



Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS



A massive congratulations to Steph (Care Coordinator) on her wedding day (see more on page 2)



A day in the life of
CARE COORDINATOR

Page 2



Customer insights into
RECRUITMENT

Page 3

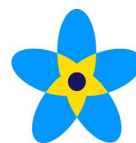


'Excellence in Care'
AWARDS

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

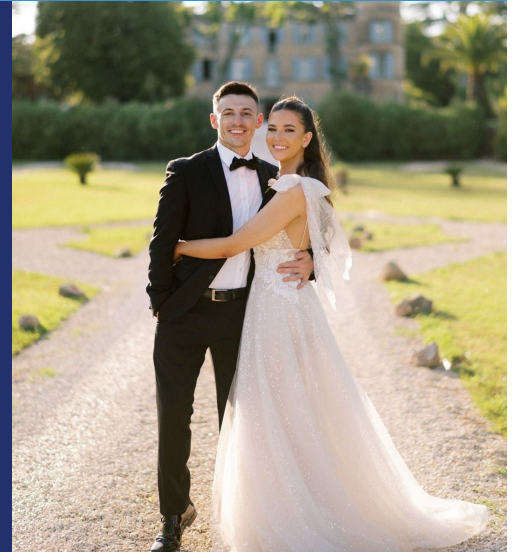


Dementia Friends
An Alzheimer's Society initiative



Raise a glass to Mr. & Mrs. Hathaway

Tuesday 31st May 2022 will forever be remembered as a very special day for our family as we witnessed Steph and Dan become husband and wife at Chateau Robernier in the South of France. The atmosphere couldn't have been more serene, with plenty of sunshine, champagne, and dancing until the early hours of the morning.



A day in the life of a Care Coordinator

WORKING HARD BEHIND THE SCENES

Many of our customers will have a relationship with Steph only through the telephone, but others will have seen her out and about, donning her tunic, providing emergency care cover. She has been with Bluebird Care since its inception and has played an essential part in developing and growing the business from behind the scenes.

Steph has a level 3 diploma in business administration and is experienced in the day-to-day running of the service, whether that be customer / staff rota planning, or managing HR aspects of the business such as staff holidays, invoicing, and payroll.

“Congratulations to my beautiful sister Steph and now brother-in-law, Dan. One of the best days of my life seeing you two tie the knot. What a privilege, I couldn't be prouder!”

Peter Bryan (Registered Manager)

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 mother for about three years. Initially with just a few visits per week increasing, as her health declined, to four times a day. Without their care, mother would never have been able to remain in her own home, her absolute dearest wish.

The care staff were brilliant. Kind, compassionate and thoughtful. The office staff were always on hand to answer questions, adjust the care plan as needed and were truly flexible.

I have friends in other parts of the country that have huge problems arranging good, reliable home care for their relatives. I am so glad I found Bluebird Care. Hands down the best home care provider you are likely to find.”

Overall Standard ★★★★★

Staff ★★★★★

Care / Support ★★★★★

Management ★★★★★

Treated with Dignity ★★★★★

Value for Money ★★★★★

Paul F (Son of Client) Average Rating: ★★★★★ 5

Customer Insights into Recruitment

We have recently undertaken a customer survey to get your views on recruitment.

We asked a simple but very important question...

"What would you want to ask a prospective carer before joining our team?"

It has been a really insightful and interesting exercise. We now intend to imbed a mix of these questions into our employee interview process.

Please have a good look at the infographic to the right which highlights the key findings. A special thanks to Kate W and Janice for helping make this project a success.

"The mission of this project was to find a way of giving our customers a voice in influencing our future care assistant recruitment decisions.

We will put this valuable feedback to good use. It will help us to improve our hiring processes by asking the right questions that our customers want to know."

Andrew Bryan (Director)

WHICH OF YOUR QUALITIES ARE BEST SUITED TO THIS JOB?

01



What are your strengths and weaknesses? Do you have any experience?

DO YOU HAVE A GOOD SENSE OF HUMOUR?

02



Are you genuinely kind and caring without acting? When have you been creative in resolving a problem?

ARE YOU EMPATHETIC AND CARING?

03



Would you be proud of how you've left the house on leaving? Would you be open and honest with me if there was a problem?

WHY DO YOU WANT TO DO THIS JOB?

04



Is personal care something you are happy to do? Where do you see yourself in 5 years time?

ARE YOU RELIABLE AND FLEXIBLE?

05



Do you feel you could turn your hand to most tasks if asked within reason?

Care Team of the Quarter - Q1 March 2022



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 **Q2 2022**, we are delighted to announce that the 'Care Team of Quarter' has been awarded to **Team DW (Vicky, Karen, Sammi, Becca H, Becca W, Janice, Kellie, and Alice)**.

Mrs DW is a familiar face, having been a previous customer of ours several years ago. Since April 2022 following her hospital discharge, she has returned to our care living back in her East Bridgford home, now with an extensive care package in place. This consists of four visits per day to assist her with personal care, medication, housekeeping, meal and drink prep, and companionship.

Due to her medical conditions, Mrs DW has needed more hands-on support recently. The carers have gone above and beyond to maximise her safety and wellbeing at home during this difficult, transitional phase. She struggles with anxiety and so a key focus for the team is ensuring she feels reassured and informed in all aspects of her care and rota schedule. District Nurse, Occupational Therapy, and GP referrals have been made to further bolster her independence and safety at home.

Excellence in Care Award Winners

APRIL - MAY - JUNE 2022

We are proud to reveal the winners of our most recent monthly 'Excellence in Care' Awards in 2022. A huge congratulations and well-deserved thanks to:

- Alicia - April 2022
- Iwona - May 2022
- Jess - June 2022

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

June 2022 WINNER



JESS

