



# Customer Newsletter

Spring 2023



“WHEN NATURE AWAKENS  
FROM A DEEP SLEEP”

Hello  
*Spring*



In this issue:

- Message from our Managing Director
- Staff achievements and news
- How to attract butterflies?
- Fun Exercises
- Events and Activities

your **H**ome your safe place



## Spring is in the Air!

As we started the New Year, we reflected upon the events from 2022. Overall, it was an extremely challenging year for our team, with Covid still looming in the background, with challenging times with energy price increases and overall amounting cost price increases. We also were forced to change our rostering system, and we are slowly rebuilding and designing it to our high standards. The year 2022 was an end of an era of our beloved Queen HRH Elizabeth, and we are excited about the coronation of King HRH Charles III and all the festivities.

With the daylight time getting longer, my heart is starting to fill with joy. With every challenge surmounted, we feel a huge achievement. Our team should be proud of having managed these difficult times, and we should look forward to Springtime.

This year, we plan to start again with more activities and outward engagement involving our customers and staff. People have been apprehensive about going out, but we have noticed more new care support groups and lunch groups popping up in our local community. We hope to participate in a lot of these events. So, watch our future diary as we would like to start our Wellbeing activities and Tea dances again.

Hugo Mills and I, the Managing Directors, want to invest in our staff at all levels and give them the support they need to do this challenging job. We want more diversity in our care teams and have hired some fantastic, kind and dedicated people from all over the world. So welcome them into your home.

Our focus is to expand our live-in care proposition. Too often, we find that people struggle at home and immediately think that they need to go to a care home. But the reality is that it can be your own lifestyle choice, and you can stay longer at home with the support of our managed live-in care services. Take the burden away from your family, and let us deal with your care.

This year we have done 11 years of care in the New Forest. For many customers, we are their support, and they are a part of the Bluebird Care Family. We hope to continue to be the best in our field.

Hopefully, you will travel this journey with us in 2023, and we are looking forward to seeing you all at our events or our activities.

Kind regards

**Bernadette Mills**  
**Managing Director**



### Sophie Emmess, Registered Care Manager

Our manager Sophie travelled to London for the Bluebird Care awards! She has been nominated & shortlisted for Care Manager of the year, and we couldn't be happier. She was among the top 5 finalists in the country. Her selflessness, organisation skills, and determination to improve our customer's lives and look after our staff make her top-rated. Her compassion, attention to detail and ability to connect with staff is remarkable.



### Rachael Benn, Head of Care Operations

Not all superhero's wear capes, but our Rachael deserves one. She has won Women Achieving Greatness in Social Care 22(WAGS). Having worked in a variety of areas in the care sector, Rachael joined Bluebird Care during the first year of Covid. Her expertise in assessing & mentorship makes her an effective manager. Big on family approach, this person-centred attitude finds its way into her work – she is a social care superwoman without a doubt.

Bluebird Care

## Staff Achievements and News!



### Andrew Mitchell, Care Champion

Andy is now officially our Neuro Champion. His topic area covers a diverse range of neurological diseases including Dementia, poststroke care, Cerebral Palsy, FND, MND, Parkinson's Disease and many more. Andy is booked onto a training course in June to develop his knowledge and will continue to run any training relevant training sessions. Andy will be joining Jade & Mihaela on Care Reviews for customers living with these conditions to see how we can improve our care delivery to them.



### Eve Coughlan, Team Leader

We have welcomed Eve into her new Team Leader role this weekend, she will begin to firstly learn our systems and how to complete competency checks before then moving on to coordinating ready for when she joins in with on-call duties. I'm sure you will all support Eve in her transition from Care Assistant to Team Leader. In addition, Eve is also now our End of Life Care Champion. Eve has been booked onto a training course next month to kick start the development of her skills and knowledge in this area.



# “HOW TO ATTRACT BUTTERFLIES TO YOUR GARDEN”



Butterflies are a beautiful and enchanting addition to any garden, adding colour, movement and life to the outdoor environment. If you want to get butterflies in your garden, there are a few things you can do to encourage their presence. With a little effort and patience, you can create a beautiful and thriving garden that attracts a variety of butterfly species. Maybe you and your carer can try to make a little butterfly heaven by planting the right plants either in the borders or in pots. Ask them to help you and make it your spring project.

First, choose plants that are native to your area and provide food for butterflies. Butterflies feed on nectar from flowers and also need plants to lay their eggs on and provide food for their caterpillar offspring. Some of the best nectar plants for English gardens include buddleia, lavender, verbena, and heather. For caterpillar food plants, consider planting fennel, dill, parsley, and nettles.

Next, provide a source of water for the butterflies. A shallow dish filled with pebbles and water will serve as a landing spot and drinking source for the butterflies. Place the dish in a sunny location near the flowers, but out of the wind to prevent it from spilling over.

Creating a sunny spot in your garden will also help attract butterflies. Butterflies are attracted to sunlight and will fly towards sunny areas to warm themselves up and feed. Choose a location in your garden that gets plenty of sun, and make sure the area is not too windy, as butterflies are quite delicate and can be easily blown away.

Additionally, consider adding a butterfly house or shelter to your garden. These structures provide a safe place for butterflies to rest, lay their eggs, and protect themselves from the elements. A butterfly house can be as simple as a piece of wood or a cardboard box with holes drilled into it, placed in a sunny and sheltered location in your garden.

Butterflies are also attracted to certain colours, so incorporating these colours into your garden design can help attract more of these beautiful creatures. Choose flowers in shades of orange, yellow, and pink, as these colours are particularly attractive to butterflies.

It's also important to avoid using pesticides and herbicides in your garden. These chemicals can be harmful to butterflies, as well as other beneficial insects, such as bees and ladybugs. Instead, use natural methods to control pests, such as companion planting, hand-picking, or releasing beneficial insects like ladybugs and praying mantises.

Finally, be patient. It may take some time for butterflies to find and start using your garden, but if you provide the right conditions, they will eventually find their way there. In the meantime, enjoy the beauty of your garden and all the other wildlife that it attracts.

In conclusion, getting butterflies in your English garden is a fun and rewarding experience. By providing food, shelter, and a sunny spot, you can create a beautiful and thriving garden that attracts a variety of butterfly species. With a little patience and effort, you can create a truly magical outdoor space that you and your family can enjoy for years to come.



## Did you know?

Some butterflies can get drunk on fermenting



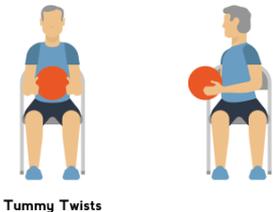
# “YOUR MOBILITY AND SOME FUN EXERCISES TO DO WITH YOUR CARE ASSISTANT”

Mobility loss is, for many people, a problem as one becomes older. Doing exercises in some form will improve your muscle strength, your blood circulation and even your mood. After a fall, one loses confidence and becomes scared to mobilise again. However, it is essential to try to maintain or restore mobility, even when you live with health conditions such as osteoarthritis. To keep on moving in some ways is the trick!

So, we looked at safe chair exercises for you to practice together with your care assistant or family member in the comfort of your own home. It is an excellent way to work out safely, and the exercises can be as challenging as regular standing-up exercises. They will work out the top of your body and your abdominal muscles. The chair will be your base where you sit, so you can freely move your arms and legs without risking losing your balance. If you are interested in starting a little weekly programme, let us help you to start this fitness regime by giving you some easy exercises.

## Seated Pillow Squeezes (Strengthen your thigh muscles)

1. Sit on the chair with your back straight and your arms down at your side.
2. Place a pillow between your legs at knee height.
3. Try to squeeze the pillow with your knees and hold it for 3 seconds or more. Then relax. Do this 12 times.



Tummy Twists

## Tummy Twists for Abs (Improves your posture)

1. Sit on the chair with your back straight, and feet flat on the ground.
2. Hold your arms at a 90-degree angle with elbows at your side and forearms extended in front of you or you can also hold a ball in your hand.
3. Rotate your body to the left, with a straight back. Suck in your belly and try to hold it. Return to the middle and turn right. Repeat these actions up to 10 times.

## Seated Jumping Jacks

1. Sit straight on the edge of the seat.
2. Extend your arms to the sides and then reach above your head, touch the hands together and back down to the sides. Do 3 sets of 20 repetitions.



There are lots of more exercises to do. If interested, we can give you a full list of more variations to encourage your flexibility. You can also look online to purchase a pedal exerciser for seated workouts. This could be an excellent way to keep on moving whilst watching TV.

# Join us for a Royal Bluebird Care Tea Dance Party

We are back with a Tea Dance party this year in May.

This year we will revive this great get-together to celebrate Dementia Action Week from 15-21 May.

Dementia Action Week is an awareness-raising campaign. This year it is focused on diagnosis. The Alzheimer's Society has chosen this theme as there is a sustained drop in Dementia Diagnoses. The Alzheimer's Society is researching why there is a misconception around memory loss, as people presume it is just a part of getting old. Understanding the signs and symptoms and getting a proper diagnosis are essential. That way, one can help and support a person to continue to live at home with the proper support and medication.

So get your dancing shoes and outfits out and join us

Friday | 19 | May

12:00 - 14:00



St Philips Church  
Hawthorn Crescent  
PO6 2TL



RSVP: 023 9200 6218

Portsmouth@bluebirdcare.co.uk

Donations will go to Pompey in the community and Solent Mind



CANCER  
RESEARCH  
UK

## "Bluebird Care on the March"

Saturday, 8 July 2023

Our Registered care manager, Sophie, and various other staff members from other branches have decided to participate in the **Big Hike Jurassic Coast 2023**. This is the glorious walk over the south coast cliffs in Dorset. All monies raised will go to Cancer Research UK. People can either do a half marathon or a full. Our team has decided to walk 13.9 miles. We hope to get our healthcare professionals to join us. Various people like Jasmine from the recruitment department, Bernadette our Managing Director, and Harsh our Marketing Officer, will join Sophie. Each person has pledged to raise more than £150. Together that would be a target of £600 already. We are encouraging everyone to join our team. Our Just giving page is <https://fundraise.cancerresearchuk.org/team/bluebirdonthemarch/join>. If you feel you would want to donate some money, no matter how small or big, please let us know. We can help you to do that if you do not have the online ability.

**Let's come together and raise money for  
Cancer Research UK**



Sophie Emmess  
Care Manager



www.bluebirdcare.co.uk

# MEET OUR TEAM



**Rachael Benn**  
**Head of Care Operations**



**Rob Cheer**  
**Business Development Manager**



**Laura Sharman**  
**Quality and Training Officer**



**Sophie Emmess**  
**Registered Care Manager**



**Jade House**  
**Care Supervisor**



**Mihaela Popescu**  
**Care Supervisor**



**Laura Ewen**  
**Care Coordinator**



**Eve Coughlan**  
**Team Leader**



**Belle Barlows-Portugal**  
**Team Leader**

## Live-in Team



**Jacqui Avery-Orman**  
**Live-in Deputy Manager**



**Joy Kimani**  
**Live-in Coordinator**

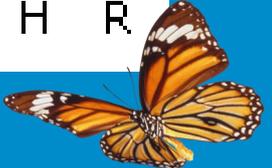
# Word Search!

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Bluebells  
Care  
Cheerful  
Dignity  
Kindness

Bluebird  
Caring  
Compassionate  
Homecare  
Professional



Butterflies  
Caterpillar  
Daffodil  
Innovative  
Reliable



your Home your safe place