



Hello again everyone and a very warm welcome to our Autumn and Winter edition of our bi-annual Customer Newsletter.

Now that the 'balmy' days of summer are behind us, we can now hopefully look forward to the crisp and relatively calm seasons of Autumn and Winter!

Anton Chekhov once famously said that 'People don't notice whether its winter or summer when they're happy' . . . he obviously never lived in Scotland!

Since our last newsletter there have been a few changes in our office personnel with the promotion of Lynsey Torbit from Supervisor to Care Manager, New Business support Jan McGovern and quite a number of new Carers - some of whom you may have already met. As ever our goal is to ensure we provide the best care and service as possible. Our mission is and always will be to support people to live safely and independently in their own homes or residencies, supported by friends, relatives and their personal possessions around them.

We as a company can only achieve this if we have the right people, who are reliable, motivated, well supported and respected for the work they do. Our service has been recognised most recently by the Care Inspectorate as being 'Excellent' (rated 6) in each of the quality themes inspected, for the 3rd year in a row. To our knowledge, this accolade has never been achieved in the care at home sector before and for that we are immensely proud.

Rather than rest on our laurels, we continue to "innovate and benchmark" with the introduction of the PASS system which allows us to have a current and live system, which helps us to adapt to the real time information it produces. More updates are coming on line in the coming months and we will keep you up to speed on their progress.

Pressure continues to mount on Social Care services all over Scotland to provide quality care and support when you need it.

Unfortunately the cold stark reality is that Councils are battling against reduced budgets, an increasingly ageing population who wish to receive care in their own homes along with lengthy hospital discharges due to the unacceptable time it takes for a care package to be put in place.

With an ageing population and more and more people wishing to stay in the comfort of their own homes, the ongoing challenges for all councils and private care providers is apparent.

Thank you once again for being a part of Bluebird Care, with best wishes, Jane and John Perry

Bluebird Care Glasgow South is excellent . . . again!

We have been recently inspected by the Care Inspectorate who visited our Clarkston office for an unannounced inspection. We have been given feedback and been told that we have maintained our rating of 6's (Excellent) in each of the quality themes inspected for the 3rd year running!

They spoke with and visited carers and customers alike and were extremely impressed with what they heard and found. They used words like 'innovative' and 'benchmarking' to describe our services.

To achieve these very high ratings is an achievement on its own, but to maintain the high standard over 3 years is practically unheard of within the Care at home sector.

We are very fortunate to have a team of highly trained reliable and committed people who day after day go that extra mile for their customers, and for that we are extremely grateful.

The full report will be available on the Care Inspectorate website and the Bluebird Care website in due course.

Christmas and New Year Care arrangements:

Thursday 24th Dec – 8:30 to 2:00pm

25th - 28th Dec – Closed all day

Thursday 31st Dec – 8:30 to 2:00pm

1st – 4th Jan 2016 – Closed all day

From **Tuesday 5th January 2016** - back to normal business hours.

Our out of hours emergency service (7am to 10pm) will be available as usual when the office is closed (**07500 497 296**).

Outwith these hours please contact NHS 24 home on 111 if you, or you know someone is unwell and your Doctors surgery is closed; For more serious matters and emergencies call 999 as normal.



Question & Answer with Jan McGovern, Business Support



Question: Who is Jan McGovern?

I am new to the care at home sector as I have spent my last 15 working years at Scottish Power.

This is a very different and challenging role for me and I look forward to this new chapter in my working life

Question: What do you bring to Bluebird Care Glasgow?

I am loyal, trustworthy, reliable and I aim to please in my new role

Question: What is important in your role?

I am able to do all tasks to the best of my ability. It is important in my role that I understand the needs of the customers as well as that of the carers. I aim to bring my life skills to help in this new role

Question: Why Bluebird Care?

When I had my induction day I knew right away that this was the place I wanted to work.

The warm friendly atmosphere and the knowledge of the care to customers and staff was very reassuring

Question: What do you like to do in your spare time?

I am a mum of 4 grown boys and I have 2 grandchildren - and another one on the way - so I do not have a lot of spare time!

When I get a chance I love eating out and socialising with my friends.

Spotlight on Care Manager Lynsey Torbit



My name is Lynsey Torbit and I felt, even from an early age, that working within the care sector would be a passion of mine. Being brought up with very well educated parents, they strived to ensure education was a prime part of my life. When I was younger, I remember my mother going out to her shift as a nursing sister and I was always interested in the idea of looking after others, and loved the uniform (at that time, a dress and a hat was uniform). My mum has since progressed and has received her PHD in public health and this has inspired me to want to progress in the sector; I also had a burning desire to prove I can be anything I want to be if I put my mind to it. I have worked within the care sector for ten years now and have had the pleasure of working with two different private care at home companies. I have developed a vast amount of skills throughout both these companies. However the primary key within any role is to ensure you listen to the customer. I have also been honoured to have managed a complex spinal package for a young gentleman, who sadly passed away last year. It gave me great pride to say that during the three years I worked with him, we were able to get him back into secondary education, support him with further education, take him on a lovely holiday and allow him to remain independent in his own home.

I have recently joined Bluebird Care Glasgow South in March this year and commenced in the role of Supervisor. During the past few months, I have been given the opportunity to take on the role as Care Manager to which I am delighted and extremely excited about. I love the passion and commitment Bluebird Care have for their customers and staff alike and am very keen to be part of their exciting future plans. I have recently attended the care manager training and one thing that stood out more than anything else, is the ethos of Bluebird care, which I feel is truly inspirational. I am a keen learner and enjoy a challenge. I am working towards my SVQ Level 4 and hope to have this finished before the end of the year and I have also developed a hunger for distance learning and endeavour to learn new skills, qualifications, to further my knowledge of the care sector as a whole.

In my spare time I try and embark on some fitness each week. I have just joined my local gym and hope that my enthusiasm for fitness will last as long as my one year's membership I have signed up for!

I have a fond appreciation for music and like to keep up to date on new trends for those karaoke evenings I attend from time to time.

I am looking forward to a long and productive future within Bluebird Care Glasgow South and hope to meet you all in the near future.

NHS Inform Services

NHS Inform provides a co-ordinated, single source of quality assured health and care information for the people of Scotland.

They provide:

- General information on medical condition
- Answers to commonly asked health questions
- Information on health and welfare topics
- Information on your rights
- Links to local information across NHS Scotland
- An online enquiry service is available from 8 am to 10 pm

please call: **0800 224488**

Considering Live-in Care?

When you need continuous care, you may not want the added stress of having to leave familiar surroundings. Bluebird Care Edinburgh gives you the option of high quality care without moving to a care home. Our live in care service offers the reassurance of 24 hour care and support in the comfort of your own home.

We never take a one-size-fits-all approach to care, our customers' unique needs are considered every step of the way, meaning you stay in control of your care and support at all times. A member of our team will ask what is important about the way you live your life so we can provide the care you want, the way you want it.

Choosing Bluebird Care Glasgow South means:

- No need to move to a care home
- A personal service where your unique needs are considered every step of the way, available as and when you need it - day or night
- Fully trained, compassionate staff who respect your home and your privacy
- A flexible service, where every day can be different
- A wide range of care and support– personal care, housework, social activities – you choose
- A proper introduction to make sure we have found the right person for you
- Regular follow up from a Bluebird Care manager to check you are happy with our service

Live in care - keeping your familiar friends, family and belongings around you. No upheaval. No stress. No trouble.

For more information about our live in care service, you can contact our friendly team on 0141 638 0167.



Preparing for winter, some helpful tips

Keep an eye on weather forecasts, particularly severe weather warnings from the Met Office.

Stock up on store cupboard basics such as soup, tinned fish and long life milk in case you can't get out of your home for a few days.

Nominate a flu friend or neighbour who can collect essentials such as prescriptions on your behalf.

Keep a list of useful and emergency contacts by your phone.

Know where your stopcock and gas meter are located.

Make sure your pipes are adequately lagged and your roof properly insulated.

Keep torches, a battery powered radio and spare batteries where they're easy to find in the dark in case of power cuts.

Stay Warm

If eligible, join the Priority User Register of your energy distributor to ensure you receive support during prolonged power outages.

Have a hot drink regularly and if you find moving about difficult, have a flask handy.

Have your heating system checked every year and consider installing thermostatic valves on radiators in the rooms you use the most.

Ask about any benefits, grants and discounts you might be entitled to such as pension credits, winter fuel payments and insulation.

Wear warm clothes in layers.

Stay Well

Don't take any risks in snow or icy conditions. If you have to go out, make sure you wear shoes with a good grip.

Have your flu jab - book your appointment now if you haven't already done so.

Try to eat a balanced diet and eat small portions at regular intervals throughout the day.

Drink plenty of fluids.

If you can, get up and move around. If your mobility is more limited, do some chair exercises to help you stay warm and active.

Good hand hygiene can prevent the spread of viruses.

Glasgow South Carer of the Year Accolade

As you know, we have a carer of the month award for the member of our care team who demonstrates

All of the carers below were chosen due to the positive comments and feedback from both colleagues and customers alike. All of our monthly winners go forward to the carer of the year competition (which we will be sending you out a form soon, to vote for the overall carer of the year).

We would be very grateful if you would take the time and vote as this means so much to those involved.

- **January** – Eilidh Naismith
- **February** - Rebecca Connelly
- **March** – Eilidh Naismith
- **April** – Julie Foyle /
- **May** – Harman Kaur
- **June** – Julie Foyle
- **July** – June Muirhead
- **August** – Laura Bunting
- **September** – Catherine Boyd
- **October** – Maggie Thomson
- **November** - Shazia Yousaf



Charity Events

**WE ARE
MACMILLAN.
CANCER SUPPORT**

Macmillan's World's Biggest Coffee Morning

On the 25th of September we helped in the fight against cancer by supporting Macmillan Cancer Support's "World's Biggest Coffee Morning".

One in three of us will face cancer, and the money we raised at our Coffee Morning will help to make sure that no one has to face it alone.

This year we invited our customers, staff past and present, friends and communities to join our team for a BIG coffee morning to raise funds to help Macmillan achieve their goal. We held the coffee morning at our Bluebird Care Edinburgh office from 10am to 12pm and Glasgow Souths' office in the afternoon. There were lots of baked goodies and a sweepstake competition too!

Overall the day was a great success, with many people coming out to join us.

In total we managed to raise a grand total of £370.00p in aid of Macmillan Cancer Support, and had a great time doing so!

We would like to say a big thank you to everyone who joined us for our coffee morning and helped to support this great cause.

Abseiling for Charity

Director Jane Perry abseiled down the Forth Rail Bridge on June 12th earlier this year and raised over £300 in aid of the Chest Heart and Stroke Scotland.



Is an annual event involving the growing of facial hair in the form of moustaches and beards during the month of November to raise awareness of men's health issues,

such as depression in men, prostate cancer and other male cancers, and associated Charities. The goal of Movember is to "change the face of men's health. 3 staff members of Bluebird Care, Director John Perry, Care Manager for Edinburgh Norrie Webb and HR Support Nick Perry are participating in this worthwhile cause. If you wish to donate, please go to the movember.com website.

Embarrassing pics will be posted on our website!

Bluebird Care Glasgow Carers of the Month

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Help to Adapt

The initiative encourages home owners over 60 years old to consider making alterations to their property now to ensure it continues to meet their future needs. The aim is to help people stay safe and maintain their quality of life in their own home.

You may have had a leaflet included in your weekly rota.

Help to Adapt helps you pay for adaptations - by using the equity in your home - and their team looks after you every step of the way - from planning adaptations to meet your specific needs through to selecting and supervising approved contractors to ensure quality standards are met.

For further information please call: 0330 303 7801

Silverline: Scotland

This is a free national helpline providing information, friendship and advice to older people, 24 hours a day, every day of the year.
Call: 0800 470 8090

Are you 60+?
Would you like a pet companion but cost has put you off?



We want to make the love of a pet more accessible to you AND help some rescue animals in the process! If finance is a barrier to you rehoming a rescue animal - we can help!

'Give A Dog A Bone... and an animal a home' is a year old charity, which has been set up to remove some of the financial barriers related to owning a pet.

Pet companions have multiple benefits for older owners. Benefits such as:

- FIGHTS LONELINESS
- GIVES A SENSE OF PURPOSE
- HELPS MAKE NEW FRIENDS

Get in touch to see how we can help.

www.giveadogabone.net

E: louise@giveadogabone.net | T: 07969 742 858

Registered charity no. SC044440



Tel: **0141 638 0167**

www.bluebirdcare.co.uk

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