



# Summer Newsletter

Redbridge | Epping & Harlow | Essex West | Mid Essex | Maldon | Southend & Rochford

In this issue: Updates | VE Day | Puzzles | Contact Information

## Welcome to our Summer 2020 Newsletter

I sincerely hope this note finds you well and you're coping with the current unusual circumstances as best you can. It is part of our mission at Bluebird Care in both the office and out in the community to make a conscious effort to spread positivity and carry out our service with a smile.

In many job roles the current situation is very challenging, in ours as always, its busy and now includes dealing with additional and different concerns.

Inevitably the fear and unknown factors of Covid-19 have affected everyone, customers and staff alike. We are pleased to say that we have been able to deliver a full and comprehensive care service to all our customers throughout this period. We have had to adapt many of our working practises to the new environment and take extra care when visiting people's homes or being out in the community. In these difficult times as your care provider we are doing all that we can to reduce the impact of isolation such as; arranging telephone and face time calls with family members as well as offering companionship telephone visits with our supervisors and care assistants.

As you will see in the newsletter our teams have still been able recognise some very special occasions like VE Day, some lovely anniversaries both personal and work related. There are some really heart-warming additions from the children of some of our staff, I am sure you will enjoy. We also have our usual quiz and puzzle page.

We have been overwhelmed by the gratitude and recognition everyone has given our care staff in recognition of their sacrifice and commitment to looking after the community.

Even the media have been positive about the impact of all care workers, their professionalism and work ethic. The Thursday evening at 8 O'clock community appreciation clap and banging of saucepans is a really good example of positive recognition.

Huge thank you to all our care teams, they are a fantastic example of what care is all about.

I am sure some degree of normality will return to all our lives soon and we can enjoy the summer.

**Best wishes Kevin and Tracey McCormack**



### **Recruitment and Training**

Whilst many business' around the globe have ground to a halt, we are taking COVID-19 in our stride. At a time where many businesses have been brought to halt, we are continuing to grow at a safe and sustainable rate. The end of April saw the completion of our first virtual training course all completed via zoom. This means 7 new recruits are now trained and ready to shadow our senior staff out on the front line. We are proud to be helping to protect our economy through providing employment and protect the vulnerable by providing safe care at home. The best part is we are still recruiting and you can refer friends and family members to join our team now!

A special thank you to our Registered Manager Natasha Schneider, Clemency Towlson, Megan Clarke, Julia Mills, Angela Golshan all whom made virtual training a reality.



The Bluebird Care Mid Essex care and office teams took part in the 'let's go blue' campaign. This involved many of the team members dying their hair blue and wearing additional blue items. As a result the team raised £355.00 for NHS funds - Congratulations!



### **Redbridge Carer of the month - Gillian!**

Congratulations Gillian who was awarded care worker of the month for May!

Office Manager Fiona said "Gillian always goes above and beyond and assists with covering work when in need. Gillian is also excellent at reporting concerns to the office".



Pictured above is Kellie Woodcraft (Southend Office Manager) delivering PPE to Care Assistants on the front line. This service is being used by all offices which assists with managing social distancing and minimising footfall in our offices.



*Pictured: Daisy*

One of the children of our admin staff dressed up as a nurse and enjoyed playing hospital.





*Congratulations  
to  
Mr and Mrs Barr  
on their  
70th Wedding Anniversary  
from all at Bluebird Care.  
We wish you many more  
happy years  
to come*

**VE Day Celebrations –The 75th Anniversary**

VE Day (Victory in Europe day) marks the end of World War two when fighting against Nazi Germany came to an end in Europe. On Tuesday 8th May 1945 many people came together to celebrate the end of the war. This year we are celebrating the 75th anniversary.

With many celebrations suspended due to the COVID –19 outbreak, Bluebird Care showed their gratitude to the War Veterans of WW2 by decorating their offices (pictured left).

Bluebird Care Mid Essex Supervisor Lucy, captured Monica’s memory of VE Day on camera. Lucy asked ‘Do you remember VE day?’ and Monica’s response was;

***‘oh gosh did !! I was at work, and all the machines got switched off and they said, ‘Peace has been declared, the war has finished’. Everyone was hugging each other, even the bosses! They let us all go home and said we did not need to come in tomorrow. Everybody was just so, so happy’.***

For the full video, and further ongoing blog posts, please follow Bluebird Care Mid Essex on socials and also via their web page.



*Pictured: Monica*



On a bright February day, Amanda and Brando (yes, his dad was called Marlon), paid a customer a surprise visit.

The customer has been house bound for a long time and said she would love to meet Amanda's horse. As she was unable to visit Brandos' stables, Amanda and Brando made an 8 mile cross country round trip to her front door!

As they say "if Mohammed went to the mountain!".

### Thank you to the children of our Key Workers!

Since the COVID-19 outbreak the children of our Office and Home Care Assistants have been doing all they can to reduce the impact of isolation for the elderly. Tyla and Sydney (letters pictured left) have written to the customers of Essex West offering to lend their time to be Pen Pals.

Ruby, aged 9, created a poem for all of our customers whom may be feeling a little lonely right now.

Also, we would like to thank all of the children who entered our Rainbow colouring competition.

A Poem For Those Who Are Feeling A Little Bit Lonely Right Now.

😊 I Want To Make You Smile! 😊

Ruby, Aged 9.

#STAYPOSITIVE

We know times are hard, so send your friends a card.

Put your sadness in a pile, and bring out your biggest smile!

Be strong! Be Brave! And please Behave!

When times are scary, we can always try and find a fairy?!

Times are bad! But please don't be sad!

Let's stick together, it will get better!

Things will start to turn back right, and everything will soon become bright!

Focus on the happy things, let them come through, don't let the bad things eat away at you!

Be you! Be strong! Shall we all just sing a song? Look for the sun, look for the light, I'm telling you now...We will win this fight!!!

We will all work together, and we will all be proud forever.

Spread the love ❤️ Spread happiness ❤️ Be grateful ❤️

😊 ❤️ Be thankful ❤️ 😊

#STAYSURE

Dear bluebird customer,  
 My name is Tyla,  
 I am Elen the Supervisors daughter.  
 I thought it would be nice if we can exchange letters to entertain us during lockdown.  
 This week I went to school on Monday and a week's day. As my Mum and Dad can't work soon hope anymore. I would let you know how and my brother and sister have

my favorte thing so far was camping but it was very cold so we had to put our heads under the blankets. My second favourite thing was the tadpoles because you can watch them crawl on the rocks. They turned into frogs now so we let them go. I hope you write back to me soon.  
 Love Tyla

Dear Bluebird care customer,  
 My name is Sydney, I am Elen the Supervisors daughter.  
 I thought it would be nice if we could exchange letters to entertain us during lockdown. I am 10. During lockdown I have looked at the life cycle of a frog and we released them yesterday. The first week of lockdown I was camping in my back garden. Then we got really bored so we cleared our garden. We also planted plants. This week I went to school and I saw two of my friends. After dinner we went on bike rides

Then my dad got us chicken eggs that are fertilised. We have put them into the incubator so that they can hatch. I am very excited for them to hatch. My favourite thing so far was when we waited for the tadpoles to turn into frogs. I hope to hear from you soon.  
 Love Sydney

**Work Anniversaries and Thank You's**

Congratulations to all those whom have recently celebrated their work anniversaries at Bluebird Care . A special mention to Clem, Karin and Kirsty, all whom have achieved a fantastic length of service with Bluebird Care.

Clem, Essex West's Care Supervisor is the longest standing employee of the branch, having recently achieved 8 years service. Clem's Manager, Jo Prebble said *"Congratulations to Clem on her 8 years' service at Bluebird Care. Clem has worked her way up from joining as a Care Worker and now to her current position as Support Supervisor. She is a fountain of knowledge and is very popular with both customers and carers."*

Directors Kevin and Tracey McCormack also paid tribute to Clem's service *"Congratulations on 8 years Clem, you are a true asset to Bluebird Care Essex West and we are always impressed with your dedication to the service and your knowledge."*

In addition to work anniversaries, we have also paid tribute to our care and field teams who are doing an outstanding job of battling COVID-19 on the front-line. A special Thank you to Michele (a Care Assistants' neighbour) who made treat boxes and thank you cards for the Care Assistants in Bluebird Care Essex West.



Pictured above: Clem



Pictured above: Karin



Pictured above: Kirsty



**Changing Communication!**

We along with many families, friends and businesses during present times are having to adapt to technical ways of communicating to ensure we are operating within social distancing and isolation guidelines. For many employee's and customers this can be very difficult! Not being able to just go into an office to speak to your line manager or for customers to not have a visit from their loved ones, is strange to say the least. Bluebird Care are adapting and doing all they can to enhance communication between groups. Staff meetings, welfare meetings and quizzes have been held via Zoom, Facetime and over the phone.



*Pictured above: A customer Facetiming her family*

My Mum does have some wonderful carers that visit her. Today they surprised me by making a video call to me. This is the first time that I have seen my Mum since mid March. Although I phone her every day it has been hard not seeing her.

Dementia is horrible as I never know if she realises it me when I call - sometimes it has taken a lot of convincing her that it's me. Living so far away from her is hard and thankfully today was a good day for her. It was wonderful to see her smile when she recognised me ❤️❤️❤️

Lockdown is hard - thankfully most families have the smart phones & laptops that they have been able to 'see' friends and family, but this time has been hard on me as Mum doesn't have a mobile and to not see her has been heartbreaking.

So please be thankful that you are able to use technology - to see ones you love. I wouldn't wish anyone the anxiety that I have gone through with someone that doesn't understand why I can't see them.

This one simple act that the carer did has made my day. 🥰🥰🥰



*Pictured above: Virtual staff meeting*



**New Appointments!**

We would like to welcome all new members to our Care and Office Teams . As mentioned on page one, we have continued our recruitment of Home care and Live in Care assistants throughout the pandemic and we are still looking for new passionate individuals to join our team.

We would also like to take this opportunity to congratulate Fiona Goff on her promotion to Bluebird Care Redbridge Office Manager. Fiona is supported by Ellie, Jessie and Linda.

Bluebird Care Mid Essex have also appointed a new Care Support Supervisor Abigail.

We are also very proud to welcome Karen to the team who is taking up the position of group Training Manager. Karen's role will involve coordinating and overseeing the delivery of induction and update training for the group.



*Pictured above: The Redbridge office team. Back left, Fiona. Back right, Jessie. Front left, Linda. Front right, Ellie.*



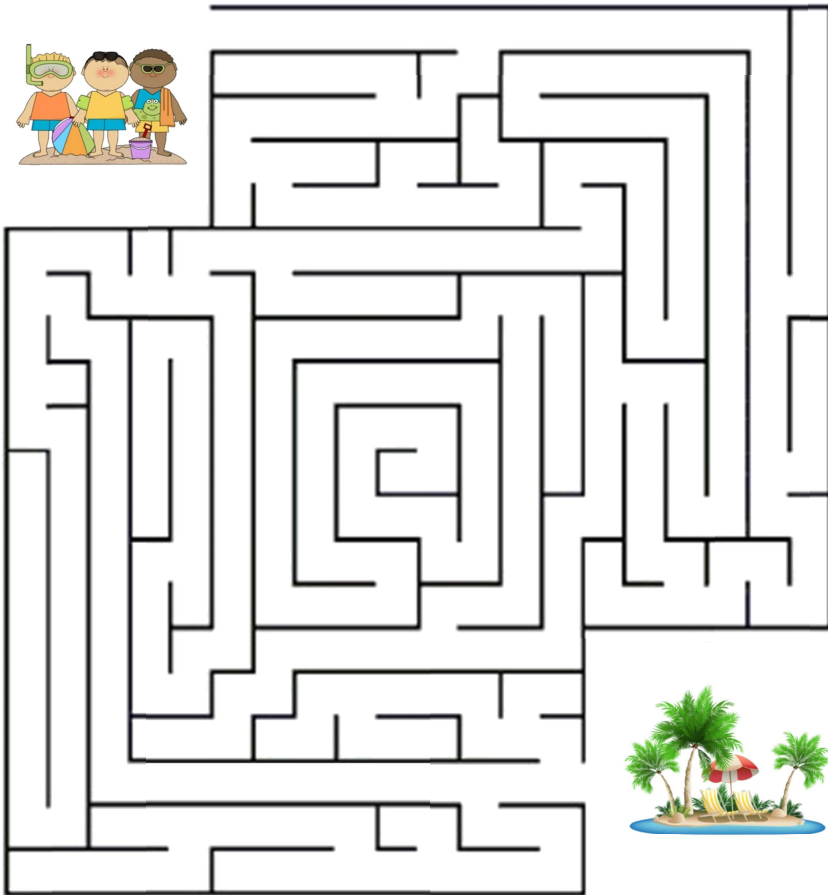
*Pictured above: Abigail (Care Support Supervisor)*

## Summer Wordsearch



- BEACH
- CREAM
- HOLIDAYS
- HOT
- ICE
- PICNIC
- PLAYING
- POPSICLE
- SANDALS
- SUMMER
- SUNFLOWER
- SUNSHINE
- SWIMMING
- WARMTH
- WATERMELON

W S U N S H I N E N Y U E L A  
M G A G W C S L A D N A S S M  
A N T A A I X F X A D L X T H  
E I K K T E L C I S P O P D N  
R M H L E H O L I D A Y S G B  
C M T A R Z G B V Q C P M T L  
M I M I M M O S Q U I T O S R  
T W R Q E U C I N C I P P G Y  
Z S A T L V A C A T I O N O M  
I U W T O B G Z O B J O Q M B  
L B F M N P O H F I P U F Z S  
H O T V W T Q Q G N I Y A L P  
L S U M M E R D E S C L A V I  
V A E C I R E W O L F N U S Z  
J U J O F D Y Y B E A C H W R



## Summer Maze

Help them find the beach



## Sudoku

3	6	5		8	4		
5	2						
	8	7				3	1
		3		1		8	
9			8	6	3		5
	5			9		6	
1	3					2	5
							7
		5	2		6	3	



## Contact Information

Redbridge | Epping & Harlow | Essex West | Mid Essex | Maldon | Southend & Rochford

If you want to contact us, for any reason, you can find all of our contact information below.

### Bluebird Care Redbridge, Epping and Harlow

137 George Lane,  
South Woodford,  
London, E18 1AN.

**Tel:** 0208 989 8444

**Email:** [adminredbridge@bluebirdcare.co.uk](mailto:adminredbridge@bluebirdcare.co.uk)

**Website:** [www.bluebirdcare.co.uk/redbridge](http://www.bluebirdcare.co.uk/redbridge)

### Bluebird Care Essex West

Unit 1a, 284 Warley Hill,  
Brentwood,  
Essex, CM13 3AB.

**Tel:** 01277 230 763

**Email:** [adminessexwest@bluebirdcare.co.uk](mailto:adminessexwest@bluebirdcare.co.uk)

**Website:** [www.bluebirdcare.co.uk/essexwest](http://www.bluebirdcare.co.uk/essexwest)

### Bluebird Care Southend & Rochford

799 London Road,  
Westcliff-on-Sea,  
Essex, SS0 9SY.

**Tel:** 01702 474 274

**Email:** [adminsouthendandroch@bluebirdcare.co.uk](mailto:adminsouthendandroch@bluebirdcare.co.uk)

### Bluebird Care Mid Essex

Widford House, 5-7 Robjohns Road,  
Chelmsford,  
Essex, CM1 3AG.

**Tel:** 01245 263 962

**Email:** [adminmidessex@bluebirdcare.co.uk](mailto:adminmidessex@bluebirdcare.co.uk)

**Website:** [www.bluebirdcare.co.uk/midessex](http://www.bluebirdcare.co.uk/midessex)

### Bluebird Care Maldon

40 White Horse Lane,  
Maldon,  
Essex, CM9 5QP.

**Tel:** 01621 851 500

**Email:** [adminmaldon@bluebirdcare.co.uk](mailto:adminmaldon@bluebirdcare.co.uk)

**Website:** [www.bluebirdcare.co.uk/midessex](http://www.bluebirdcare.co.uk/midessex)

### Bluebird Care Finance Department

Widford House, 5-7 Robjohns Road,  
Chelmsford,  
Essex, CM1 3AG.

**Tel:** 01245 207 715

**Email:** [essexfinance@bluebirdcare.co.uk](mailto:essexfinance@bluebirdcare.co.uk)