

Bluebird Care Gloucestershire

March 2017 Newsletter



An Apology

We are sorry that there was no newsletter last month, due to the illness of the writer, and nobody else having time to take it on.

Care Quality Commission Inspection of the Gloucestershire North Office

Enclosed with this newsletter, for Gloucestershire North Customers, is the summary version of our CQC Inspection Report for February 2017. You will see from this that we have been rated “Good” right across the board.

Thank you to those of you who spoke to the inspector. Your comments are very helpful for our development. We continue to aspire to an “Outstanding” rating, but knew that we would not have reached the standard this time. Despite the best efforts of the office staff, the months of trying in vain to recruit a Coordinator, and the vacancy for the Quality Assurance role, did have a negative effect. However, now that we have Anabela in place as Supervisor, with Naomi and Carlos permanently sharing their time between the Supervisor and Coordinator roles, and Poppy totally focused on the quality of the service, we will be aiming for the elusive “Outstanding” rating next time. To put it into perspective, these are the ratings awarded by CQC during the past month:

| | |
|----------------------|-----|
| Outstanding | 12 |
| Good | 430 |
| Requires Improvement | 196 |
| Inadequate | 40 |

That makes our “Good” rating sound rather pleasing.

Any suggestions you have for improving the quality of our service are always welcome.

Clarification of the New Terms and Conditions

In respect of the notice period for cancelling calls without charge, we would like to clarify that this does **not** apply to bank holidays. The previous arrangements for notifying bank holiday requirements continue unchanged.

New Arrival

We thought those of you who have had Claire Hodges as your carer would like to know that she and her husband Scott are celebrating the birth of Lottie, seen below with delighted big sisters Molly and Chloe. All the important statistics are on the rabbit we

sent as a Bluebird Care gift. The perils of online ordering are apparent – bunny is almost exactly the same size as baby Lottie!



Ableworld: A Local Shop for Disability Aids

We have recently come across a shop at Severn Road in Gloucester Docks, which has an excellent range of products to assist people with disabilities. We went in search of a raised toilet seat, and were delighted by the range of products on offer, with different heights available, fixed or easily removable, and with or without lids – of particular importance for those of us who have read Bill Bryson’s advice that flushing the toilet without closing the lid is the easiest way to spread germs around the house. Like our own business, Ableworld is a franchise business. Ableworld Gloucester is owned by Conway Davies who says that he has enjoyed bringing quality, specialist, products for elderly and disabled people to his local area. Conway has first-hand experience of disability issues, saying:

“When my partner Jackie began looking for equipment to meet her elderly father’s needs, we didn’t find it easy to source good quality products or advice. I am now delighted to be in a position where I can change this, and help to improve the quality of life of anybody experiencing mobility problems. Ableworld was founded in 2001 and is the leading mobility retailer in the UK. We provide a wide range of quality products and services for our customers at value-for-money prices. Our knowledgeable and friendly

store staff are ready to help you purchase items designed to make your lives more comfortable and active whilst keeping you independent.”

Ableworld

Lock Warehouse, 1 Severn Rd, Gloucester GL1 2LE

[Phone](tel:01452690250): 01452 690250

We have also had a good experience of Badham’s Mobility at St Paul’s Medical Centre in Cheltenham. We needed a rollator walking aid which was sturdy enough to be secure, but light enough for the user to fold it up and put it in the car. The assistants were very helpful, and brought out several for us to try. From their observations and our requirements, they then recommended the second least expensive, rather than trying to sell us something dearer. They have a good range of mobility aids, but we only looked at the rollator.

Badham’s is an entirely independent local business, primarily operating pharmacies.

There are, of course, other retailers available. We are speaking only of our own experiences.

Carer of the Month

The Carer of the Month for March for the Gloucestershire North area is **Iris O’Leary**.
Debbie says:

Iris came to us very unsure of if care work was really her thing, but she wanted to give it a go because she believed she had something to offer others. Iris has proven herself to be an excellent carer, who has adapted really well to lots of challenges throughout her new career. We find Iris to be a quiet but very compassionate carer. Iris always reports any concerns or care plan changes accordingly and appropriately to the office team.

Iris is currently working on her Diploma in health and social care level 2, and her assessor has reported that she demonstrates excellent standards of care when she has observed her working, and she is getting on very well with the award and is on track to complete it in the allocated time frame. Iris will often help outside of her availability and will cover wherever she is required to do so without any complaints. Iris is a very valuable member of the team.



Here is Iris receiving her certificate from Debbie. Iris has chosen a Love 2 Shop voucher.

The February Carer of the Month for Stroud and Cirencester is **Suzanne Massey**, chosen because:

She is always cheerful and happy to help. Nothing is ever too much trouble for Suzanne. She has shown herself to be calm in a crisis, finding herself on three occasions supporting customers in medical emergencies – she has been thanked personally for saving one customer's life.



Here is Suzanne receiving her certificate from Gareth.

Emma Townsend is the March Carer of the Month for Stroud and Cirencester, chosen because:

She is one of our long-standing carers, and is always positive and cheerful, no matter what the situation. She has been described as a breath of fresh air, always smiling and chatty. She is observant, and reports when she notices that a customer is not

themselves. Emma promotes independence and helping people find ways to feel involved and meaningfully occupied, such as knitting for restless hands. “Emma thinks of the little things and cheers me up by bringing a little of the outside in; picking a flower or making a simple daisy chain to brighten my day.”



Here is Emma receiving her certificate from Hannah.
Emma has chosen a Shop4All voucher

Newsletter Items

If there is anything you would like to have put in the customer newsletter next month please call or e-mail us.

Please let us know if you would like this newsletter in large print, in Braille, on CD or on tape.