



From left to right, Rick Parekh (Director), Vicki Jones (Registered Care Manager, Kathryn Heath (Office Administrator) Louise Hawksworth (Care Coordinator), and Jodie Smith (Deputy Care Manager).

We are Winners of Best Homecare Award 2021

This month we are extremely proud to announce we have been named one of the top 20 home care providers in the West Midlands out of 1035 other providers, by the leading home care review site, [homecare.co.uk](https://www.homecare.co.uk).

The award is based on reviews from Bluebird Care East Staffs & South Derbyshire customers and their loved ones. Reviews from home care providers across the Midlands were analysed by [homecare.co.uk](https://www.homecare.co.uk) before the top 20 list was drawn up.

Some of the lovely reviews we received are shown below...



I have received care from Bluebird Care for the last 6 months, after suffering a fall and breaking both sides of my ankle. Bluebird Care has helped me to regain my independence and helped me get back onto my feet. I have now fully recovered, and I am able to get back upstairs without support.



We are thrilled to bits with everything that is being done and all the carers are brilliant. We couldn't ask for more. They all arrive on time, no matter what day or what the weather conditions are. We are really happy and everyone at Bluebird is fantastic.



I would highly recommend Bluebird Care to anyone. I was very dubious about changing from our previous temporary care company, everything has worked out perfect and we couldn't be happier. The carers are all very kind and caring, me and my husband are both very thankful for them.

More reviews can be found on [Homecare.co.uk](https://www.homecare.co.uk)



We Are Bringing Back The Bluebird Times...

For those of you that have been with us for some time, you may remember the Bluebird Times. For those of you that are new to us, the Bluebird Times allows us to keep you up to date on what is happening within the company, as well as to provide you with information we feel may be useful.

This can be anything from how to keep safe by keeping yourself hydrated (see our article in this newsletter), to upcoming events happening in the local community, as well as interesting facts and stories. The Bluebird Times will be published biannually.

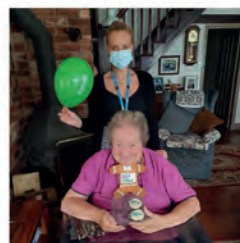
We hope you enjoy reading this newsletter and we welcome any feedback or contributions, as your views are very important to us!

If you require this newsletter in Braille or translated into a different language, please let us know.



In September we held a Macmillan Coffee Morning with a “difference”. Due to the pandemic, we were unable to host an indoor event, but that did not stop us. We arranged to have personalised cupcakes made and these were then delivered out to all our lovely customers! Allowing the customers to make a small donation to the charity, and once again we were amazed by everyone’s enormous generosity.

We are super proud to tell you all, that with your help we raised an amazing **£240** for Macmillan Cancer Support!!!





Community Spirit...

The past year has been very different for us all, but for some families and individual's lockdown brought with it a lot of financial uncertainty. Food banks were inundated with an increased need to provide food parcels and we wanted to help.

In February we teamed up with Renew Church in Uttoxeter. We asked our staff to make food donations, no matter how big or small.

We are extremely proud of the enormous generosity and kindness of our team. As you can see from the pictures below, we had a fantastic response.



HOW ARE WE DOING?...

We seek the feedback of our customers at every possible opportunity, at customer reviews, over the phone, via our social media platforms, google, and annually via our customer satisfaction survey.

Your feedback is the key to us building on and improving our services. If you have any issues, concerns, complaints, or want to give us a pat on the back, you can contact us anytime via telephone, post, or email. We are here to listen!



[bluebird_care_east_staffs](#)



[@bluebirdeaststaffsandsouthderbyshire](#)



[@CareEastStaff](#)

The Silver Line

Have you heard about The Silver Line? If you or someone you know is missing the joy of regular conversation, The Silver Line could help.

They offer a free telephone friendship service for people aged 60 and over who would like to talk to someone on a regular basis.

The Silver Line 0800 470 8090 is available 24 hours a day, 7 days a week.

Sometimes it's just nice to talk.

The Silver Line

helpline for older people

0800 4 70 80 90

Pride Month...

The Stonewall Riots took place in June 1969, these protests changed gay rights for a lot of people in America and beyond. On the back of this June is the chosen month to celebrate PRIDE each year. Pride is a celebration for people to come together in love and friendship, and to show how far gay rights have come.

Sexuality is no longer a taboo subject, and this goes for the elderly community too.

Age UK has put together several resources to help support older people to be open about their sexuality, these resources can be found at www.ageuk.co.uk.

Bluebird Care fully supports this ethos and we want our customers and employees to feel comfortable being "themselves" no matter what their sexuality.

There are several local support groups and confidential helplines available below should you require.

- ✓ **Derbyshire LGBT+ 01332 207704 <https://www.derbyshirelgbt.org.uk>**
- ✓ **Gay Life Staffordshire 0300 123 0970, Switchboard**
- ✓ **LGBT+ helpline 0300 330 0630 or email at chris@switchborad.lgbt.**

If you require any assistance in contacting or accessing these services, please feel free to ask your care worker or contact us directly at our Bluebird Care office.



Combating Loneliness...

Now more than ever, loneliness is an issue for thousands of people. We want to use this opportunity to talk more openly about the impact of loneliness on people's lives and how Bluebird Care's companionship service can help.

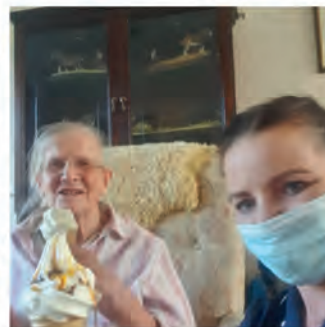
Older people are especially vulnerable to loneliness and social isolation, and this can have a serious effect on both mental and physical health.

There are ways to overcome loneliness, even if you do live alone. Bluebird Care can help with this, we offer companionship visits, which can range from an hour upwards. This allows customers to maybe do something they couldn't usually do without the help of their care assistant, such as getting out and about in the community or visiting a friend or loved one. Having reduced mobility or a lack of confidence is enough to prevent a person from venturing out and doing the things they had previously done.

At Bluebird Care, we will work with our customers, focusing on what they can do, rather than dwelling on what they can't. If the fear of walking longer distances is a worry that prevents you from getting out and about, we will look at ways to overcome this, for example hiring a wheelchair or mobility scooter may be an option. Our companionship service is tailored to you, and we will carry out a personalised assessment to ensure you are safe, and that your time is used effectively, and that all your likes and interests are considered.

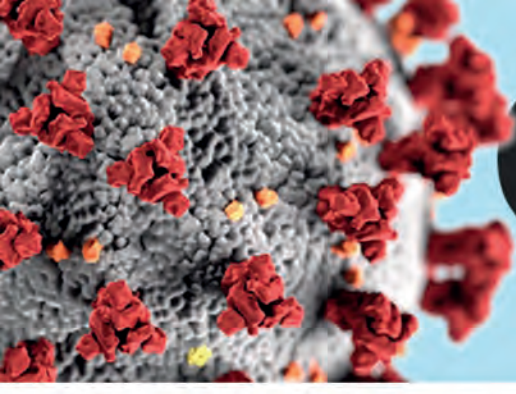
On some of the outings we have previously carried out, our care assistants have accompanied customers on trips to Byrkley Garden Centre, Trentham Gardens, Carsington Waters, local pubs for lunch and we have even accompanied a customer on a week's holiday to sunny Blackpool!!! Or it may be that you simply want someone to sit and chat to over a cuppa. We have a selection of jigsaws, and other puzzles which we will happily loan out to customers should they require.

We want as many customers as possible to gain the benefits from this service in a bid to combat loneliness, and that's why we have introduced a special reduced hourly rate for all our existing customers who wish to include companionship or social sits visits to their care package.



If you would like more information about this service, ask your care worker or contact our office team who will be happy to discuss all the options available.





COVID-19

CORONAVIRUS PANDEMIC

Since March 2020 the whole world has had to pull together in an attempt to battle against the Covid19 pandemic, and although it is far from over, I think it's safe to say we have all done our bit to allow us to hopefully take the next steps from 19th July 2021, once Boris gives us the go-ahead!

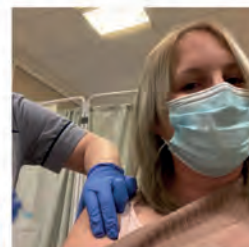
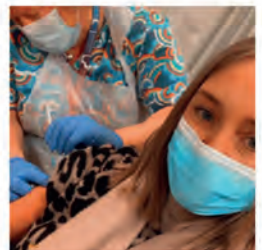
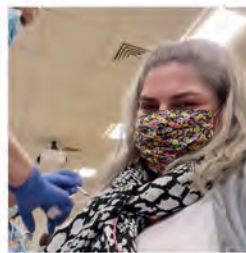
Since the start of the pandemic, we have continued to provide the highest level of care and support to our customers. We have kept abreast of government guidance to ensure we are always adhering to best practice. There are several measures we have taken to ensure we protect our customers, our staff, and members of the public including (but not limited to):

- ✓ **Conducting a COVID-19 office risk assessment following government and HSE guidance.**
- ✓ **Investing in additional Personal Protective Equipment by government guidance.**
- ✓ **All employees take part in weekly covid PCR testing.**
- ✓ **Regularly checking on the wellbeing of our care team and signposting them to mental health support groups, should they require.**
- ✓ **Providing all employees with all relevant information on receiving the Covid19 vaccination to allow them to make an informed decision.**

Covid19 Vaccinations...

At Bluebird Care we recognise the importance of the Covid19 vaccination, we understand that the vaccination is a safe and effective way to prevent disease and save lives – now more than ever. From January 2021 our care staff began receiving their first dose of the Covid19 vaccination.

We are delighted to report that now almost 90% of our care team are fully vaccinated. (With the remaining percent either opting not to receive the vaccine due to personal preference or on the advice from their health care professional).





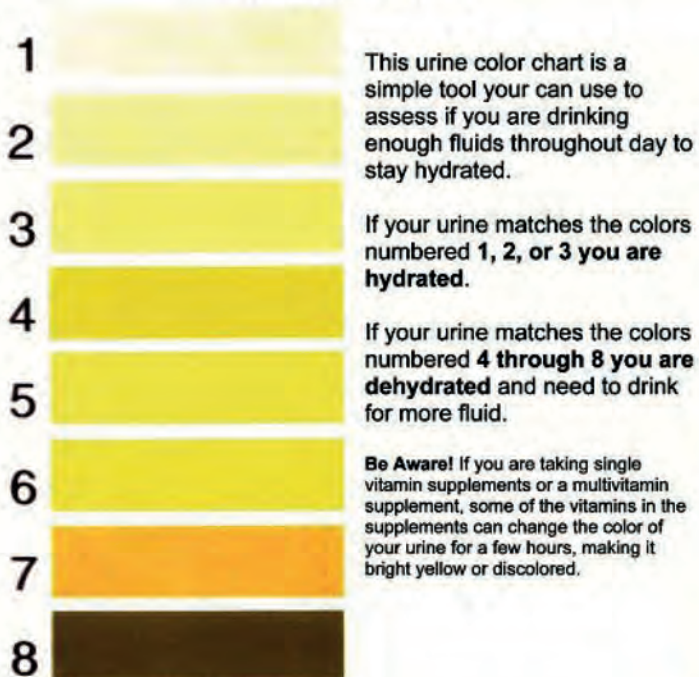
Staying Well This Summer...

We are encouraging older people, their families, friends and neighbours to think about staying hydrated this summer and how we can support vulnerable people in the community, who may be at risk.

Water makes up nearly two-thirds of our body and is essential for us to function properly, and has a wide range of benefits for our bodies. It does everything from removing waste products in urine to lubricating the joints. It is important to keep hydrated and increase fluid intake in warm weather. Eating foods that contain water is also a good way of keeping hydrated, these could include fruits such as melon, grapes, cucumber, and ice lollies.

With the frequent and sudden changes in British weather, Bluebird Care wants to issue a reminder for people to get prepared for the hotter weather. Signs of dehydration include tiredness, dark-coloured or strong-smelling urine. The chart below is a guide to help you identify if you become dehydrated. If you are concerned that you are not getting enough fluids speak to your care assistant, they can offer advice on ways to help keep you hydrated.

Am I Hydrated? Urine Color Chart



TOP 10 HYDRATING FOODS



Our Night Care And Respite Service



Night Care at home is an essential part of our offering at Bluebird Care. Our dedicated team of people work through the night, so that our customers can feel and remain well supported and cared for whatever the time.

Sleeping Night

The care assistant sleeps at the property for a minimum of eight hours and is on hand if required. This option will suit if you don't require regular support, but feel uncomfortable when left alone throughout the night. Anxieties and sleep deprivation can soon be improved with a sleeping night care professional there to support you.

Having that extra night care at home can really help you remain healthy and happy. If assistance is needed more than twice during the night, this will be considered a waking night.

Waking Night

The care professional is on duty throughout the night for a minimum of eight hours. This is the best support option if you or a loved one wakes several times perhaps being disorientated or needing to go to the bathroom. If you wake at regular intervals during the night to change position due to injury, or if you have to administer medication at regular intervals, this is likely to be the best choice for you.

The waking night care professional is there at your side as and when you need them for the duration of the night, providing a high level of expert support.

Our Respite Care Service

Caring for an elderly, ill, or disabled family member is not an easy job and at times is extremely demanding. No one is equipped to do it alone and there should be support in place to relieve the carer when needed. Finding respite care services can provide the necessary break you need.

Our service can enable you or your relative to continue to live at home in a familiar environment, surrounded by the things that matter, with the peace of mind that comes from knowing you are in safe hands.

Our friendly, professional care assistants are fully trained and checked. They can help around the home, support with personal care, meals, and medication, and just as importantly, assist or help organise and support medical appointments and social events and activities. Ultimately, you're in control so you tell us exactly what you would like and how.

Word Search Time

See if you can find the words that best describe the service we provide at Bluebird Care, and feel free to ask our team if you need any help :)



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

- | | | | |
|---------------|--------------|--------------|-------------|
| COMPANIONSHIP | APPOINTMENTS | INDEPENDENCE | SOCIALISING |
| COMPASSION | INDIVIDUAL | LIVEINCARE | RESPONSIVE |
| SPECIALIST | LIFESTYLE | CUSTOMERS | NIGHTSITS |
| HOMECARE | SHOPPING | PERSONAL | COMFORT |
| QUALITY | HOBBIES | HONESTY | SUPPORT |
| RESPECT | CARING | CARER | BLUEBIRD |
| CHOICE | TRUST | TEAM | HEALTH |
| OUTING | PROUD | HOME | SAFE |



EMPLOYEE OF THE MONTH....

At Bluebird Care we love nothing more than rewarding our staff. Each month we announce our "Employee of the Month", and then we shout about them to anyone that will listen and give them 20 points which they can convert to cash.

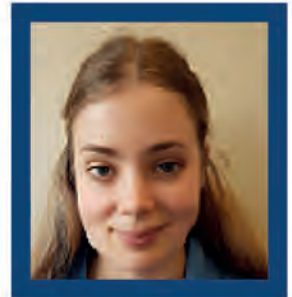


JUNE - JACKIE HAWKSWORTH

Jackie was personally nominated for "Employee of the Month" by one of the customers she visits... and we couldn't agree more. Jackie is the most genuine caring person, and although she has come from a completely different background she has taken to her new career like a duck to water. She goes above and beyond every time to ensure the customers receive the very best care.

MAY - KATIE WILSON

Katie has been with us at Bluebird Care since September 2017 and is part of our Uttoxeter care team. In May we received three compliments from our customers regarding Katie's caring nature and professionalism.



APRIL – KATHRYN HEATH

Kath has a varied role, undertaking numerous tasks within the business from carrying out recruitment checks to supporting quality and compliance audits. She has an eye for detail and has exceptional organisation skills, which keeps the rest of our office team in check. She is also a great listener and is always at the end of the phone to listen to and support our care team whenever they need it.



MARCH – EMMA ROBINSON

Over the past year, Emma has shown a great level of commitment throughout the pandemic, always willing to offer her support at any given time, from covering calls at short notice to cooking and delivering lunches to customers who have no family. Continuously delivering 5-star care to our customers, Emma has received numerous compliments for the care she provides.



FEBRUARY – LEANNE GRANDOVSKA

Leanne has been with us at Bluebird for just over a year now. Leanne was awarded Employee of the Month in February for her outstanding caring attitude towards her customers. Throughout February Leanne received several compliments from the customers she visits. Leanne always has a smile on her face, and nothing is too much trouble for her. She is an absolute pleasure to have onboard.



JANUARY – EVETTE JONES

Evette began her employment with us in November 2020. Evette was awarded Employee of the Month in January 2021 for her dedication to her customers. During the bad weather, Evette called the office several times to help with picking up extra care calls, ensuring her customers received the best possible continuity. Evette is a true team player and a valued member of our team.



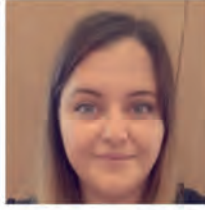
MEET THE TEAM



Rav
Business Support



Dee
Accounts
Coordinator



Jodie
Deputy Manager



Kath
Office
Administrator



Vicki
Care Manager



Louise
Care
Coordinator



Rick
Director

ABOUT BLUEBIRD CARE (EAST STAFFS & SOUTH DERBYSHIRE)...

Bluebird Care East Staffs & South Derbyshire began trading in June 2010, the company initially opened with one office based in Burton on Trent, and due to an increase in demand, we opened our second office in Uttoxeter on 1st September 2011. In January 2020, the company was taken over by our new Director Rick Parekh. See the image above which shows some of the Bluebird Care management team.



Can you name our amazing Care Team??



[bluebird_care_east_staffs](#)



[@bluebirdeaststaffsandsouthderbyshire](#)



[@CareEastStaff](#)

We Are Recruiting / Job Opportunities



WHOSE LIFE
DID YOU
CHANGE TODAY?

Bluebird Care East Staffs and South Derbyshire are now recruiting for

Full & Part Time Care Assistants.

We are known throughout Staffordshire for the high-quality home care and support we provide and the secret to our success is our fantastic **Care Workers**, who go the extra mile for our customers every day!

Are you a kind, caring and compassionate person?

Can you make a difference to a person's life and are looking for a rewarding career?

If so, we want to hear from you!

This position would suit individuals living in and around East Staffs and South Derbyshire.

No previous experience is needed as we provide the very best training, support & development.

ALL APPLICANTS MUST HAVE FULL DRIVING LICENCE & OWN CAR

For more information contact us today!

Contact, visit or telephone us on:



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Burton on Trent
DE14 2PZ

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