

Bluebird Care Community Magazine

Mid Essex - Essex West - Southend & Rochford, Redbridge, Epping & Harlow

Spring 2023

Our Successful Awards & Events



Please take a few minutes to read all about our customer & staff parties, **60 seconds with Mayor and Mayoress of Southend** and more...



Haven Hospice - Santa Fun 2022!

Welcome

As 2023 begins, I wanted to reflect over our successful 2022....



Throughout 2022, our Bluebird Care teams, across all our offices, received recognition for their outstanding contribution to our customers and support for their fellow team members. All our care team continue to go above and beyond, showing their dedication, professionalism, and amazing team work.

Please take a few minutes to read through our magazine. It is full of wonderful events our care team have organised, and created many happy memories for each other and especially our customers.

Find out what our Mayor of Southend would like you to know about him, what is new for Southend City, and how you could volunteer for the Westcliff Library Gardens .



Our Redbridge, Epping & Harlow team continue to grow their champions and carer of the month winners, find out who was awarded their 2022 carer of the year! hope you enjoy the content, if you would like to be featured in the next summer issue, please email me; essexmarketing@bluebirdcare.co.uk

Sharon Wuyts
External Communication & Marketing Manager

Mid Essex

Chelmsford & Maldon

EVENTS



Mid Essex Team attended the annual Chelmsford & Maldon carnivals



Mid Essex

Chelmsford & Maldon

Halloween 2022



The party was great fun! It was not only the children, who enjoyed it, all adults had a fantastic time too!



Dementia Friends
An Alzheimer's Society initiative

Supporting



the care workers charity

Mid Essex

Chelmsford & Maldon

Julia Mills - Mid Essex Registered Manager



Before I joined Bluebird Care in August 2019, I worked at Broomfield Hospital as a Bookings Coordinator for many years. My role involved ensuring all wards and theatres were adequately staffed to be able to care for those who needed to be in the hospital.



My early career was working in the hospitality sector as a HR and Recruitment Manager, and I was fortunate enough to work at a 5-star hotel in Belgravia for eight years, which was a great introduction into working at an exceptionally high level of service. This then led me into working at an outstanding care company

I am a proud mum of two children, Jacob, who is just about to turn 12 and Sofia who is 9 years old



My social life very much revolves around my family, and we like to have adventures together, such as high rope walking, going to the theatre and bike rides. I am currently studying towards my Level 5 diploma in Leadership and Management for Adult Health & Social Care, which I will be completing in 2023, and although the course is very challenging,

I am enjoying it as it allows me the opportunity to learn new skills which I can then put into practice in my role as Registered Manager.

It's an absolute privilege to be able to offer support to those in need in our local community. **I love getting to know our customers and listening to their stories about their unique lives.** I am fortunate to have such an amazing team around me, and I am always in awe of how each one of our care assistants makes such a difference during their time with the customers, with the kind and caring ways they offer their support. I am lucky to be able to have a job that is so varied and rewarding and I'm hooked for life working in adult social care!

Essex West

EVENTS

All the Essex West Care team and families were invited to join the annual picnic in the park, at the local King George's Playing Fields, Brentwood Essex, now in its 2nd year!



Essex West

The Bluebird Care Essex West Prize' Halloween 'Bake-Off' 2022 was full of wonderful creations, cakes, biscuits, cake lollipops, and lots of laughter!



Essex West

Gaby Kershaw - Senior Carer

6 I love my job, caring for me is second nature.



I joined Bluebird Care in 2016, and earlier this year became the care champion for our Essex West Team. It is my mission to provide the best home care services to meet our customer needs, whilst respecting their preferences.

I support my fellow care team by taking lead on a social and professional basis, from arranging external social events to care assistant observations, in addition to assisting with manual handling as the train the trainer. I also monitor the on-call phone when required, ensuring I support my fellow colleagues out in the field.



I am a mother of two children, Layla and Freddie, they are both my world and enjoy my quality family time



Winning 'The Outstanding Care Support Worker Award 2022' was the highlight of my career to date!

For me, being a senior carer is not just a job nor just a source of income. It allows me to make the most of the day and challenge myself at this stage of my life, but most of all it gives me daily joy and satisfaction.

Redbridge, Epping & Harlow

New office official opening with the Mayor of Redbridge



The Mayor of Redbridge officially opened our new office today – by cutting the blue ribbon that laid across our new front door! Followed by a light brunch and an opportunity for our care team to socialise with Mr Mayor, Councillor Thavathuray Jeyaranjan, who was elected as Mayor for 2022 to 2023.

Redbridge, Epping & Harlow

Carer of the Year 2022...

Congratulations to Theresa Hayles

Voted by our care team:

"Theresa is a hard working person, never takes time off"

"Dedicated, committed and reliable"

"Helpful, friendly, caring"

"Diligent, remarkable and kind"



A few of our carer of the Month and Champion awards in 2022...



Redbridge, Harlow and Epping

Kath Dawes - Lead Care Supervisor

Why I love my job - by Kath



I started out as a Care Assistant for Bluebird Care without any experience, I have been working for them since 2014. I received incredible induction training from Bluebird Care that prepared me for my new role, providing me with the skills and knowledge I needed. Following that, I shadowed a Senior Care Assistant so I knew what to expect when I was out in the field for both live-in, domiciliary and supported the care team.

Following my promotion, I was given the opportunity to complete my **Level 2 in Adult Health & Social Care**, followed by my Level 3.

Upon **earning my Level 3, I was promoted to Care Supervisor**, which meant I would be mainly based in the office, completing assessments, assisting the care team, and supporting our customers as well as still going out in the field when required. Currently,

I am now the **Lead Care Supervisor** at Bluebird Care Redbridge. Bluebird Care has been so supportive and helpful to me throughout my journey with them so far. There is never a dull day at Bluebird Care!



Southend and Rochford



Southend and Rochford



**Santa Run 2022 -fundraising for
Havens Hospice..**

www.bluebirdcare.co.uk/southend-rochford/news

Southend and Rochford

Brodie Coxshall - Supervisor



I started early 2016 with Bluebird Care in and left in 2019 to explore other job opportunities, however, I realised **my passion is within care**. and came back a few months later!

I have recently had a baby called Ella-Rose who is now one. Ella was also born on my birthday. I am very family orientated and enjoy spending time with everyone. I guide my dad with advice and care for my grandma who is living with Dementia and support my mum in the care for my grandad who lives with severe Parkinson's.



I have two horses called Ben and Romeo; I like to compete with them in the summer. I also have three dogs Max, Butch, and Arg. Max and Butch are Huskies and, in the winter, we take them sledging. I haven't been on holiday for a while, but I used to go to Blackpool every October to watch the Christmas lights go on. This was with all the family, it definitely was the highlight of the year. I have always wanted to go to New Zealand for holiday as some of my family live there, and I haven't seen them for many years. I am a qualified riding instructor and still teach on a weekly basis. I have also completed train the trainer qualification at Bluebird Care and I am always happy to complete other training to extend my knowledge.



Live-in Care Team



Maryann joined our Bluebird Care family in July 2020 from the childcare background, she is such a kind and patient person and an amazing mentor to her team, **Taylor** began her journey as one of our care assistants in May 2020 and is now our Live in Care Supervisor. Read more about Taylor's journey on the next page!

Maryann Cleaver & Taylor Cockley

Meet a few of our amazing team



Live-in Care

Taylor Cockley - Live in Care Supervisor



Before I joined Bluebird Care in May 2020, I worked for a pharmaceutical recruitment company at London Bridge. It wasn't firing all my cylinders and I didn't get complete job satisfaction, so I decided to have a career change and became a Bluebird Care' Care Assistant. In the first week, I knew I had made the right decision!

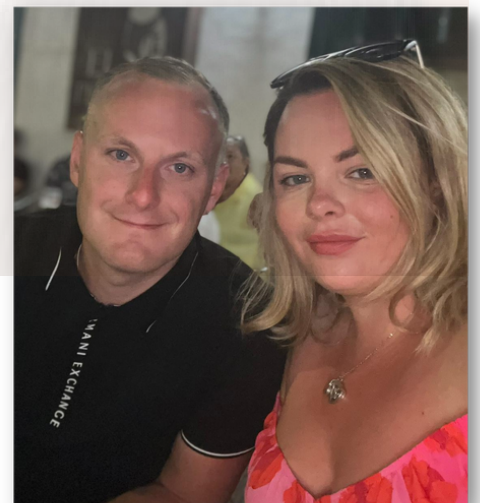
Over the last three years, I went from becoming the senior care assistant to just recently, being promoted to the Live-in Care Supervisor.

Ever since I started to work at Bluebird care I have grown as a person, personally and professionally and have made friends for life especially my manager Maryann, she has given me so much support and has helped me build my career as a live in care supervisor and I could not be more grateful!

My greatest achievement to date, is finally finding a job within Bluebird Care that I enjoy and fires all my cylinders! I am also working hard to finish my NVQ 3. This has motivated me to complete a degree in the near future. Another achievement was developing my career from a care assistant to the Live in Care supervisor. Hard work does pay off!



I have a very close relationship with all my family, but especially **my Nan who is my rock** and always has been. I sadly lost my mum to cancer when I was 13, I see so much of my mum in my nan which makes me feel at home. My lovely partner and I, have been together for two years, he makes me very happy and keeps me laughing every day. We have lots of plans and lots of holidays booked and hopefully in the near future have a our very own house to move in too!



In House Training



Hello from the Training Department.

Now that we are able to carry out more training face to face, much of the training material has been updated and revised. Induction training is going forward with just one Zoom day. This will allow much more interactive training and should give new care assistants more confidence and knowledge by the end of the induction week. For established care assistants and for those based more in the branches, I have been updating the list of various places you can increase your knowledge outside of Bluebird Care. These are often,

(but not always), charity websites. They have a lot of current information and can give a real insight into some of the conditions our customers may be living with. They are mostly free although the British Sign Language, for example, site charges £3 to do a beginner's course.

Research is constantly ongoing into many conditions and so you may discover something new. Please pass your newfound knowledge on so that we can all benefit, especially our customers. You can ask your branch to send the current list to you, or contact me at essextraining@bluebirdcare.co.uk I will be happy to help. Do you let your managers know what career pathway you would like to choose!

Update training has also been revised and will be delivered in sessions of several topics at one time. This should make it easier to arrange around customer visits. I always enjoy travelling to the various branches for update training and seeing you again. It is very interesting to hear your experiences of working with the customers, and it enables me to share your thoughts and ideas in future training sessions. I shall be visiting all the branches several times over the coming year and it's always lovely to see everyone again. Keep doing the wonderful job you are doing, making a difference in people's lives and enabling our customers to remain happily in their own homes.

For those of you who have enjoyed the Mrs Bird videos, we have more planned. My hearty thanks to **Claire Smith** and **Yvonne Maguire** for being the care assistants and to Sharon Wuyts for her expertise with the camera.

Debra Goaté - Training Manager

Recruitment Events



Care Friends

Have you joined Care Friends yet?

Refer friends to join our team and earn points you can turn into cash!!



Care Friends
caring people know caring people

Awards 2022



Awards 2022





GREAT BRITISH FRANCHISEE AWARDS 2022

Recognising excellence in franchisees



WINNER

KEVIN & TRACEY MCCORMACK

BLUEBIRD CARE *Essex*

whichfranchise.com/awards



EXCEPTIONAL ENTREPRENEURS RECOGNISED AT GREAT BRITISH FRANCHISEE AWARDS 2022

Kevin & Tracey McCormack recognised for outstanding

Growth, Customer Satisfaction and Community Involvement



Businessperson of the Year 2022

Essex Business Awards 2022 Countywide

Business Person of the Year Award winner - Lucy McCormack





Bluebird Care

AWARDS CEREMONY

WEDNESDAY

FEBRUARY 15

AT THE MILLENNIUM SUITE

STARTING AT 13:00PM - 16:00PM

The Event

SMART/CASUAL

DJ

PHOTO BOOTH

CHILDREN

WELCOME

Great Baddow Millennium Community Centre, Chelmsford, CM2 9RL

Benefits



BLUE LIGHT CARD

Here for you, because you're here for all of us



Blue Light Card – Only for employees of the healthcare sector, **YOU!** If you have not already got your card, why not? **Step 1** Download App, **Step 2** Complete registration **Step 3** - Pay **£4.99 for annual membership** and save online with thousands of retailers!

Once you have completed your 3 month probation, you can forward your receipt to victoriacleaver@bluebirdcare.co.uk for a refund from our Directors



Employee Assistance Program (EAP)

Well being and Health Information
Telephone Counselling
Debt and Money support

Call 0800 915 8083

Staff Healthcare Benefit Scheme

step 1 Download App wpa.org.uk
step 2 Login with customer No.
step 3 Make your claim

Please contact Victoria Cleaver if you need a copy of your customer reference number.

60 seconds with.....

Mayor & Mayoress of Southend



Councillor Kevin Robinson was inaugurated as the **101st** Citizen of the City on Thursday, 12th May, 2022. I was fortunate to meet the Mayor & Mayoress of Southend at their Mayor's residence, Porters Civic House, built in the 16th century and which was full of history. I had 60 seconds to find out more...



Mayor Kevin is a full time NHS worker and fit's his family and Mayoral duties into his every day, He says, "I'm lucky my job is fairly flexible and that I can juggle things around, I can work full time and deliver my mayor duties whilst being a great dad and a supportive husband.

What would you like people to know about you?

I am quite a sporty Mayor. My wife, Debbie and I went to Scotland, and we climbed a mountain in 2011, which was full of midges! In 1988 I ran the London marathon all 26 miles! I was working in Wanstead at the time, and I used to run to my workplace to get fit and train. I also got into American football 30 years ago, I did play a little but also enjoyed watching the games. I also met King Charles and Queen Consort Camilla on my unofficial birthday!

What's new in 2023...

There is a big housing issue in Southend, the population of the city has grown in the last 10 years. A lot of the high rise blocks that were built in the 1960s have come to the end of their useful life. The council has very big plans to redevelop, particularly the part by the train station by Queensway. .

60 seconds with.....

What is your favorite thing about living in Southend?

I would say the seafront, because its an opportunity to be that close to the esplanade, you can see it when it is warm and sunny, and when it is cold and bracing, you can almost match the activity to your mood. There are not many opportunities to do this in other cities, a city by the seaside is unique, especially in the UK. There are longer commercial piers, but we do have the longest pleasure pier in the world!

What is the one thing you wish people knew about Southend?

There is more to Southend than just the seafront. We have a range of parks, museums, and other attractions around the city. Just a short distance from the seafront, we have Priory Park with a Museum, a stunning Grade I listed Priory, and the oldest continuously occupied building in Southend. Prittlewell Priory has been a monastery, a private house, and now a museum. We do get visitors as far as Birmingham visiting us! The church of Prittlewell, St Mary's, is almost a thousand years old. A Saxon burial site was found intact in 2003/4 was found in Priory Park. We do have a lot of interesting history in Southend.

What would you like to be remembered for/legacy?

Being the Mayor in 2022, has been an honour and I will remember how eventful the year has been. It started just before I became Mayor, achieving city status, and then shortly after, celebrations of our Queens platinum Jubilee, and of course acknowledgment of our dear Queen Elizabeth II passing. All Mayors have good things that happen in their service, but this year has been extraordinary, particularly with royal events so far through my first year. It has been an honour and always remember hoe eventful the year has been



Mayoress Debbie – volunteers for the Westcliff Library Gardens, they need more volunteers as the gardens are looking sad. We are easy to access with a lot of the main buses stopping outside the Westcliffe library gardens, . **Anyone that loves gardening and that can donate their time to make the garden look happy again, we would love to hear from you and really appreciate your donated time!** SAVS | Gardening for Good (savs-southend.org)



Mid Essex Customer Party



JC was a loved character by all that knew him, he enjoyed attending our Christmas party before his passing. JC was a pleasure to know.





Southend & Rochford Customer Party



Redbridge, Epping & Harlow Customer Party



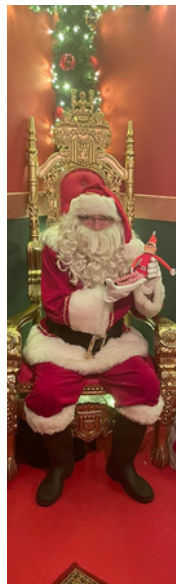
Essex West Customer Party

Unfortunately due to the heavy snow, and for safety reasons, we had to cancel the Christmas party - so our team took the party to our customers homes...



Staff Parties

Redbridge, Epping & Harlow
Team



Our wonderful Finance Team



Here's to an
amazing
2023!

We look forward to making more memories in 2023!