



Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS

Supporting



the
care
workers
charity

'Excellence in Care' 2022 Annual Award Winners (see more on page 2)



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**Dementia
Friends**
An Alzheimer's Society initiative



Excellence in Care 2022 Annual Award Winners

As the year draws to a close it is important to look back and celebrate the incredible contributions made by employees across the service. Great consideration was taken in choosing the award nominations and subsequent winners. It has been a genuine privilege to sieve through so many fine examples of best practice.



Eight awards were presented, each representing an important area of excellence which underpins our brand values and champions the Bluebird Care ethos. Congratulations to the 2022 winners:

All day, Every day (Attendance) - **Josie**
Bright Beginning (Newcomer) - **Jess P**
The show must go on (Most hours) - **Karen**
Keep on Movin' (Professional development) - **Janice**
Consider it Done (Customer service) - **Iwona**
All for one, One for all (Team player) - **Kate B**
Going the extra mile (Above and beyond) - **Sammi**
The Master Scribe (Care note quality) - **Sara**

“Congratulations to all the winners of our Excellence in Care 2022 Annual Awards. Your hard work and achievement reflect the very best of Bluebird Care.”

Andrew Bryan (Director)

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.

“A massive thank you! Bluebird Care has looked after my parents over the last few years, they have all been amazing. The carers really get to know the people they care for and their extended families too. They have gone out of their way to accommodate their very different needs. This was especially noticeable with my mum who has Dementia. They are always on the end of the phone and the online system worked well for us, being able to check how the visits had gone and any problems my parents were having. I would not hesitate in recommending them to anyone that would like a friendly, considerate carer to look after your loved ones.”

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

Linda R (Daughter of Client)

Top 10 ways to make your home dementia friendly

Homecare.co.uk recommends making the following small adaptations to your home so that it is easier for yourself or a loved one can continue carrying out daily tasks safely and independently when living with dementia.

1. Ensure each room has suitable lighting
2. Keep your home tidy and remove clutter
3. Remove trip hazards and clear exits
4. Use contrasting colour with minimal patterns for furniture and fixtures e.g., bed linen, chairs, toilet seats
5. Use signs and labels to remind you where things are and things to do
6. Make the bathroom safe and easy to use
7. Make frequently used things in the kitchen visible
8. Remove or cover mirrors and reduce reflections
9. Make the bedroom safe and comfortable
10. Use assistive technology designed for people living with dementia

For more information visit:

<https://www.homecare.co.uk/advice/top-10-ways-to-make-your-home-dementia-friendly>



Christmas 'Elfie' Competition Winner 2022

We are delighted to showcase the incredible efforts of the carers and customer who embraced the competitive Christmas spirit for our Christmas 'Elfie' Competition 2022, which is now in its 6th year running. Congratulations to our winners, Sammi, Leila and Jackie - absolutely fantastic effort!

All funds raised by those taking part were donated to the Save the Children UK charity, for a very worthy cause.

www.savethechildren.org.uk

Cost of living payments: Am I eligible and what other help is available?

HEMOCARE.CO.UK GUIDANCE

With the cost of living rising at nearly the fastest rate in 40 years, many households are facing a challenging time. To help navigate through the cost-of-living crisis as best you can, it is important to be aware of the support available to help you or a loved one cover the cost of essential bills.

The government has announced further Cost of Living Payments for 2023. This includes a payment for those on disability benefits (£150), means tested benefits (£900), and pensioners (£300).

The government Energy Bills Support Scheme for winter 2022 has already offered a £400 discount off energy bills, but it is also worth looking into the 'Priority Services Register' with your respective energy supplier. This allows them to offer additional support to people in vulnerable situations.

Don't forget you also might be eligible for the Winter Fuel Payment (£250-£600) and Cold Weather Payment schemes (£25 for each 7-day period). There is also the Eco Scheme and Affordable Warmth Obligation to help cover the costs of energy efficient home improvements. For further advice and support contact your local council or visit or visit <https://www.homecare.co.uk/advice>.

Care Team of the Quarter - Q4 Dec 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 **Q4 2022**, we are delighted to announce that the 'Care Team of Quarter' has been awarded to **Team IH (Iwona, Josie, Gillian, Rosa, Michael, Amanda, Sara, Mel)**.

Mrs IH, who has lived in West Bridgford since 1968, has been a Bluebird Care customer for over 3 years. Having enjoyed a very active and healthy life, due to her dementia condition IH now requires support from our care team 3 times per day to assist with medication, meals, personal care, housekeeping, and organisation (appointments, shopping list etc.). More recently, IH suffered several falls during the night when getting out of bed. To prevent future incidents, the care team have rallied around her with support of friends and family. Anti-slip socks have been purchased, as well as a review of the care plan to ensure IH is using her walking frame and not her wheeled trolley to mobilise at night. During a recent boiler safety issue at the property, Iwona (carer) quickly escorted IH to safety, stayed with her, and reported the incident to NOK and maintenance team.

Excellence in Care Award Winners

OCT - NOV - DEC 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:

- **Sammi - October 2022**
- **Treasa - November 2022**
- **Kellie - December 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.



KELLIE

