



A word from our Managing Director, Bernadette

Ten years and one branch in the New Forest

As our first business meets its 10th anniversary, I want to capture what has struck me most about these fantastic years. This little branch in Lymington is my first love, and with this “love” comes all the highs and lows we had. I founded this branch in 2012 from my cupboard at home and opened the doors of the new office in August for trading. We have looked after more than 600 customers and delivered more than 227000 care hours over these years. Over the 3650 days, we have managed to get an “Outstanding” rating from the CQC. We supported many care assistants in their new roles and developed them throughout their careers. We said goodbye to talented people who moved on to the top of their careers, supported hundreds of families by looking after their beloved from afar, as well as supporting our own staff with going through their own difficulties. So, it has not really been all work, but more like a play, involving a talented cast. So I think through this journey, I am qualified enough to give some insights into what makes a good business and good leadership. Here are some thoughts;

- **Work with people you love being with.** We work with teams and need to be able to trust each other to drive the business forward and help out. Have one person in the mix who is not on board with this, and then you are not able to execute. By” Love”, I do not mean that you are friends outside work, but you have an appreciation of their commitment and ethics.
- **Humility is number One.** When you work with talented people, arrogance has no place. You lead by example. There is no room for smugness as it does not work out in the long run.
- **Real supporters help you to succeed.** I could not have achieved this if it was not for these amazing people who had no agenda, who were not in it just for the money, but because of admiration and respect and belief in us, who grew in their roles and stuck with us through thick and thin. I am indebted to so many who have given their time for no ask.
- **Never give up.** Running a business takes its toll on your personal life. We have spent many evenings and weekends sorting things out to ensure our customers are safe and looked after and helping our staff. By doing that extra, that might be the difference in times in keeping the lights on, paying our staff always on time and recruiting the right people.
- **Integrity and honesty.** Treat people the way you expect to be treated. It is a small world, and you should be comfortable on every level with the decisions you make.



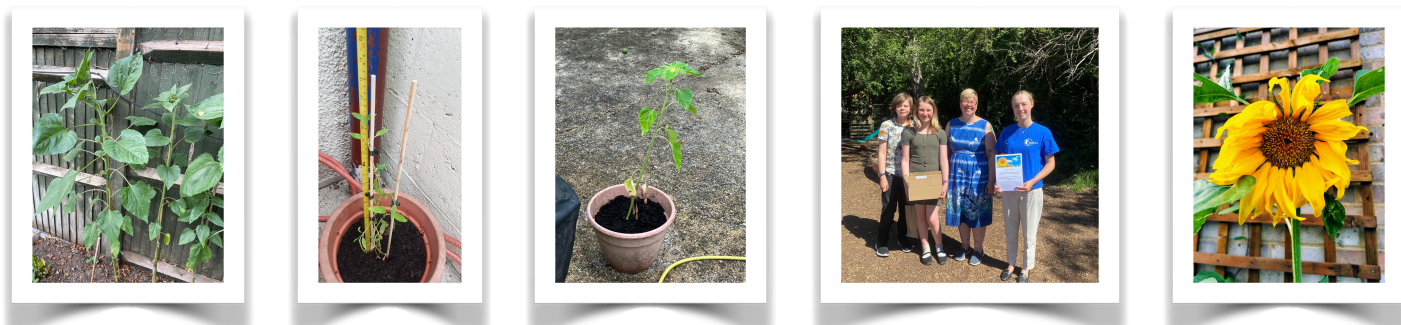
With all this in mind, I hope to continue another ten years and take our talented people under our wing and fly further. Our branches in Southampton, Portsmouth, Totton and Ringwood and our live-in care division have further potential. We hope to celebrate our first decade with you all. Please read our newsletter with all our events and join us to celebrate.

Extension of deadline for our Sunflower Competition!

At Bluebird Care, we are always up for having some fun. In 2021, we had a very successful "Grow your Sunflower Competition", and we managed to raise more than £400 for the Food banks across the South. This year we wanted to support the Solent Dolphin Charity. We want to support causes like this as the charity will suffer from rising fuel prices in the current economic environment. So through our fundraising efforts at various fetes, we have already managed to donate money. With our sunflower competition, we can top it up even more. Some of you have taken one of our grow pots; hopefully, your magic fingers have managed to nurture these little seedlings.

These giant sunflowers can grow up to 2 meters (taller than Mr Mills, our Managing Director).

The final measurement of sunflowers was initially scheduled for 31st July. However, various colleagues have shown their sunflower pictures, and they need to get a bit more fully grown. So, therefore, we have extended our deadline to the end of August. Ask your carer to take pictures of the progress of your green ambition, and we would love to be kept in touch.



Our Charity of the Year "Solent Dolphin"

The Solent Dolphin is a registered charity that organises boat trips on the Solent. They run a boat called the "Alison MacGregor" from out of Hythe Marina. The Solent Dolphin is a self-funded charity and collects donations from many local companies that use them. The Solent Dolphin runs several 2-hour boat trips through June, July and August. Without the support of the local community, the Solent Dolphin would not be able to take out many people with disabilities or the older people.

Our customers have enjoyed many boat trips on the Alison MacGregor and have enjoyed getting out and about with other customers. We have had such lovely feedback about their time on the boat.

Bluebird Care has been raising money through various competitions and attended several fetes this year; for example, our sunflower competition and Marchwood fete were great successes. Up till now, we donated £200. We hope to have more journeys with the Solent Dolphins in the following years!



Tenth Anniversary Bluebird Care celebration in Lymington

Over the last two years, we were not able to organise our famous Tea Dances. This year, we have a milestone to celebrate, and we are ready to celebrate the 10th Anniversary of Bluebird Care New Forest.

In May 2012, Bernadette Mills started the Lymington branch. With her dog, Peter, she rented an office on Ampress Park, appointed a care manager, and had two carers. We have grown from one branch to five branches across the South with the help of excellent care staff.

For Bernadette, it is a significant personal journey. She has put all her efforts in place to ensure that we would get the standard of care we would want for our own families. But to get that standard, Bernadette and her husband have invested a lot of time to get the right calibre of people on board, the right protocols and standards and ensure that we can deliver our promise to our customers.

Our values are important to you and us. *"To provide Outstanding/Superior High Standard of Care services that; professionals recommend, our employees and staff are proud to deliver, and prospective customers & families would want for their loved ones."*

In light of this occasion, we will host a celebratory luncheon on **Wednesday 14th September, from 11am - 1.30pm** at the Fuller Hall in the **Lymington Community Centre**. We would welcome all our customers and their families to join our team. Invitations will be sent off in August. Please let us know if you are interested in joining.

Well-being Sessions in the New Forest

In the spring time, we started hosting well-being sessions in certain areas. Whilst people have been apprehensive about joining gatherings, we had a good start. We hosted a Pet Therapy session, where we had guinea pigs, sheep, and a pony on display. Then we held a session on planting and seeding. In the Autumn, we will host a few sessions in October. Please let us know if you would like to attend.



Spooky Arts & Crafts Well-being Sessions

- **Lyndhurst Community Centre, 18th October from 10am - 12pm**
- **Lymington Community Centre, 19th October from 10am - 12pm**

We have organised some spooky arts and crafts sessions in Lyndhurst and Lymington to get in the Halloween spirit. Our lovely Kat will come with her arts and crafts box so we can all make Halloween cards. Of course, we will have cakes and coffee. This will be an excellent opportunity for our customers to get to know each other and have a giggle. Please let us know well in advance if you would like to attend and if you need help with logistics.



Ringwood Carnival Saturday 17th September Raising Money for Ringwood Dementia Action Group



Bluebird Care will be at the Carnival this year, raising money for the Ringwood Dementia Action Group! There will be the carnival parade through Ringwood High Street, starting at 2.15 pm. On the village green, the Bickerly, there will be entertainment, food stalls, kids activities and demonstrations, charity stalls and workshops from 12 till 5pm. The Bluebird Care team will be there too. We will be raising money for the Ringwood Dementia Action group.

Our big prize of the day will be “Bertie the Bluebird Care Gnome”! Bertie needs a new home. So, if your family is eager to meet him, come and see us on the green. We are hosting a game of Shuffleboard, which is an old traditional Dutch game, loved by all ages!



Ringwood Dementia Action Group is a volunteer group committed to making Ringwood and surrounding areas a dementia-friendly community. They have recently secured an allotment garden in Ringwood. This year they plan to build a large fruit area. The Ringwood Dementia Action Group will encourage people with dementia to come and help in the garden, to have

social sessions with low-level exercise. Being outside for relatively short periods can increase happiness and good for vitamin D! It is also a good excuse to meet other people in similar situations and get support.

AGE concern
Hampshire



MacMillan Coffee Mornings in the New Forest.

Get your diaries out for our fun coffee, cakes and chatter mornings. We are hosting several Macmillan coffee mornings across the New Forest.

Various companies host coffee mornings for the Macmillan fund that supports people living with cancer. Last year, over £11 million was raised.

This year, we host several coffee mornings and afternoons, so our carers and customers can bake their hearts out for a good cause.

For our event on Thursday 22nd of September, we have teamed up with Age Concern at the Horrill Centre. We will be hosting our third and final coffee morning with them and hope you will come to join us!

These are the coffee mornings we have arranged:

- **Tuesday 20th September from 10 am - 12 pm, Greyfriars Community Centre Ringwood**
- **Wednesday 21st September from 10 am - 12 pm, Lyndhurst Community Centre**
- **Thursday 22nd September 10 am - 12 pm, Age Concern The Horrill Centre**



Having a passion for something and taking it to the extreme!

We often get asked about Bluebird Care's background, and I want to write a little about that. Being passionate about doing a good job, doing the right thing, and doing a sport well, takes a specific personality.

In 2000, having worked in the care sector for several years, Paul and Lisa Tarsey founded Bluebird Care, wanting to seriously improve the care standards overall. Paul's work attitude was always one of tenacity and getting it right to the finest detail. In his spare time, Paul was so passionate about land speed racing; this is where he got the name for his second passion; Bluebird Care.

His favourite story was about the two daredevils, father and son, Malcolm and Donald Campbell. Malcolm was the first land speed record holder in the world between 1924 -1935. He broke it nine times with specially designed cars, all named; Bluebird. Malcolm was passionate about speed on land and even water, where he broke the speed record four times.

His passion was passed over to his son Donald who started building different prototypes of hydrogen speed cars. Every car was called Bluebird (note the wording together now), then the next model type. They would try to do the record-breaking on flat salt plains in Utah and Australia. Donald travelled at speeds over 360 miles per hour. In 1964, he finally broke the record with a speed of 403.1 mph. Malcolm and Donald Campbell lived for the thrill and challenge of record-breaking and wanted to leave a legacy. It was a fantastic pursuit for father and son. And tragically, it was the son's end as he died during another attempt in 1967.

The current holder of the World land speed record achieved almost double the speed previously achieved in 1964. It was an incredible speed of 763 mph.

To give you an idea about the actual speed achieved, compared with the average plane speed, most commercial aircraft fly around 460-575 mph.



Did you know? Some Summer Fun Facts

Summer is the season for outdoor fun and relaxation. Here are some fun facts.

• Olympic Games

The first modern Olympic games were held in the summer of 1896 in Athens, Greece. Originally 3000 years ago, these games were held in honour of the god Zeus on a four-year cycle. When they revived them in Athens, they had 280 participants, 12 different nations competing. In 1994, they split winter and summer games on a 2-year cycle.



• The first summer's day, 21st June



The first day of summer is called the summer solstice, and the day varies yearly due to the Earth's rotation not reflecting our calendar year. A solstice is when the sun appears to reach its most northerly or southerly point versus the equator. There are two solstices a year. The other one is on 21st December, the shortest day of the year in terms of daylight hours.

•Eiffel Tower Expansion

The Eiffel Tower grows in the heat of the summer. The iron expands by around 6 inches. The Eiffel Tower was constructed in 1889 to celebrate the 100th anniversary of the French Revolution. The construction took two years and two months to finish. The tower is about 330 meters tall.



• Mosquitoes

We all do not like these little creatures, but mosquitoes have been on Earth for over 30 million years. Probably before us, humans. There are more than 3000 species in the world. Mosquitoes need water to breed and are a reliable food source for birds, bats, dragonflies and frogs. They are attracted by the smell, blood type, and dark colours. If you drink beer and eat burgers, they tend to like that too!

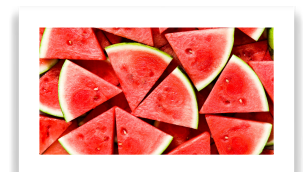


•Ice pops

In 1905, Ice pops were accidentally invented by an 11-year-old boy called Frank. Frank left his soda and a stirring stick out on the porch, and overnight it froze up. Frank named the concoction "Epsicle". It became a hit with school kids. 18 years later, he patented the concept as a Popsicle, as his own kids renamed it.

•Did you know that a watermelon is a vegetable?

Watermelon is a vegetable, not a fruit! They belong to the cucumber family of vegetables. They consist of 92% water. They originally came from Egypt, where they were left in the burial tombs of kings to nourish them in the afterlife.



Staff Achievements and news

Passing probation!

This month we had several people passing their probation. Beth, who has joined us from a different care company, successfully passed her six-month probation period in the Ringwood branch! Beth has been a huge help in getting our latest branch up and running along together with the care manager. Well done Beth!

At the same time, we also have Kirsty in Totton, who passed her probation with flying colours. Kirsty has been with us for several years working in the community, and she is now in charge of the Totton rosters. It is always great to see them developing their ways internally. Congratulations 🥳 to you too!



Our first overseas staff member



We recently welcomed Tarita to our New Forest team. Tarita is a community response care assistant, and she works in the Sway, Brockenhurst, and New Milton areas. Sometimes, she supports the teams in Ringwood and other areas as well, and therefore we wanted to introduce you to her. Tarita is an experienced care assistant who came to this country at the beginning of the year. We hope you will help her to embed as it will be a different way of life. Tarita has a bubbly and caring attitude, and she also has got extensive experience as a pharmacist dispenser. So please give her a warm welcome when she comes through your door! 😊

Bluebird Care Feedback Award 🏆



Our lovely care assistant, Rachael, received the Bluebird Care “Feedback Award”. Our customers have full praise for Rachael. “She has a lovely manner about her; she is really good. She is hard-working, and she does everything I ask for really well.” Rachael has been working with us for more than one year, and she works across the Waterside area. It is great when we get constant positive feedback for our carers. Well done 👍

Innovation Award

Duarte is our Quality and Training Officer and has recently been awarded the very well-deserved ‘Innovation Award’. Duarte constantly thinks of ways to make training easier, fun and engaging. He has been excellent in getting the new training program set up! Thank you for your great work, Duarte!



Summer word search

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



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| TRAVEL | SUN | CAMPING | HOT |
| POOL | PICNIC | SANDALS | SUNGLASSES |
| HAT | BALL | PARK | ICE CREAM |
| BEACH | VACATION | CAMPFIRE | SHELL |

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