this training over the coming months. New starters will complete the Autism & Learning Disability modules during their induction training and throughout the probationary period.



Oliver McGowan Mandatory Training in Learning Disability and Autism

The Oliver McGowan training packages have been trialed and independently evaluated to ensure that they are "robust and high quality." Continuing into 2024, NHS England is funding work to build capacity for delivering this training, with a current focus on "training the trainers", including preparing people with a learning disability and autistic people to provide the online interactive and face-to-face sessions contained in Part 2 of the training packages. Part 1, consisting of an e-learning module, is currently being rolled out internally.

For more info visit: <https://www.hee.nhs.uk/our-work/learning-disability/current-projects/oliver-mcgowan-mandatory-training-learning-disability-autism>

Oral Care: CQC Smiling Matters 2023

Following CQC's latest progress report on improving oral care for patients in residential settings, Bluebird Care has made plans to adapt some of the main learning points and apply them to its home care practices:

1. Assess people's oral health needs during the initial Care Assessment and reviews.
2. Make oral health part of our everyday routine.
3. Check that people have the right dental products and support them to brush twice daily or clean and maintain their dentures.
4. Provide training for care staff in oral health and nominate a champion.



Christmas 'Elfie' Competition 2023 Winners

Congratulations to Leila (left), Sonia (middle), Janice (right), as well as Sammi and Jackie.

Care Team of the Quarter – Q4 December 2023



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 **Q4 2023**, we are delighted to announce that the 'Care Team of Quarter' has been awarded to **Team TM (Gillian, Amanda, Josie, Iwona, Mel, Tammy, Nelly, Jodie)**.

Mrs TM lives at home with her family in Keyworth. She has a neurodegenerative condition called Huntington's Disease. This progressive condition has recently resulted in a significant decline in TM's health, impacting her mobility, coordination, and speech. The care team, her family, and other healthcare partners have rallied around her to maximise her safety and quality of life at home. The care team have undertaken bespoke face-to-face training with Huntington's specialist, Diana King, in order to improve their knowledge of the condition and the best approaches / techniques tailored to TM's evolving needs. The care package has also increased to 4-5 visits per day, which include dedicated companionship calls to maximise TM's opportunity to engage with the community, exercise, and get some fresh air.

'Excellence in Care' Award Winners

OCT – NOV - DEC 2023

We are proud to reveal the winners of our most recent monthly 'Excellence in Care' Awards in 2023. A huge congratulations and well-deserved thanks to:

- **Luisa B - October 2023**
- **Kate B - November 2023**
- **Charlie - December 2023**

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

November 2023 WINNER



KATE B

