

Newsletter



The last 6 Months with Bluebird Care

Welcome to our latest newsletter of 2021, giving you the most up-to date information for what has been happening at Bluebird Care and how we are keeping you and your family safe during the pandemic, and for us to share with you the amazing work that has been going on.

We are delighted to inform you that 92% of our team at Bluebird Care are now fully vaccinated. We would personally like to do a shout out to everyone who has taken part in rolling out the vaccines.



Safe at Home





Bluebird Care are being put forward for accreditation in end-of-life care.

The Gold Standards Framework (GSF) is a framework used by many GP practices, care homes and hospitals to enable earlier recognition of patients with life-limiting conditions, helping them to plan ahead to live as well as possible right to the end.

The aims of GSF are to:

- Improve the quality of care for all people nearing the end of life - in line with their preferences
- Improve the coordination and collaboration of teams supporting them
- Improve outcomes for people enabling more to live and die where they choose, reduced hospitalisation and improved cost effectiveness

We will be put forward this year for this fantastic accreditation and we will keep you all up to date with our progress. Bluebird Care already deliver outstanding care to those who are seriously ill or those who might be in their final stage of life (years, months, weeks, or days). Becoming accredited will help ensure that there is more support for our customers and their families. If you wish to have more information on this please do get in touch with us, we will be very happy to talk you through any questions you may have.



Care Friends®

It is no secret that recommending new carers from word of mouth is perhaps one of the oldest and most trusted means of recruitment. Bluebird Care have now rolled out our new Care Friends App which is an amazing tool that has so many benefits. It is simple to use and has the ability to give immediate feedback and instant rewards to our care team for their referrals. Carers are also able to receive bonus points for receiving a compliment from their customers. For the carers points are rewarded in terms of money. So please remember if you have not already downloaded the app, please do this so you can start earning points.



Join us
and make a real difference!

Welcome

To the class of 2021

- Cat Ferguson
- Denise Campbell
- Renata Plis
- Tracey Midgley
- Debbie Bryant
- Francesca Cox
- Sharon Cleary
- Sasha Reiner
- Hannah Monk
- Ann Koroleva
- Holly Kean
- Sarah Pearce
- Lisa Stalder
- Riina Kermik
- Delali Coffie
- Hagar Quaicoo
- Wendy Silveria
- Leigha Marchant
- Abigail Leather
- Natasha Wallace

“ I have been working at Bluebird Care for nearly 10 years after working in admin roles for over 20 years. Changing to care was a great decision which I have thoroughly enjoyed. The best thing about caring for others is helping them get ready for their day, finding out about their history and give them a positive outlook for their day ahead ”

“ I have just started working with Bluebird Care. I was so amazed by the supportive team here whether that was during my training or shadowing I am getting so much out of my work here and am enjoying working for Bluebird Care. The customers and supportive colleagues are what makes it so amazing. Carer- Holly Kean ”

Employee of the month January to May 2021

Great Job!



Julie Veerappan



Kirsty Higginson



Kitty Srinok



Lauren Hunt



Alison Small



Rebecca Underwood



Rashpal



Rebecca Underwood



Tracey Atkins



Susan Nicol

CONGRATULATIONS

CERTIFICATE
FOR PASSING THREE MONTH PROBATION



LEIGHA MARCHANT
Date Passed - 09/03/2021

This certificate represents the hard work, passion and dedication shown during your first 3 months of employment within the Bluebird care Reading and Wokingham team

Kerry Brooker
Care Manager
Reading and Wokingham

CERTIFICATE
FOR COMPLETING THE
QCF CARE CERTIFICATE



TRACEY TEK
Tracey has been awarded the Care Certificate based on the standards set by Health Education England. Skills for Care and Skills for Health

Alex Witten
Care Manager
Windsor, Bracknell and Maidenhead

CERTIFICATE
FOR PASSING THREE MONTH PROBATION



TRACEY MIDGLEY
Date Passed - 25/03/2021

This certificate represents the hard work, passion and dedication shown during your first 3 months of employment within the Bluebird care Windsor, Bracknell and Maidenhead team

Alex Witten
Care Manager
Windsor, Bracknell and Maidenhead

CERTIFICATE
FOR PASSING THREE MONTH PROBATION



HELEN MASON
Date Passed - 26/05/2021

This certificate represents the hard work, passion and dedication shown during your first 3 months of employment within the Bluebird care central finance team

Mehul Shah
Director
Reading, Wokingham, Windsor, Maidenhead and Bracknell

A Massive congratulations to
Angela McMillan for
completing
her NVQ level 2!



CERTIFICATE
FOR PASSING THREE MONTH PROBATION



GERLY TAMM
Date Passed - 08/03/2021

This certificate represents the hard work, passion and dedication shown during your first 3 months of employment with the Bluebird care Live-in care team

Jade Rose
Live-in Care Manager
Reading, Wokingham, Windsor, Bracknell and Maidenhead

CERTIFICATE
FOR PASSING THREE MONTH PROBATION



JAYDEE 'CAT' FERGUSON
Date Passed - 13/01/2021

This certificate represents the hard work, passion and dedication shown during your first 3 months of employment with Bluebird Care, Reading and Wokingham.

Kerry Brooker
Branch Manager
Reading and Wokingham

CERTIFICATE
FOR PASSING THREE MONTH PROBATION



SOPHIE PURDY
Date Passed - 08/03/2021

This certificate represents the hard work, passion and dedication shown during your first 3 months of employment within the Bluebird care Reading and Wokingham office team

Kerry Brooker
Care Manager
Reading and Wokingham

Congratulations
Rebecca Underwood
On becoming the new
Customer care
champion
for Windsor, Bracknell
and Maidenhead!
We Wish you all the best in your new role

CERTIFICATE
FOR PASSING THREE MONTH PROBATION

Jaco Mbelek
Date Passed - 06/04/2021

This certificate represents the hard work, passion and dedication shown during your first 3 months of employment within the Bluebird Care team

Jade Rose
Care Manager

CERTIFICATE
FOR PASSING THREE MONTH PROBATION

Valeria Olareanu
Date Passed - 15/02/2021

This certificate represents the hard work, passion and dedication shown during your first 3 months of employment within the Bluebird Care team

Jade Rose
Live-in
Care Manager

CERTIFICATE
FOR PASSING THREE MONTH PROBATION

Renata Plis
Date Passed - 20/04/2021

This certificate represents the hard work, passion and dedication shown during your first 3 months of employment within the Bluebird Care team

Jade Rose
Care Manager



"To care for those who once cared for us is one of the highest honors."
— Tia Walker

Genie in a Bottle. Giving back and bringing positivity to you!



A few weeks ago, during our team meeting, Paige who is our Care Supervisor for Bluebird Care Windsor, Maidenhead and Bracknell came up with an idea. She said to me that she wants to bring some positivity to our customers who have been affected by isolation over the past year during the pandemic. What a great idea right? We asked Paige why this is important to her, and this is what she said.

Paige sent out wish slips to our customers, families, and carers. The carers were asked to nominate a customer and grant them a wish, our customers were able to write down their very own wish and their families or friends could also take part in granting a wish.

All the wishes are in and last week Paige randomly selected three customers, and the whole team will now help make those wishes come true.

Wishes coming back so far have been, afternoon teas, day trip to Kew gardens, an extra hour with a carer, a pub lunch, hot air balloon ride, holding an owl. We cannot wait to share these with you all once they have taken place.

We are very keen to continue with this and support all the other wishes that we received.



My initial interest in social care was sparked when my own health deteriorated. During a period of hospitalisation, I was cared for by an amazing team of carers. Their empathy, enthusiasm, and commitment to practising person centred care was remarkable and this experience inspired my own period of introspection, resulting in me joining Bluebird Care in 2017.

Throughout the COVID-19 pandemic we as a company have tried to give little positive boosts to our customers and carers with flowers, Christmas presents and valentines presents, but we wanted to take the next step in recognising and appreciating our customers and carers.

Whilst out with some of my customers during the lockdown periods, the things I kept hearing them say was "I wish". The lockdown has been hard for all of us, but I can only imagine how difficult it must have been for our more vulnerable customers who have been isolated from loved ones. This ignited a thought within me that I only "wish" I could make their wishes come true. Until I realised I possibly can.

I decided to propose our wish campaign to the team to see if we can use this in a way to boost morale and SOMETHING ELSE POSITIVE. Bluebird Care thought this would be a great idea to help with the after effects of COVID



Paige Cotterell - Care Supervisor

Making wishes come true

Services from Bluebird Care

We specialise in working with customers and their families who require care in their own homes. We offer a unique service of personalised care visits from check-in visits to full live-in support.

- Live-in care
- Respite care
- Companionship
- Shopping and Domestic
- Night care
- Dementia care
- Diabetes care
- Reablement care
- Stroke care
- Parkinson's care
- Motor neurone disease care
- End of life care
- Palliative care
- Alzheimer's disease care
- Learning disabilities care
- Pet friendly care

“ THANK YOU SO MUCH FOR SORTING CARE FOR MY MUM SO QUICKLY AND SAFELY AND FOR SUPPORTING US TO KEEP HER WISH BY STAYING IN HER OWN HOME. WE REALLY CAN NOT THANK BLUEBIRD CARE ENOUGH ”



SUPPORTING AND INVOLVEMENT WITH OUR COMMUNITY

Sharing with you the great work the teams are doing



We are very passionate about tackling isolation within our community and if the last 18 months have shown us anything, it is that we are in this together

Thank you Twyford Knit and Natter group



Bluebird Care Reading, Wokingham, Windsor, Maidenhead and Bracknell

Would like to say a massive thank you to Geraldine from the Twyford Knit and Natter group who took the time to Knit us some fabulous twiddle muffs that can calm and reduce anxiety, as well as providing hours of stimulation for those that live with dementia.

We pride ourselves in delivering specialist dementia care and it's wonderful that the community can be a part of that.



We are proud to support young Cash in his fundraiser for young epilepsy.



Cash has been fundraising by making sweet cones, arranging a raffle and making a treasure map

The Bluebird Care Reading and Wokingham team have come together and donated a lovely hamper for Cash's Raffle



THANK YOU, YOUR GENEROSITY IS GREATLY APPRECIATED.

PHIL HASELER - COX GREEN COUNCILLOR

"As part of the Cox Green SOS Community Support Group, my Wife and I are a recognised 'Food-Share' drop off point for donations that will be made available to families that for whatever reason are unable to feed themselves properly.

The Coronavirus Pandemic has increased the challenges for many Families and any food donation no matter how big or small can make a real difference.

We recently received an impressive and generous donation from Becki Hawkins & her caring, thoughtful colleagues at Bluebird Care: 17 large shopping bags packed full of food, an incredibly heartwarming gesture worthy of recognition.

As Carers you all work extremely hard supporting elderly and vulnerable people in our Community. You have gone above and beyond with your very kind donations that will make a huge difference to numerous families."

We would like to thank everyone who supported our big food bank donation. It was amazing to see carers, customers and office staff all come together to get this huge donation to our local food banks



William won a WHSmith voucher and will see his lovely design turned into a pin badge for all the team at Bluebird Care Reading, Wokingham, Windsor, Maidenhead and Bracknell.

**BLUEBIRD CARE READING,
WOKINGHAM, WINDSOR,
MAIDENHEAD AND BRACKNELL
HOSTS COMPETITION FOR
CHILDREN'S MENTAL HEALTH
WEEK**

Safeguarding children
and adults is
everyone's business

For Children's Mental Health Week 2021, Bluebird Care Reading, Wokingham, Windsor, Maidenhead and Bracknell hosted an art competition. The local home care provider wanted to actively highlight the importance of expressing yourself, as they encouraged local children to explore the different ways we can share our thoughts, feelings, and ideas. Ensuring children are looked after is an important aspect of care, and Bluebird Care Reading, Wokingham, Windsor, Maidenhead and Bracknell train all their Care Assistants in 'Safeguarding Children'. This in-depth training is delivered by Karen Anderson, who has been training Bluebird Care staff for over 12 years.

The competition involved asking children to send in their own Bluebird Care design. The winning artwork will be turned into a pin badge for all members of the team who have completed their 'Safeguarding Children' training.

Karen Anderson judged the competition and was blown away by the quality of entries submitted. Karen said:

“

We would like to personally thank all the children that entered into our competition. The amazing designs will be turned into one big bluebird and displayed in our office. "The winning design was drawn by William from Woodley, aged 10. Karen added: "The reason I picked William's design was the bird has all the colours of Bluebird Care and looks extremely proud. The bird on the design also has its eyes closed, which means the bird is listening, and this is a very important aspect of care

~ Karen Anderson, Safeguarding Trainer

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Bluebird Care Reading and Wokingham raise money in Dementia Action Week

Team members at Bluebird Care Reading and Wokingham have raised £1000 for the Alzheimer's Society as part of a tremendous effort in aid of Dementia Action Week. The Action Week sought to raise awareness of the social care injustices associated with Alzheimer's disease, and to rebalance, reform, and refocus attention to the surrounding inequalities, cost and funding issues.

Over the course of the week, the Bluebird Care team organised three events across several days in support of the initiative. At the outset, the team started off their efforts by coordinating a sponsored walk around the local towns of Woodley and Earley. With both office staff and Carers donning their walking shoes, the team walked a total of 20km collectively over the course of their memory walk, raising a total of £505 through sponsorship. Their commitment in aid of Dementia Action Week continued into Wednesday, when the team at Bluebird Care Reading and Wokingham organised a cake sale at Crayshaw Court in Caversham, Reading. The cake sale not only provided an opportunity to raise further funds for the Alzheimer's Society, but also gave residents the chance to venture out and socialise again after the recent easing of social distancing restrictions.



Care assistant Julie with resident

“ It has been great to be able to support our community and introduce safe socialising again. It means a lot to be a part of this. To be able to hold conversations with people who have missed out on interacting with others and felt isolated for so long has been terrific
Sophie Purdy - Coordinator ”

“ It was amazing to see people coming together and socialising again. The buzz in the room was just magical. After so long in lockdown it made me feel so happy for everyone. It was amazing. I'm so proud to be a 'Bluebird' and to be part of an amazing, kind and caring team. Well done to all the cake makers and donators. What a fantastic amount to have raised for the Alzheimer's Society
Julie V ~ Care assistant ”

Finally on Friday 21st May

Our amazing Bluebird Care team hosted their last event, taking part in 'Denim for Dementia Day'. This occasion was organised with the purpose of generating awareness of a petition launched by Alzheimer's Society titled #CureTheCareSystem, as well as raising donations for dementia research and care. This final occasion was another great success, with many team members receiving further sponsors in support, and concluded a fantastic Dementia Action Week for the Reading and Wokingham Bluebird Care team.

Raising a total £1000 during the week, the much-needed funds will be warmly received by the Alzheimer's Society charity.



How trialing live-in care really helped Sylvia

Jade, our Live-in Care Manager, recently met with one of our live-in care customers, Sylvia, who's journey with Bluebird Care started many years ago.

Sylvia and her husband, Bruce, initially started with our home care service, having one visit a week. Over the years, as their needs changed, their care requirements increased. They eventually moved over to our live-in care service, which prevented them moving in to a care home.

Here is Sylvia's experience in her own words...

We started with one visit a week, so that I could go out to the gym. A domiciliary carer would come in and support my husband whilst I was out. In 2016, I then asked for a domestic visit once a week, to support me with some domestic tasks around our home.

In 2017, my husband and I needed more care due to our circumstances changing. We had 3 visits a day; morning, lunch and at bed-time. The carers from Bluebird Care were able to support us more as we needed it. This could be to help us with personal care, making our meals, and domestic tasks around our home. We had every faith in our core carers - Jeanette, Bonnie and Dawn. They would always go over and above if ever we needed anything done.

We were shortly introduced to Lili who was able to be our long-term carer. Lili quickly adapted to our ways of doing things, and soon became a part of the family. Lili is a lovely carer and has recently supported me through the passing of my husband. Bluebird Care has really supported both myself and my husband, and this has been a great help".



Customer SN

“ My husband and I have used Bluebird Care Services since 2013. Bluebird Care has really supported both myself and my husband, and this has been a great help ”

Jade regularly meets with customers who have been in similar situations as Sylvia, and using her knowledge and experience, advises on the best options for them.

If you need advice or support on your circumstances and care needs, please feel free to reach out to Jade to see if any of the services we offer could be a solution for you.

Contact Jade, our Live-in Care Manager on 0118 9863 552 option 1



www.facebook.com/careberkshire



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