



Bluebird Care

Winter Newsletter



We extend our heartfelt gratitude to each of you for choosing Bluebird Care as your dedicated care provider. Your patience and understanding have been invaluable, and we want you to know how much we appreciate your continued trust in us.

Jane and I are truly inspired by the positive comments and reviews we receive from you. This feedback motivates us to uphold and enhance our commitment to exceptional care.

This year has brought about changes in our teams as we strive to cultivate the expertise necessary for delivering premium care services in the future. Rest assured, there are more positive changes on the horizon.

on a personal note, my role will be changing from an office based one to a more Ambassadorial role. This will involve meeting with many of you in the comfort of your homes. I am eager to engage with you personally, hear your thoughts on care at home, and build a stronger connection over a cuppa.

We understand the challenges facing the care sector and the NHS, particularly the difficulties in recruitment. We are fortunate to have an extraordinary team of individuals who work tirelessly, demonstrating commitment and passion in their roles. We are actively seeking more dedicated individuals to join us, as we believe that our service is only as good as the people who provide the care. Recognising the pressures in the industry, we are committed to rewarding our care experts with a comprehensive remuneration package that reflects their skills and dedication. In 2024, we will be relaunching this package with the addition of our Wellbeing Programme. We firmly believe that taking care of our team is paramount, as their well-being directly impacts the quality of care they provide to you.

Looking ahead to 2024, our primary goal remains unchanged: to ensure that our service provides you with the safety and comfort you rightfully expect. We are dedicated to continually improving and adapting to meet your needs.

Thank you for entrusting us with your care, and we look forward to serving you in the coming year.

John & Jane





A message from our Registered Managers



Dear Customers,

As we continue our shared commitment to providing excellent care, we are thrilled to share some exciting updates and improvements we have planned. Our focus remains firmly on enhancing the quality of life and care experience for you, our customers and these initiatives are designed to do just that.



Enhanced Training Programs for Care Teams:

Our commitment to excellence in care is unwavering and with our new mission statement, we aim to ensure every hour of care delivered to you is of the highest quality. To do this, we have employed a PTTLS-qualified and dedicated trainer who will be providing advanced training for our teams. This will include specialised training modules such as epilepsy, enhanced dementia and well-being workshops ensuring staff are well-equipped to meet the diverse needs of customers. We have some exciting news to share with you in the new year about how we will go one step further in "matching" your personality, skills and experiences better with our carers using software developed in America which will be a first-ever in the care sector. Watch this space.

Enhanced Customer Feedback:

Your feedback is invaluable to us. To ensure that we're continuously meeting and exceeding your expectations, we will continue to introduce enhanced mechanisms for collecting and acting upon customer feedback. Your insights will drive continuous improvement efforts.

Community Engagement:

Building stronger connections within our communities is a key focus for the coming year. We will be focusing on providing opportunities for social interaction, companionship, and enrichment.

Regular Customer Forums:

We believe in the power of collaboration. To ensure that our customers' voices are heard, we are looking to have those of you who wish to participate in regular customer forums. This will also involve having your say during our carer interviews.

As we embark on these exciting changes, our commitment to providing compassionate and high-quality care remains steadfast. Thank you for your trust and partnership on this journey. We look forward to shaping a future that enriches your lives and brings a renewed sense of joy and fulfilment.

Annemarie Frew
Geraldine O'Reilly

| Bluebird Care Ayrshire & Glasgow South

| Bluebird Care Edinburgh

Meet the team



Annemarie Frew
Registered Manager
Ayrshire & Glasgow South

T - 01292 430960

Together, these ladies play a vital role within our management team.

At the age of 17, they both joined the Care Sector as Care Assistants. Over the last **40 years**, they've worked their way through experiencing the different roles within our offices and now they can take their wealth of experience and knowledge into supporting our teams.



Geraldine O'Reilly
Registered Manager
Edinburgh

T - 0131 659 9444

Robbie Roo
Chief Happiness Officer
Bluebird Care Ayrshire, Edinburgh & Glasgow South

After opening Bluebird Care Edinburgh, Jane and John brought Robbie into the family. He's dedicated his entire 14 years to his role - that's some long service.

He loves attention, scratches and treats.

His magic power is spreading smiles.



Supervisors



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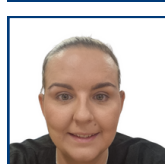
Recruitment & Training



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Our News



WE GOT GLAMMED UP FOR A SCOTTISH CARE WIN

In May, the team went to the Scottish Care Awards at the Radisson Blu, in Glasgow. Mark Croy from our Edinburgh Team was announced Care Assistant of the Year. We're so pleased that his hard work, dedication and thoughtfulness haven't gone unnoticed.

Mark said "I am thrilled and honoured that my work has been recognised by such a prestigious industry award. I can't wait to celebrate the news with my customers and colleagues, who inspire me to deliver my best every day!"



OUR EDINBURGH TEAM COMPLETED THE MUDDY 5K RUN FOR CANCER RESEARCH

The team got together in June to run the Muddy 5k run together in order to raise money for Cancer Research. It was no small feat and the washing machines took a battering but they were able to raise £2,065 for Cancer Research.



7TH PLACE BETTER WORK AWARDS ACROSS THE WORLD

We are delighted that Bluebird Care has been awarded 7th place in the Better Work Awards by Indeed. The award recognises the top 10 companies for work wellbeing.

Wellbeing is something we're extremely passionate about and we've got bigger and better plans up our sleeves. Tracie Stevens has now been appointed as our Wellbeing Manager and has a message for you later in this newsletter.



Our News



WE CELEBRATED OUR ANNIVERSARY

In August, we celebrated two anniversaries. Who can believe that our Edinburgh office opened 15 years ago and Glasgow 11?

A lot has changed over the years, but our desire and passion to deliver the best care possible drives us each and every day. Because of this, it's only right, we celebrate each year. We thank every single one of you who has been on our journey with us.



JANE TOOK THE BIG SEA DIP FOR THE BRITISH HEART FOUNDATION

Jane turned 50 in September, and in honour of her big birthday she wanted to raise funds for a charity close to her heart, the British Heart Foundation.

After losing several family members to sudden cardiac arrest Jane's family decided to investigate further. The family underwent several intensive tests, and it was found that they all shared the same heart defect, meaning they would need a defibrillator fitted imminently.

Following this surgery, Jane is determined to live life as normal and to the fullest, so is always looking for ways to support charities and get her adrenalin fix, so she coordinated the fundraiser with other Bluebird Care offices across the UK and did a Big Sea Dip in the cold Brighton Sea as part of the annual conference.

In total, we raised an amazing £5,790.

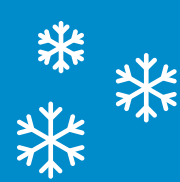


**British Heart
Foundation**

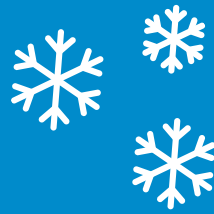
WE WON TWO AWARDS WITH HOMECARE.CO.UK

Not only did Bluebird Care as a whole win Top 20 Home Care Group this year but our Edinburgh office also won a spot on the Top 20 awards. This wouldn't be possible without the fantastic work from you in supporting our customers resulting in them leaving us feedback.





Our News



GO PURPLE FOR AYRSHIRE HOSPICE

Our Ayrshire team had a great day recently raising awareness and funds for Ayrshire Hospice. We invited our customers and Care team into the office to enjoy some lovely cakes and sandwiches.

We raised £216. Well done team blue.

WE WON THE BUSINESS RESILIENCE AWARD

East Renfrewshire Chamber of Commerce awarded our Glasgow South team the Business Resilience Award for services and recovery post covid.

It's an amazing achievement and we're incredibly proud of every single member of our team who has made this possible.



✓ **Ayrshire - 93%**

✓ **Glasgow South - 92%**

✓ **Edinburgh - 95%**

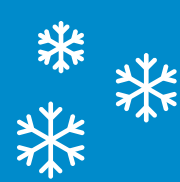
OUR INTERNAL AUDIT NUMBERS ARE IN

On a yearly basis, Head Office visits our offices to audit our records and ensure that we're delivering high-quality person-centric care to people in our community.

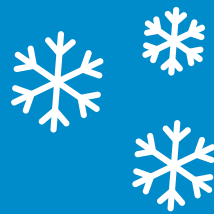
We've recently had our audit and we've received some fantastic results. We're incredibly proud of our team for their hard work & dedication.

Despite the fun and awards, it's also been a difficult year for Bluebird Care, but we've taken it in our stride and we've used it to our advantage to help shape 2024.

With changes to our office teams and some familiar faces moving on, we are certain that the further changes planned will mean there will be more fun and awards for us to celebrate next year.



Our News



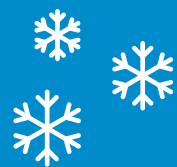
We had lots of fun on Christmas Jumper Day across all offices and our little Christmas elves were busy spreading Christmas cheer in the community. See anyone you know above?

Not only that but we managed to raise £100 for the Save the Children charity.

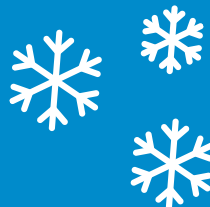
With all of our fundraising events this year we've managed to raise a whopping £8,171 for charities who mean so much to us.

That's a fantastic achievement, especially given we know some of our team have also been doing personal fundraising events for themselves. A huge well done to Team Blue!

If anyone would like to suggest some events for 2024 please contact our Marketing Manager Nicole by email on nicoleclarke@scotland.care.



Our Services



Did you know that Bluebird Care offers services from companionship through to full live-in care and whilst other providers may offer short visits, we pride ourselves on only offering 1 hour and above.

This allows us to ensure that our team have enough time to be able to update your care notes, and accomplish your tasks whilst being able to dedicate enough time to each customer – nobody should feel rushed.

Most would assume as a home care provider, that we can assist with Personal Care, Waking Nights, Sleeping Nights, Respite, Live-in Care and medication but that's not all we can help with.

We can assist with housekeeping, meal preparation, shopping, appointments, helping with pets, companionship visits or even getting you out for the day.

Just because your care plan has been put in place, it doesn't mean things can't change. As your needs change, so does your care plan. We can even do temporary assistance, so don't be afraid to speak to our team and let us know where we can help you.

If you would like to discuss your care plan and the services you receive, please speak with one of our Supervisors who will be able to talk you through your circumstances and see where we can help.



Our Mission

Through the supported development of our care experts, we deliver a **premium, person-centred** home care service of the **highest quality**.

Get to know our customers



Did you know?

Our oldest customer is 102 and our youngest is 34. Home care doesn't start and stop at a certain age, the advantage of being in your own home is that we can support you whenever you need.

Whether it's some companionship, personal care or complex care, we're here to help you. As your needs change, we update our care plans to always ensure you're receiving the services you need when you need them.

Interesting facts

When our Care Assistants visit our customers, they get to hear lots of great stories about our customer's pasts. They love to hear about your childhoods, your career, your family or even your hobbies - we love to get to know you.



We have an artist

An actress who has appeared in episodes of Still Game



A member of the MI5

Someone who can speak 5 languages; English, Italian, French, Spanish - can you guess the 5th?



Walked the Great Wall of China. They've even been on a safari in Africa - very adventurous!

We have an author among us who has actually wrote a few books. She's also done screen plays about how people treat those with disabilities.

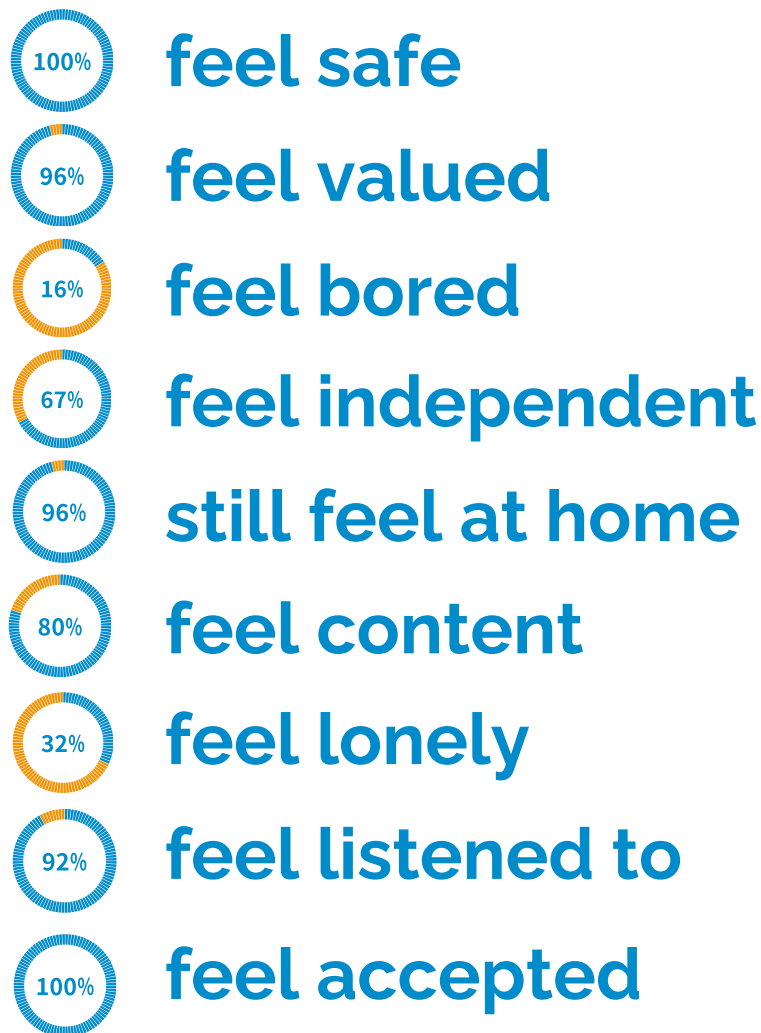


Our Survey Results

Customers



Receiving care in the home allows you to remain surrounded by your memories and belongings while keeping your independence. For us at Bluebird Care, we want to ensure that you not only receive high-quality, person-centric care but that you remain comfortable in your home and can communicate any changes you'd like to make. Twice a year we will be asking for your official feedback so we can continually look to improve. This year, the results told us:



We're extremely pleased to see that so many of you are doing well, however, we can see that there are still some who may feel somewhat lonely and bored. As a management team, we will be exploring ways to bridge that gap and bring people together. Speak with your carer the next time they visit if you have suggestions on how we can do this.

Our Survey Results Customers



happy with the care



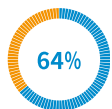
treated kindly



treated with privacy and respect

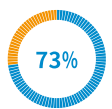


treated fairly



encouraged to move more

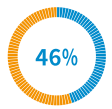
With a new and improved office team in place, not only will we be exploring how we can bring you as a community together but we will also be looking at better ways to communicate with you so you know what's happening with your care each step of the way.



care assistants turn up on time



informed if going to be late



**informed if care assistant has
changed**

What these figures tell us is that we can absolutely improve on the service we are providing to you as above and are introducing a range of performance measures and systems to be able to monitor how well we are doing going forward. We can't always control the weather or the traffic, but where there's a will there's a way.

Useful Information



Protect yourself against scams

People are getting smarter and it's becoming more difficult to spot scams. They come in many different forms, whether it's a text, a WhatsApp, email or even a phone call. If you are in any doubt at all, please speak with a family member, friend or even your carer. Better to be safe than sorry.



1. Never give out your personal information
2. Don't click on strange links
3. Look at the details to look at numbers, names and emails to ensure spellings and information looks professional and is correct.

You can find more information: www.friendsagainstscams.org.uk

National Dementia Advisor Service



Alzheimer Scotland has funded the National Dementia Advisor Scheme to help provide a responsive, high-quality information, advice and advocacy services relating to all aspects of brain health and dementia.

If you're worried about your brain health you can always speak to our team, but if you would like external advice you can call the National Dementia Advisor Service on 0300 373 5774.

Don't forget to get your winter vaccines



As we get closer to Christmas, don't forget to get yourself booked in for your winter vaccines; flu and covid-19.

Contact your GP as soon as possible

Ready for the winter

1. Ensure you've had your winter vaccinations.
2. Have warm clothing and blankets to hand.
3. Keep your heating at a comfortable temperature all day.
4. Have your boiler serviced to avoid any issues when you need it the most.
5. Increase your visits or invite people around so you don't feel isolated.
6. Collect your prescriptions before they shut.

