



# Newsletter

January 2020

## Bluebird Care

### Newmarket & Fenland, King's Lynn & West Norfolk

#### **Hello, and welcome to a new decade!**

As we start a new year, it's a good time to not only look ahead to an exciting future, but also reflect on the previous 12 months. And what a twelve months we had. From being named Company of the Year at the Ely Standard East Cambridgeshire Business Awards to expanding our territory with the acquisition of the Cambridge office it was a year of continued growth and success for Team NFKW.

At a national level, the Bluebird Care brand was named Most Outstanding Home Care Provider in 2019 at the UK Over 50s Housing Awards, testament to the hard work of all Bluebird Care staff across the country.

Back in Ely, 2019 was a busy time at our care hub, as we held a number of events for our customers. Our most recent being a Christmas card making session. As in previous years the event was very successful, with everyone enjoying lots of laughter and festive joy.

Carrying on the seasonal theme, we spread Christmas cheer amongst our customers and staff in December by donning festive outfits and handing out treats. You can see a selection of photos within this newsletter and on our website.

Of course, as well as a time of joy and new beginnings, winter can be a testing time for vulnerable people in our communities. So, we're urging everyone to think WARMTH this winter. You can find out what the acronym WARMTH stands for within this newsletter, but we would encourage everybody to take the time to ensure friends, families and neighbours are warm enough when the weather gets colder.

Finally, I'd like to wish all our customers and staff a very happy new year, we look forward to working with you in 2020.

Carolyn Dailey  
Principal Director

# Winter Warmth

This winter, we're urging older people, their families, friends and neighbours to think **WARMTH** to help people and even save lives.

As the weather starts to get colder, we're sending out the strong message that cold weather is extremely serious and potentially life threatening - and are urging people to prepare for the winter with some simple steps to stay warm and safe.

Throughout January and February, we'll be handing out temperature cards to some of our customers to help prevent hospital admissions. If you want to find out more about our winter warmth campaign, please speak to your care assistant.

## What is WARMTH?

**Wrap Up** indoors and outdoors. Wearing extra layers indoors can help you keep warm. If you need to go outside, sturdy shoes with good grip or attachable grips to wear over your shoes can help prevent falls, and an insulated waterproof coat will help keep you warm and dry.

**Alert** Keep an eye on the weather forecast, stock up with nutritious food and speak to your GP about medicine in advance of a cold snap. If you have vulnerable neighbours, try and check up on them during cold weather.



**Risk** Minimise the risk of falls or becoming ill by taking the weather into account when you plan activity when severe weather is forecast. Plan ahead for the cold weather by talking to your GP about getting a flu jab and talk to your neighbours about clearing snow in front of your home.

**Money** Winter bills can be very expensive. Make sure that you're receiving all of the benefits you're eligible for. In addition to the Winter Fuel Payments, available to anyone born before July 1952, and if it gets very cold you could be entitled to additional Cold Weather Payments.

**Temperature** Ensure the rooms that you use in your home are heated to an appropriate temperature.

**Hot Meals** One hot meal a day, and hot drinks throughout the day can help to keep you warm. Eating nutritious food regularly can help to keep up your energy levels and support your immune system in the cold weather.



Winter Warmth

# Achievement Awards



This quarter we have been celebrating lots of anniversaries. Thank you to all and here's to many more years!



## Probation Success

After successfully passing their probations, a whopping nine of our staff have become fully fledged care assistants! Massive well done and congratulations to you all!



In December, we went out on the road to spread Christmas cheer amongst our customers and staff.

Our care assistants dressed up in antlers, Santa's hats, festive headbands and glasses to bring some seasonal joy to our customers. As you can see from the photos, our customer's loved joining in with the fun.

To see more pictures, visit our website.

## Christmas Cheer!



# Carer of the Month

The team members who achieved Carer of the Month are:

**October** Tina Thurstance *Fenland Team*  
**November** Mercy Mutoonono *Live-in Team*  
**December** Julie Briggs *Live-in Team*

## Name those Reindeer...

Congratulations to Mrs B & Mrs E for winning this year's hampers, with their great name choices of Boris & Noah!



## Valentine's Film Event

We'll be hosting a Valentine's themed film day at our Ely care hub in February. If any of our customers have suggestions for films, or would like more information, please speak to your care assistant or call us on 01353 883333.

## Meet Your Office Support Team



**Carolyn Dailey**  
Principal Director



**Keith Dailey**  
Principal Director



**Dani Durrant**  
Coordinating Director



**Denise Allen**  
Operations Director



**Heather Porter**  
Care Director



**Natalie Moore**  
Quality & Development Manager



**Samantha Simpson**  
Customer Care Manager



**Sarah Pickwell**  
Team & Customer Liaison Manager



**Katie Manson**  
Trainee Recruitment & Team Manager



**Lisa Tyzack**  
Live-In Care Manager



**Terri Evans**  
Training & Development Coordinator



**Emma Sibthorp**  
Care & Team Coordinator



**Virginia Zahr**  
Care Coordinator



**Liliya Radenkova**  
Care Supervisor



**Melanie West**  
Care Supervisor



**Georgia Blatter**  
Care Supervisor



**Harriet Sibson**  
Customer Care Supervisor