



# Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS

Supporting



the  
care  
workers  
charity

Companionship & Accessing the Community (more on page 2)



Relaunching a service for  
**HEALTH & WELLBEING**

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Introducing a new award  
**'THE SPARK' CUSTOMER**

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Employee Recognition  
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## Introducing our 'Health & Wellbeing' service

We are delighted to announce the relaunch of our 'Health & Wellbeing Check' service, headed by our new H&W champion, Sara! We've been advertising this additional service with the support of Kate W and so far over 15% of our existing customer base have signed up for the initial promotion. Please get in touch with the office if you wish to enquire about this offer.



## Companionship is essential for wellbeing

Companionship is a basic human need and without it, people can feel isolated and lonely, which can then lead to more serious mental health issues, such as depression and can even deteriorate physical health.

Bluebird Care can offer dedicated companionship visits as part of care your package, which can focus on engaging activities and accessing the community. For instance, Gillian (carer) recently had the pleasure of taking out Mr. & Mrs W for a lovely pub lunch (see front cover image) which they thoroughly enjoyed.

**“Sara has recently completed her H&W training and went out on her first field day visiting customers across the borough of Rushcliffe, which she loved.”**

**Peter Bryan – Registered Manager**

## We value your feedback

### CUSTOMER TESTIMONIALS

Beaming reviews mean the world to our care team. We are always grateful to customers who take the time to leave us feedback about their home care experiences with us.

*“I am very happy with Bluebird Care and have been so since they began caring for my sister-in-law who is suffering with mixed dementia. I have come to trust particular carers who are dealing with a very vulnerable and elderly lady and know that I can depend on the headquarters to react appropriately whenever the need arises.*

*There have been a number of occasions when carers have gone over and above what is normally expected of them, and this is appreciated particularly as I live so far away and thus cannot react quickly in particular situations.”*

**Philip B (Brother-in-law of Client)**

Overall Standard ★★★★★

Staff ★★★★★

Care / Support ★★★★★

Management ★★★★★

Treated with Dignity ★★★★★

Value for Money ★★★★★

## We've launched a new customer award called 'The Spark'

Whilst our current recognition programme focuses largely on employee performance, we wanted to develop something that also shines a light on the personal experiences of our customers. We are often inspired by the stories of our customers lives, many of whom have faced serious challenges and overcome adversity along the way.

This new award category will be a quarterly event starting in October 2023. One customer will be carefully nominated for the award based on their circumstances / recent events. This will provide Bluebird Care with the opportunity to give something back via a complimentary treat e.g., lunch out, afternoon tea, pamper treatment. We will discuss options with the winner to determine what sort of experience they would enjoy most.

One of their main carers will be chosen to facilitate the agreed activity (subject to availability). The carer will be paid for their time, but the customer will bear no cost for the whole experience. This is a free gift from Bluebird Care in recognition of our loyal customers.



## Spin to Win Competition

Congratulations to our latest winner of the 'Spin to Win' competition, **Karen!**

In September 2023 she had the chance to win one of three exciting prizes up for grabs. She was delighted to land on prize no. 2, 'Sparkling Afternoon Tea for Two.'

Karen treated her mum to the experience at Revolution Bar, The Cornerhouse, Nottingham in early October. They enjoyed an abundance of sweet treats and a cheeky cocktail or two. Karen's mum was ultimately defeated by the brownie dessert!



The  
**Spark**  
Customer Award

## Care Team of the Quarter – Q3 September 2023



Every 3 months we carefully examine the positive impact our care teams have had on our customers. We then look to nominate a specific team of carers who have worked exceptionally well together in order to improve the wellbeing and independence of a particular customer.

For **Q3 2023**, we are delighted to announce that the 'Care Team of Quarter' has been awarded to **Team JW (Kellie, Sammi, Luisa, Freya, Josie, Charlotte, Alicia, Charlie)**.

Mrs JW lives at home in Radcliffe on Trent and has dementia. She is fiercely independent but is at risk of self-neglect due to a decline in her cognition and lack of acceptance. The care team have rallied around her in the wake of a recent safeguarding referral relating to fire risks at the property. The carers have worked in partnership with the family, GP, social services, and other community services to improve JW's safety and wellbeing at home. One of her main carers, Kellie, has gone above and beyond by preparing hot meals at her house and taking them over. She has also carried out shopping, housekeeping, and responded to neighbour concerns. The care team have been instrumental in helping JW get several medical ailments investigated by the GP, resulting in prompt treatment and subsequent reviews of her care needs.

### 'Excellence in Care' Award Winners

JULY – AUGUST - SEPT 2023

We are proud to reveal the winners of our most recent monthly 'Excellence in Care' Awards in 2023. A huge congratulations and well-deserved thanks to:

- **Freya – July 2023**
- **Charlotte – August 2023**
- **Iwona – September 2023**

These 3 fabulous individuals have been recognised for going over and above in key areas of their job role. This includes receiving consistent positive praise from both customers and their peers, providing essential cover during difficult periods, and doing many 'thoughtful extras' for their regulars.

## EXCELLENCE IN CARE AWARDS

September 2023 WINNER



I W O N A

