

BLUEBIRD CARE NEWS



www.facebook.co/careberkshire



www.bluebirdcare.co.uk



www.instagram.com/careberkshire

CQC CELEBRATIONS

Result: Everyone loved it!

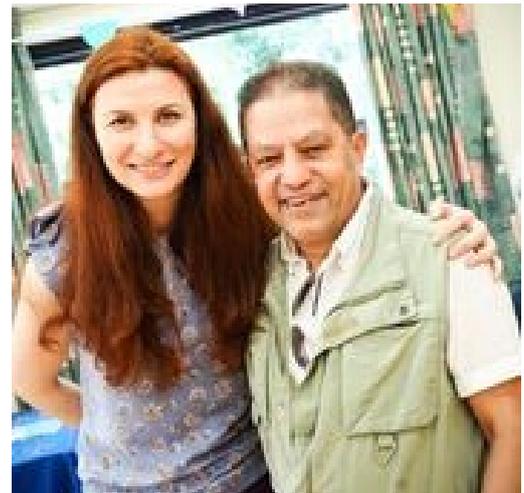
On Friday 5th July, Bluebird Care held an afternoon tea style celebration party to say a huge thank you to our customers and staff.

The celebration was to recognise the amazing work our carers do and the support and loyalty from our customers, and the enormous contribution towards Bluebird Care being awarded with another overall Outstanding rating from CQC, the government regulator for care quality.

Once again we would like to thank Caroline Shailes, as she pulled out all the stops and baked some lovely cakes for us all to enjoy. As always her lemon drizzle cake was the star of the show.

We were joined by Charvil Piggot Primary School choir and they lifted the room with their amazing songs and voices. They performed some lovely summer songs and we were all impressed with their confidence and cheeky characters.

Not only were we celebrating the efforts of everyone in Bluebird Care for our CQC rating, we also celebrated some amazing achievements within our staff team. Story continues on pg2.



CONGRATULATIONS

LENGTH OF SERVICE AWARDS

Result: Extremely proud of you all!

Working in care is one of the most rewarding jobs anyone could do. It has its challenges and does have an emotional impact on us all. We believe that everyone of our carers show passion, compassion, empathy, and loyalty to all our customers and their colleagues. Being a carer is hard, which is why when we reach a time where a new carer has achieved their one year anniversary it is something to celebrate. So we would like to say a massive well done and Thank You to **Lauren Hunt, Dawn Welburn** and **Gai Hiscox** for being awarded their 1st year badge with Bluebird Care.

Bluebird Care does not stop there, we like to celebrate our staff for their milestone journey and we would like to congratulate **Angela McMillan, Tracey Tek, Veronica McNally** and **Gifty Kwashie** for celebrating their 3 year anniversary with Bluebird Care. They will all now get to enjoy an afternoon Tea for two at the Hilton Hotel.

It really is a pleasure to have so many carers being recognised for their dedication to care and Bluebird Care. We continue the celebrations by awarding **Sihle Sibanda, Esther Uhl Amor** and **Natalie Morris** with their 5 year anniversary badge and gift. Sihle, Esther and Natalie will now get a lovely day out in London with a 3 course meal and a chance to watch an amazing West End show for two.

From everyone at Bluebird Care we would like to say Thank You for being you and we look forward to celebrating your next milestone with Bluebird Care.

"Dear all, Just a quick message to say thank you for my 5 year service gift. My husband and I had a lovely day in London. We enjoyed a meal in Prezzo and then watched Wicked in the West End. It was FANTASTIC!

Thanks again, it was very much appreciated "

From Helen Eagle





Employee of the Month

Maidenhead & Bracknell

April
Tracey Atkins



May
Rebecca Underwood



June
Norah Freitag



July
Rashpal Arak



August
Elizabeth Brown



Reading & Wokingham

April
Jeanette Crawford



May
Vicky Brown



June
Caroline Sawyer



July
Dawn Welburn



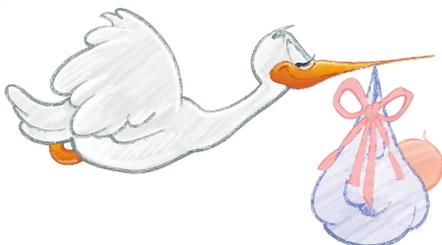
August
Lauren Hunt



Baby News

Such a Big Miracle in
such a little girl 

On behalf of everyone at Bluebird Care we would like to send our congratulations to Michelle and Steve on the new arrival of their precious little baby girl Tallulah. We can not wait to meet her.



Good luck to Gifty who has now gone on maternity leave, We wish her all the very best and can not wait to hear the news when their new arrival is born.

WELCOME

To all our new comers
from April 2019

- Barbara Osubu
- Emily O'Hagon
- Kate Lewkowicz
- Linette Graham-Exposito
- Charley Evanson
- Michelle Gallop
- Miriam Baker
- Vanessa Green
- Shannon Pickering
- Frank Baafi
- Fatima Faal
- Leigh Brown
- Hollee Van Gramberg
- Caitlin Wynne
- Paige Tores-Tyler
- Claudia Ainsley
- Deborah Lambie



At the begining of 2019 we announced that Bluebrid Care will be introducing additional face to face training this year, these were Safeguarding Adults, End of Life Care and Dementia Care. We are pleased to announce that we have delivered all of these and had some fantastic feedback.



LIVE IN CARE, YOUR HOME, YOUR CHOICE!



The benefits of Live in Care:

- Couples can continue living together
- Remain in your own home
- One-to One care
- Continue chosen lifestyle
- Pets can remain at home
- Choice of what you eat and when
- Cost savings for couples
- Often the more affordable option
- Continued independence
- Guests are welcomed anytime

Moving to a Care Home:

- Couples are separated
- Disruption of moving to a new environment
- Carers sharing responsibility
- Change of lifestyle
- Rules vary. Often pets are not allowed
- Set menu and set meal times
- Paying for two beds
- Often more expensive
- Some restrictions on independence
- Guest may only be able to visit at certain times

Dot and Abigail have formed a very strong relationship and say having a live in carer is an excellent answer to many people's needs.

"We have an amazing relationship, we are best friends."

Dot is 85 years young and lives in Twyford and has a live in carer from Bluebird Care. Dot used to be a primary school teacher and still enjoys doing many activities. Having a live in carer has enabled Dot to continue her social life and independence. To this day Dot goes out for walks, art classes and socialise with friends. Dot and Abigail enjoyed a trip the Chelsea flower show this year in London, Dot feels she would not have this sense of freedom if she was not able to remain living in her own home.

Abigail added, **" living with Dot means I can support her 24 hours a day. Not every day is the same and this is so important to be able to have the flexibility to change our routine and to try new activities or support with well-being. The sense of satisfaction I get knowing I have made a difference to Dot's life is enormous"**



For more information on our Live in Care services please contact us today by calling us on 01189 863 552 or sending an email to liveincareberkshire@bluebirdcare.co.uk



From left to right - Congratulations to **Shiellah Sibanda, Vera Inuwere, Anna Chovanova** and **Abigail Gyamfi** for receiving employee of the quarter since January this year, Each and everyone of these ladies have given something back to the customers and their families, empowering them to try new activities and providing reassurance to their families they are being cared for as if they were there.



OFFICE UPDATE

NEW OPPORTUNITIES

Bluebird Care creating movement to develop staff

As you may know, in August we sadly said goodbye to Gerly Tamm, and in early September we said goodbye to Emma Leiva. With this in mind, Bluebird Care have made a few changes in the office and we thought we would share this with you. Becky Brown who joined us in March this year will be supporting Alex Witten for 2/3 days a week with our Live In Care service, Becky will still continue supporting Maidenhead, Windsor and Bracknell as care supervisor. Angela McMillian will be moving into the Supervisor role within the Reading and Wokingham team. We are looking forward to seeing how they both develop in their new roles.

Bluebird Care are continuing to recruit for a Part-Time Finance Assistant and we have had a lot of interest in this role. We will continue to keep you updated regarding this vacancy. If you would like to know more about the role then please do get in touch with Pari Shah by emailing her on financeberkshire@bluebirdcare.co.uk



This brings us on to welcoming Hannah Lumbar to the team. Hannah will be joining our Reading and Wokingham Team as the new Care Coordinator. Hannah has been working at the Royal Berkshire Hospital for the last two years and comes with a lot of experience. Hannah will be out and about over the next month meeting you all. Bluebird Care is very excited to have Hannah on board and we are looking forward to having her in our team.

WHY CUSTOMER REVIEWS ARE IMPORTANT!

The Impact of Reviews:

Reviews not only have the power to influence customer decisions but can strengthen a company's credibility. Reviews have the power to gain customer trust, and they encourage people to interact with the company. Customer interaction ultimately leads to the business making improvements to the service we deliver to you.

It also allows you as our customer and employee to have a voice and to help people make a decision when choosing a care company.

There are many ways in which you can leave a review for Bluebird Care, they are,

Facebook- visit our page and you can leave a review-

www.facebook.co/careberkshire

Google - You will need a gmail account, however this is very simple to do

Homecare.co.uk card when you have a care review. If you would like more

information on this then please contact the office on 01189 863 552 or 01628 566 244



Review from Gareth J.

Carers are always polite, professional and extremely helpful, cannot fault them.



Review from TW:

Experience excellent care. Carers are kind, friendly, dependable, reliable and willing to help with any additional requests if required.

AWARDS:

We have just submitted all the nominations into the Great British Care awards.

Pride of Reading have also released their nominations and again we have entered a few of our team members for 2019.

Bluebird Care awards will also be submitted over the next coming weeks.

We will keep you all updated on the progress of these awards, so please keep an eye out on our Facebook Page.



Count Down To Christmas

As Christmas approaches, Age UK finds 1.7 million older people in England haven't met up with a friend in a month



New analysis by Age UK has found that 1.7 million older people in England can go for a month without meeting up with a friend, and that 300,000 over 65s have not even had a conversation with family or friends over the same period.

Although loneliness is by no means an inevitable part of ageing, difficult life events that many experience as people get older, such as bereavement, serious illness or reducing mobility, can all be triggers for becoming more isolated and feeling lonelier.

Older people and their families or friends can call Age UK's Advice Line for free on 0800 169 65 65, visit www.ageuk.org.uk or contact their local Age UK to find out what help is available in their local area. The Advice Line is open 365 days a year from 8am to 7pm.

BLUEBIRD CARE IS HERE TO HELP

Together we can achieve more!

No matter how you are feeling please know that we are here for you and not just for when times are hard, or everyone seems to be celebrating and talking about their Christmas Plans. Bluebird Care can help. We offer a wide range of services that could enable you or a loved one to have some much needed companionship. If you want to know more on how we could help then please give us a call and we will be happy to discuss this with you.

On the 3rd Thursday of every month we hold a **Friends Cafe** at 11am in Twyford at Emma's Kitchen. A staff member from Bluebird Care will welcome you with open arms and a hot drink. This has brought people together and has become a great place to have a chat, meet new people and to find out more from us on how we can help. If you would like to know more then please do give us a call. All details are also on our Facebook Page. www.facebook.co/careberkshire



Don't be alone on Christmas Day

Join us at SportsAble at Braywick from 12 noon to 3.30 pm.

Christmas is a time for great food and good company and we would love you to celebrate with us if you are alone on Christmas Day. You are invited to join us for a traditional turkey dinner, or suitable alternative, followed by entertainment and the Queen's Speech. Transport is provided if required.

To book your place, please contact Keith Cartland on

Tel: 01628 636179

Mob: 07765 505767

Email: keith.cartland@btinternet.com



SportsAble, Braywick Sports Ground, Maidenhead, SL6 1BN