



Gloucestershire North

Winter

Newsletter

Welcome

We are pleased to welcome Florence Berkeley, Amber Clemmens, Elizabeth Jackson, Rebecca Lea, Maddy Smith, Cheryl Stevens.

We also want to say a big welcome back to Abigail Hales!



We really value your opinions, so please do let us know if you have any feedback on our new starters.

How we're keeping you safe during Covid – 19.

All of our care staff receive training in Infection Prevention and Control when they start with us. We update this training regularly. We keep abreast of Government advice, and ensure our care teams are working to Public Health England guidance. We have an ample supply of PPE, and all of our carers understand how to use it. They should always be wearing gloves, aprons and a mask at every visit. They may also wear a visor where they identify this is required.

Winter Fuel Payment

A Winter Fuel payment is a one-off, tax-free payment of between £100 and £300 made during the winter to help with heating costs, it is made to households with someone over Pension Credit age.

Most people born on or before 5 October 1954 will usually qualify for a payment in 2020, (the date changes every year).

Most payments are made automatically during November and December. If you apply for the first time, you should receive your payment before Christmas.

The amount you can receive each winter can vary according to your personal circumstances. Your age or other people living with you who are also eligible can affect the amount you receive.

A Winter Fuel Payment does not count as income when working out your entitlement to other benefits.

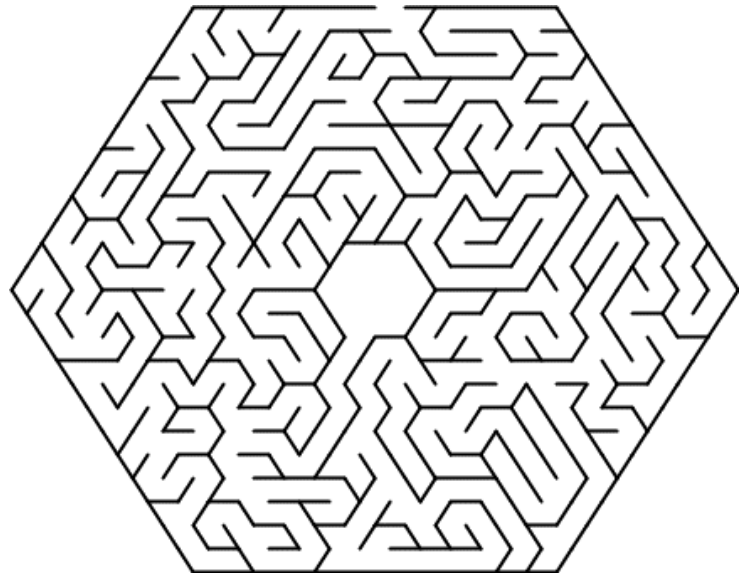
You usually do not need to claim Winter Fuel Payment - you'll get it automatically if you're eligible



Sudoku

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

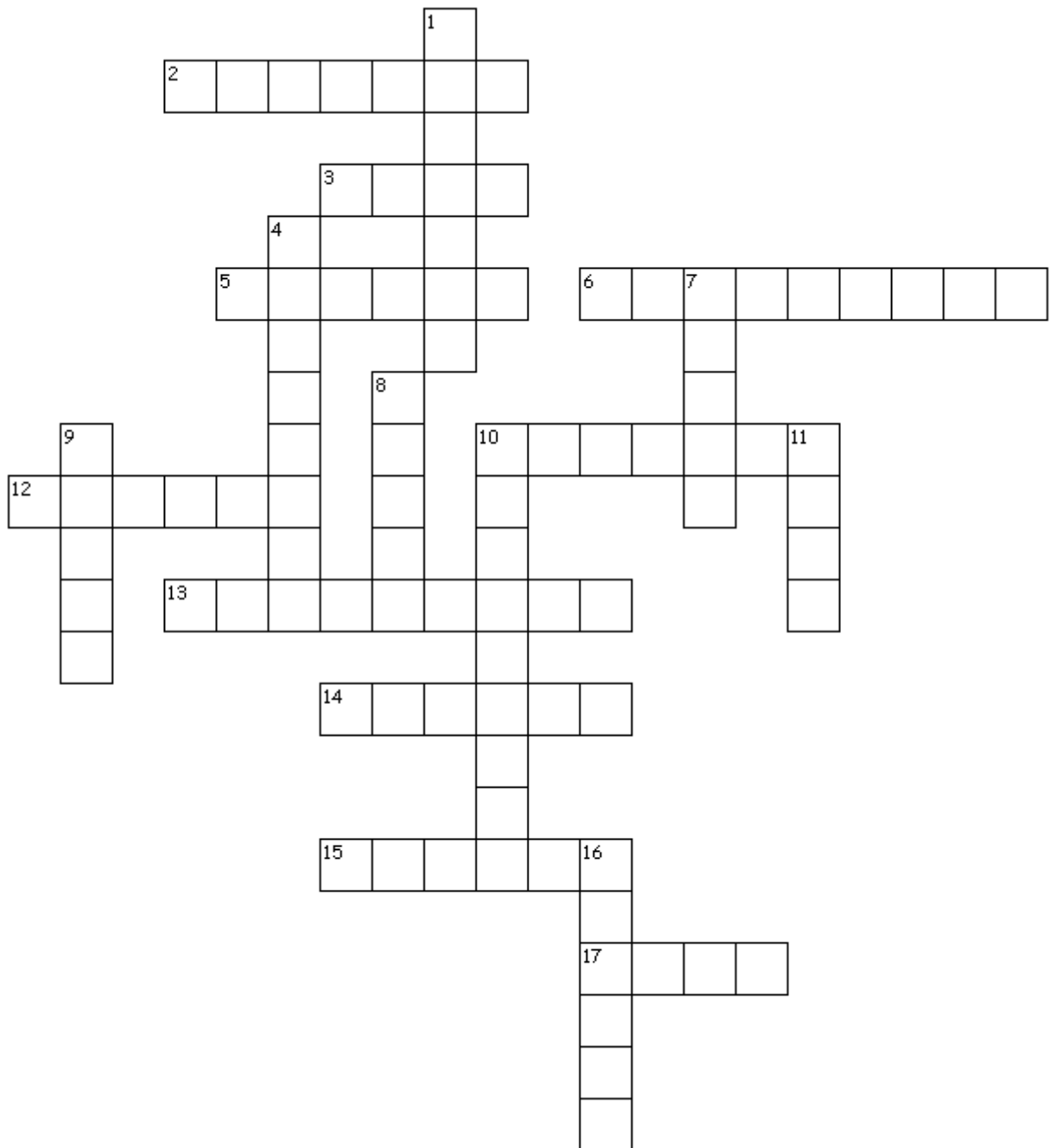
Maze



Can you spot the 11 differences?



Criss Cross Puzzle



Across

- 2. Red-nosed reindeer (7)
- 3. White fall (4)
- 5. A garland (6)
- 6. Winter Festival (9)
- 10. Dessert course of a meal (7)
- 12. Showy ornament (6)
- 13. Evergreen plant (9)
- 14. Santa's vehicle (6)
- 15. Period before Christmas (6)
- 17. December tune (4)

Down

- 1. Brussels vegetables (7)
- 4. Christmas table items (8)
- 7. Small Songbird (5)
- 8. "Silent Night," e.g. (5)
- 9. Legendary sleigh rider (5)
- 10. On the first day of Christmas my true love gave to me (9)
- 11. Shower offering (4)
- 16. Sparkly strands (6)

Helplines

During lockdown you may have felt more isolated than usual. It is important to remember you are never alone! You may find these support helpline numbers useful.

NEVER ALONE

NSPCC
0808 800 5000
(24hrs)

National Domestic Abuse Helpline
0808 2000 247
(24hrs free)

Mind
0300 123 3393
(Mon-Fri 9-6)

Victim Support
0808 168 9111
(24hrs)

Cruse Bereavement
0800 808 1677
(Mon-Fri 9-5)

ChildLine
0800 1111
(24hrs)

Action on Elder Abuse
0808 808 8141
(Mon-Fri 9-5)

Respect - Men's Advice Line
0808 801 0327
(Mon-Fri 9-5 or 8pm)

Samaritans
116 123
(24hrs free)

National Centre for Domestic Violence
0207 186 8270

Fundamentals of Care

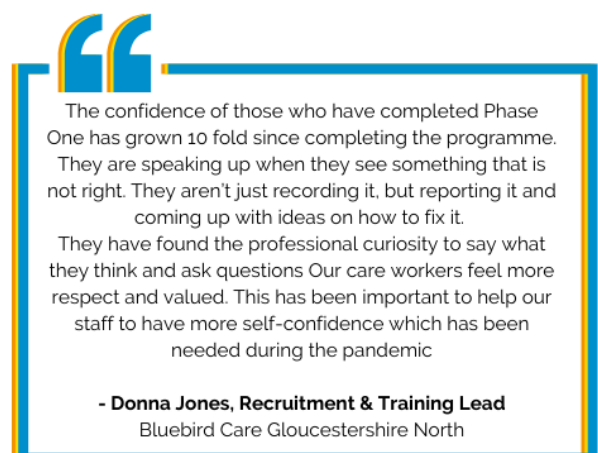
The programme has been developed to help your care team to embed prior knowledge and learning, as well as develop their practice and learn new skills. The programme will include sessions that focus on long term conditions that our customers may be living with, and carers will have access to training to upskill, and in return support customers to live their lives in the way they want - while ensuring you are supported with the long-term health condition you might be living with.

Carers will be required to complete pre-course learning prior to each workshop. This will include some anatomy and physiology, as well as referring back to our own policies and procedures. The pre-course learning will also help refresh carers existing knowledge and enable them to fully participate in the workshops. At the beginning of each workshop carers will begin with sharing the pre-course learning and discussing how this relates to their own role. There will also be the opportunity to share best practice.

The following subjects will be included in the programme:
Living well with Frailty

- Parkinson's
 - Stroke
 - Diabetes
 - Epilepsy
- Respiratory Conditions.
 - Skin integrity
 - Infection control
- Continenence
- Nutrition and hydration
 - Mobility and falls
 - Foot care
 - End of life care
- Recognising and responding to a deteriorating patient

You as our customers will be the main focus of the learning, carers will be given the opportunity to relate their learning back to you, focussing on person centred care. As I am sure you will agree we are more than carers we are highly skilled professionals

A quote box with a blue border and a stylized blue and yellow graphic on the left. It contains a testimonial from Donna Jones, Recruitment & Training Lead at Bluebird Care Gloucestershire North.

The confidence of those who have completed Phase One has grown 10 fold since completing the programme. They are speaking up when they see something that is not right. They aren't just recording it, but reporting it and coming up with ideas on how to fix it. They have found the professional curiosity to say what they think and ask questions Our care workers feel more respect and valued. This has been important to help our staff to have more self-confidence which has been needed during the pandemic

- Donna Jones, Recruitment & Training Lead
Bluebird Care Gloucestershire North

New Arrival



Congratulations to Katrina on the birth of her baby boy!

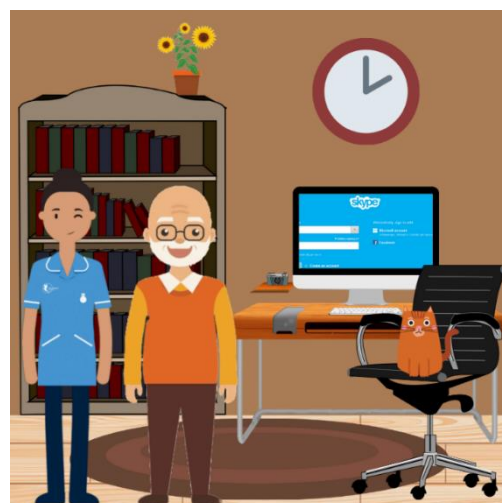
His name is Reggie-Lee Charles Alban Willcox-Pearce. He was born on 21st August at 23:46 weighing 7lb 4oz.

Katrina and Reggie-Lee recently popped into the office for everyone to say hello to Reggie-Lee!

Support with technology

It's difficult when you cannot see family and friends in person, however services such as WhatsApp Video, Skype, Facetime, Zoom, to name a few, are keeping people connected.

If you would like support using any of these services, why not call our office and one of our team may be able to support you. It's not as hard as you think – technology has become much more user friendly.



Debbie takes on Swim 22!

Our Care Manager Debbie Frost has recently completed the swim 22 challenge to raise money for Diabetes UK!

Debbie decided to take up this challenge to raise awareness and support a charity that she is passionate about. The challenge was to swim 22 miles which is the length of the English Channel in 3 Months. Debbie's goal was to achieve this swim whilst raising at least £200 for the charity.



The challenge started in March and was supposed to finish in May, however due to the coronavirus pandemic and the lockdowns Debbie was given an extension and had to complete the challenge by end October. Debbie completed the challenge on time having swam 22.25 miles and raising a grand total of £318.88. Debbie says she enjoyed the challenge however it was tough at times particularly with the stopping and starting of the challenge due to the leisure centres being closed during the lockdown period. Debbie had to commit to going swimming for at least an hour and half 3 times a week to achieve the target and some days she really had to push herself to go, however once she had been, she always felt refreshed and energized.

Debbie would like to say a very big thank you to everyone who supported her through this journey not only with donations but also with moral support and she is immensely proud to have completed this challenge to help people who are living with this condition. The last update Debbie received from Diabetes UK about the challenge was on 21 November when they stated that the challenge was a great success, everyone who took part in the challenge collectively swam 59,256 miles and raised £793,439 towards the work that they do in supporting people who are affected by diabetes across the UK.

Gloucestershire Back in Time



Gloucester, 1971

The notorious Barton Gates. This line cut the city in half.



Gloucester, 1970

Northgate Methodist Church, demolished in 1972.



Tewkesbury, 1977

Tewkesbury footbridge over River Avon near Healing's Mill 1977.



Cheltenham, 1977

The Municipal Gardens in the Promenade in Cheltenham, pictured here in 1977.

Anniversaries

1 Year

Katrina Willcox - Leela Shepherd - Alicia Meredith - Stephanie Phillips



2 Years

Adam Rowles - Jane Dunlevy - Kirsti Mace



3 Years

Katie Dix - Sian Emms - Lyubomira Ivanova - Shannon Jones



4 Years

Poppy Barr



5 Years
Iris O'Leary



6 Years
Debbie Frost



7 Years
Paula Trevenna - Donna Jones - Juliet Weatherly



8 Years
Sylvie Pollard



9 Years
Dominique Williams



11 Years
Samantha Pocock - Jackie Smith



Congratulations to everyone on their anniversaries!

Advanced Care Planning

Have you planned for your future care needs? *Why talk about it?*

Talking about death does not bring death closer. It's about planning for life. Without communication and understanding, death and terminal illness can be a lonely and stressful experience, both for the person who is dying and for their friends and family.

A lack of conversation is perhaps the most important reason why peoples' wishes go ignored or unfulfilled; if we do not know how to communicate what we want, and those around us do not know how to listen, it is almost impossible to express a clear choice.

It has been said that what we fear most about dying is the associated loss of control. By empowering people to express their wishes, that control can be restored.

There may be times in your life when you think about the consequences of becoming seriously ill or disabled. This may be at a time of ill health or as a result of a life changing event. It may simply be because you are the sort of person who likes to plan ahead.

You may want to take the opportunity to think about what living with a serious illness might mean to you, your partner, or your relatives, particularly if you become unable to make decisions for yourself. You may wish to record what your preferences and wishes for future care and treatment might be or you may simply choose to do nothing at all.

One way of making people aware of your wishes is by a process of advance care planning.

We have the Gloucestershire 'Planning for your future Care' Advance Care Planning documents in the office and offer these to all of our customers.

If you would like one of these booklets or would appreciate one of our team discussing this with you, we are more than happy to help.



Changes in the office

Steph is expecting twins and will be going on maternity leave soon! We look forward to hearing the good news of the twins' safe arrival. We cannot wait to take a family photo for a future newsletter.

We are welcoming Kirsti Mace into the office to cover Steph's maternity leave whilst she is away. Steph's last day will be on the 20th December 2020. Kirsti will be in the office from 21st December 2020.

If you need to contact Kirsti please phone the office on 01452 414 952 or alternatively, please use Kirsti's email:

KirstiMace@bluebirdcare.co.uk



Keeping Our Customers Safe

Due to Covid-19 it has proven difficult for a lot of people to get out and about as usual. Kirsti has enabled Renee to remain independent and go shopping whilst keeping safe.

Well done Kirsti!



Well-being

You may have noticed we have been asking some very different questions when we have been reviewing your care package recently. There is a very good reason for this – that people's physical health is strongly linked to emotional health and well-being. A number of studies have shown that when people have a good social life and are able to anticipate events and activities which they will enjoy, that their physical health is maintained or even improved. Inversely, when people are subject to stress and isolation, their physical health can decline much more quickly than normal.

As a health care provider, it is our job to understand all of these factors. We are here to help you eliminate unnecessary stress and worry, and to support you to have more things in your life to enjoy.

If there is some problem which is bearing on you and you would like to resolve, or something which you really miss doing or would like to try for the first time, you can talk to any of your carers or the office team. We are able to find equipment and services which can make you able to act independently, we can help coordinate your family and friends, and we can help you access resources which are already paid for by your taxes.

So, if you're feeling a little down (and there's a lot of it about at the moment!) you can speak to anyone who works for Bluebird Care, and we'll be delighted to work with you to create something to look forward to in 2021.

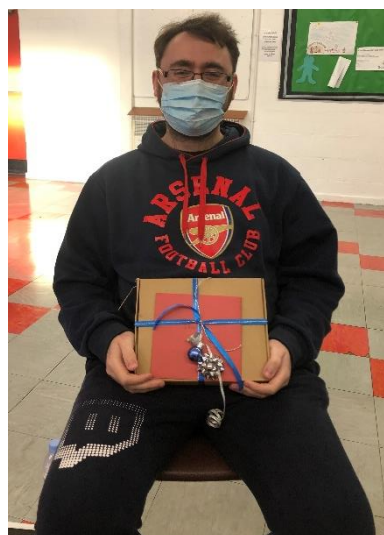
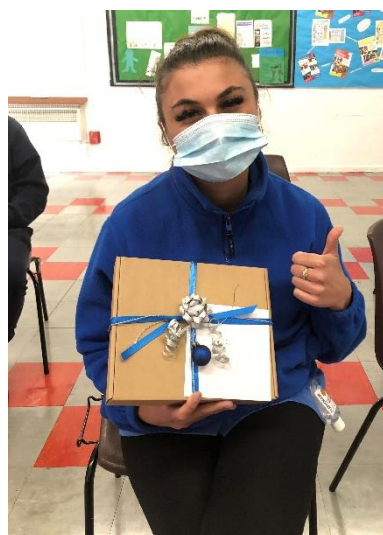


Christmas Gifts

Our care assistants work hard all year long, that is why we wanted to give them a little something to show our appreciation this festive season.





We have 'pamper hampers' for every single member of staff to enjoy!

Here is Lyubomira, Abigail, Paula, Iris, Amber, Adam, Jackie & Neil enjoying their Christmas hampers!



Stay well this winter

We want to make sure you're staying well this winter, so here are some tips to boost your health during these colder months:

-  Wrap up – make sure to wear extra layers, even indoors.
-  Hot healthy meals - Eating warm nutritious food can help to keep up your energy levels and support your immune system in cold weather
-  Light exercise – If you are able, go for a walk in the winter sunshine to give your immune system a boost and get some extra Vitamin D
-  Temperature - Keep your bedroom heated to 18°C (64°F) and your living room around 21°C (70°F).



F.R.E.D.A

FREDA has 5 principles. A human rights-based approach involves all five principles. Treat each person as an individual by offering a personalised service. Enable people to maintain the maximum possible level of independence, choice and control. Listen and support people to express their needs and wants. Respect people's right to privacy.

F: Fairness

R: Respect

E: Equality

D: Dignity

A: Autonomy

This poster was made by our fantastic Care Assistant, Lyubomira Ivanova.

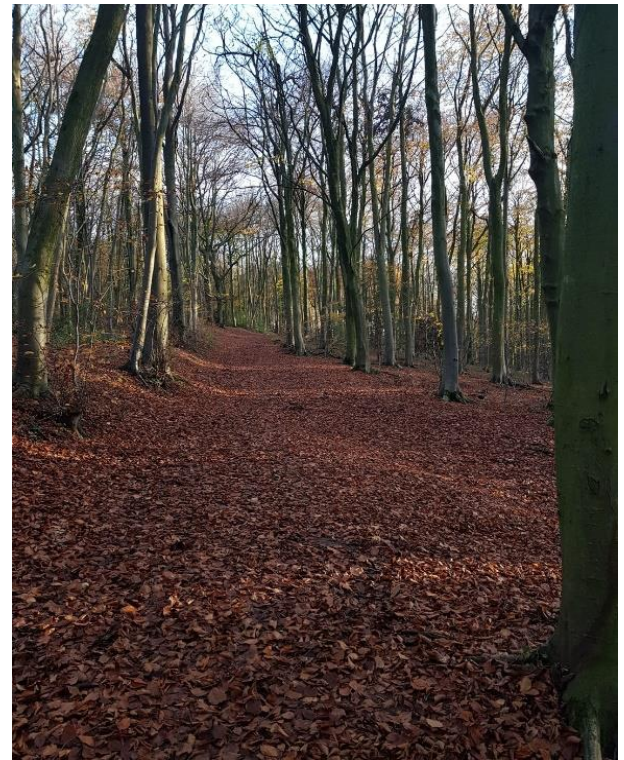


Local Views



A stunning autumnal picture taken at Painswick Beacon.

*Photo taken by:
Alicia Meredith*



Another lovely picture taken in Standish Woods.

*Photo taken by:
Gillian Manning*



Our Care Managers dog, Ghost out for a walk in Forest of Dean.

*Photo taken by:
Debbie Frost*



Gloucester Cathedral lit up red to show support for Remembrance Day.

Complaints

We love to hear compliments about our services, but it's just as important that we are aware of any complaints or small niggles you may have. We're always striving to improve our service, and so please do let us know if you feel there is anything, we can do to improve your experience.

To give us your feedback, please contact Debbie Frost (Care Manager) on 01452 414 952 or via email on: debbiefrost@bluebirdcare.co.uk



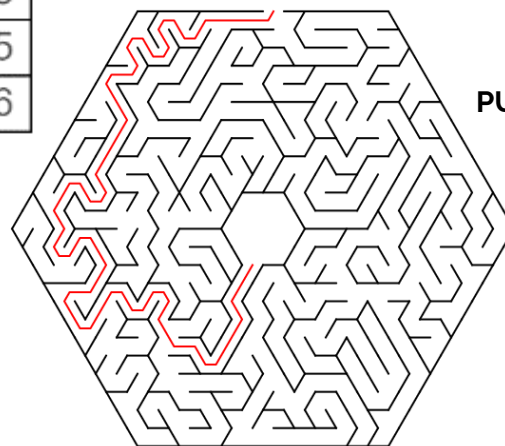
Merry Christmas!



Answers

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

PARTRIDGE On the first day of Christmas my true love gave to me (9)



ADVENT Period before Christmas (6)

NOEL December tune (4)

CHRISTMAS Winter Festival (9)

SPROUTS Brussels vegetables (7)

CRACKERS Christmas table items (8)

RUDOLPH Red-nosed reindeer (7)

SANTA Legendary sleigh rider (5)

BAUBLE Showy ornament (6)

TINSEL Sparkly strands (6)

MISTLETOE Evergreen plant (9)

GIFT Shower offering (4)

SLEIGH Santa's vehicle (6)

PUDDING Dessert course of a meal (7)

SNOW White fall (4)

CAROL "Silent Night," e.g. (5)

ROBIN Small Songbird (5)

WREATH A garland (6)

