

Portsmouth Customer Newsletter

A letter from the Directors

As owners of Bluebird Care Portsmouth, we look back at the year of 2021, this has been a year of hope and some glory with the vaccine rollout. However, we have never known so many challenges. That being said, we remain thankful for the relentless efforts of our office and field care teams who have continued to support our customers. We would also like to thank you, our customers, for your patience.

When looking forward to 2022, we are hoping that some normality might return on all fronts as the year progresses. If the past 12-18 months and COVID-19 have taught us anything, we need to expect the unexpected!

For us at Bluebird Care, we will continue to focus on expanding our Live-in and Home Care services. At a time, when other providers have been looking to re-trench their efforts, we are investing. In August, we announced the promotion of Rachael Benn to Head of Care Operations across our branches. In October, we opened a third branch in the New Forest territory in Ringwood and we also focus on developing and widening our Clinical Care services spectrum.

Are we mad to do so in times of inflationary pressures? We will see.

We want to ensure that we are able to offer you, a range of high-quality care services from companionship visits to Live In Care and more complex Clinical Care services. This approach will also enable us to create a clear career path for our staff.

Despite these new initiatives, our fundamental goal to deliver Outstanding Care across the Portsmouth area remains unchanged. Your care manager, Sophie Emmess, will continue to look after you and your family care needs.

We thank you for your continued custom and wish you and your family, all the best for 2022.

Hugo and Bernadette Mills



Macmillan Coffee Morning!

In September, we joined together to raise money for Macmillan Cancer Support. We all donated cakes and biscuits and went out to deliver some of these to our customers who want to get involved. It was a great day and we managed to raise £150 with all branches for this great cause.



Our first Well-being activities event

In the autumn, we started to put the feelers out to see whether there would be an appetite for the start of activity events again. Andy, one of the care team, organised the first event and the customers had a lovely time. Andy did a good job at keeping everyone entertained with the games and they had a lot of fun. We hope to do more well-being sessions in the New Year!



Our New Care Supervisor

Miheala has risen through the ranks and has joined Jade on the Supervisory team. We wish her all the best on the job and her career path.



Kuldeep



Miheala

Carer Celebrations

We are so pleased to welcome our newly trained carers, Freya, Paige and Jenna and we hope that you will enjoy meeting them. Please give feedback to the office.

We had two employees of the Month, Silvija and Caroline. They both have been extremely hardworking and committed to deliver the care standards we want for you.

Care Coordinating and Admin

Our Care Coordinator Teri will be leaving to join her family in Wales in December. We are grateful for all her hard work. Kuldeep will join our office team as a Support Coordinator and we are looking to fill the Coordinator role in due course.





The festive season is around the corner!

Christmas is on its way! Every year we organise events for customers and carers in order to enjoy the festive period. Sophie and her team have planned an amazing Christmas lunch for our customers on Monday 20th December in Cosham. The invitations have gone out. If you want to join, please let the Portsmouth team know immediately as we are limited with numbers due to Covid regulations. If you need help with transport, we need to know in advance as we can hopefully support you in some way otherwise we will try to organise a taxi for you.

At same time, we have also arranged a carers night out in December. That will mean that one evening, your normal care time might be moved slightly earlier as we want to give people the opportunity to join the festivities. All the office staff will go out and help with the care and join the team at later stage. We thank you for your understanding.



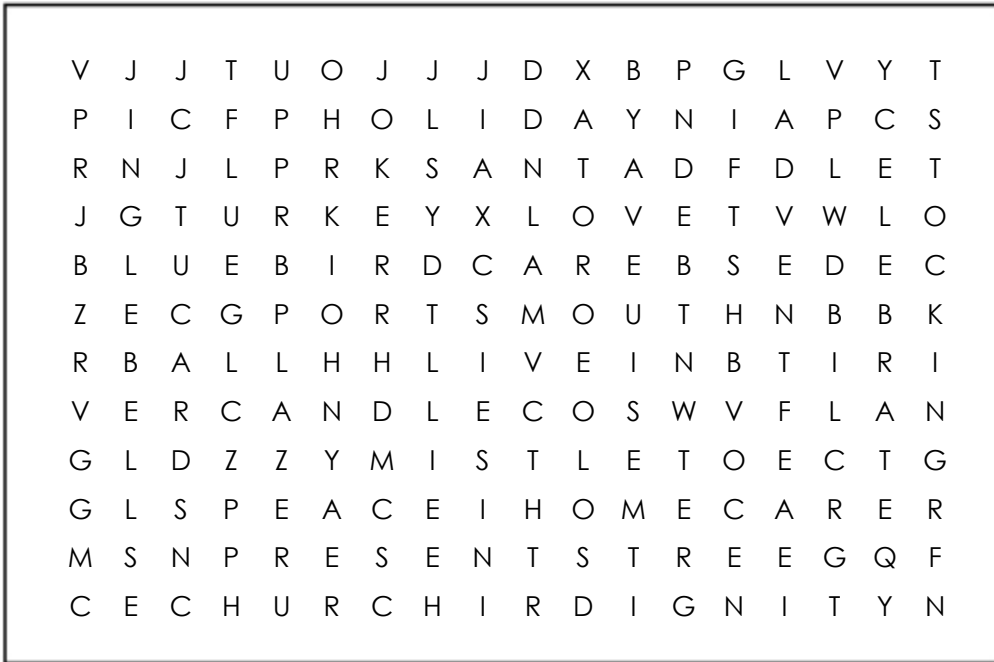
The story of the Poinsettia

Every year with Christmas, the house of our Bluebird Care directors is stacked full of Poinsettias to celebrate the festive season. For decades the plants have been associated with the Christmas season. These beautiful plants have leaves shaped like the Star of Bethlehem, which led the 3 wise men to the new-born baby Jesus in the crib on Christmas night. However, the story about poinsettia is originated from the Mexican folklore story of a poor girl called Pepita. In the legend, the Mexican people always gave presents to baby Jesus on Christmas Eve Church services to honour him and Pepita had no present to give. She was very sad and as she walked towards the church, where she saw some weeds growing alongside the road. An angel appeared and told her to gather a bouquet of weeds. When Pepita entered the church and laid the bouquet at the feet of the Christ child, the weeds burst into bright red flowers. From that night onwards the plants were known as the “Flores de Noche Buena” or the “Flowers of the Holy Night”.

In 1828, an American ambassador travelled to the area of Taxco in Mexico where the plant comes from. This man was an amateur botanist, and he took some samples back to grow in nurseries in the USA. Ever since that time, many households across Europe and the US buy poinsettias as a symbol of the Christmas season.



Bluebird Care Word Search



Find the following words in the puzzle.
Words are hidden → ↓ and ↘ .

ADVENT
BLUEBIRD CARE
CANDLE
CARDS
CELEBRATE
CHURCH
DIGNITY
GIFTS

HOLIDAY
HOME CARE
JINGLE BELLS
LIVE IN
LOVE
MISTLETOE
PEACE
PORTSMOUTH

PRESENTS
SANTA
STOCKING
TREE
TURKEY



Bluebird Care Portsmouth
02392 006 218
portsmouth@bluebirdcare.co.uk

