

Dear Customers,

Firstly, a happy new year to you all! I hope you have enjoyed a peaceful Christmas with your loved ones. We're already towards the end of the first month and I'm still not used to writing 2023 on everything!

It's been a busy start to the new year here at Bluebird Care Fareham. We currently have a recruitment campaign underway as we would really like to expand our care team, so here's hoping you will see a few new faces join us this year. We would also like to introduce our new Care Manager, Chris Kirwan, who will be covering Louise Richards when she goes on maternity leave. We're pleased to welcome Chris to the team, and he is looking forward to meeting you all in due course.

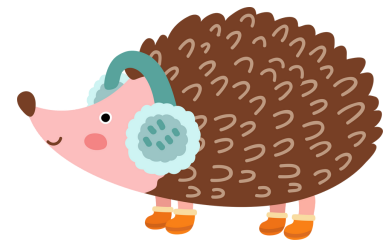
If you didn't manage to join our lunch club last year, why not give it a go this year? The next one is in February and we would love to see more of you join us. In the meantime, I hope you enjoy reading the first newsletter of 2023!

**Gabi,**

Director, Bluebird Care Fareham

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## Do you know someone who is looking for work?



We are looking to expand our care team and currently have vacancies for part-time and full-time roles. If you know someone who is kind, compassionate and likes to help people then we would love to hear from them! Let the office team know on 01489 832681.



# Bluebird Care Social Club

Last year we enjoyed seeing our customers make friends with other like-minded customers at our monthly social clubs. It's a great opportunity to have a few hours away from home, share stories and listen to others. We can even arrange to collect you and drop you back off home.

The social clubs can be anything from a boat ride on the solent, a cuppa and a cake in our events room or even a walk around a local garden centre. We're always happy to hear any future suggestions of things you would like to do.



## February Social Club

Our first meet of the year will be on  
**Thursday 2nd February at 2pm**  
**at Garson's Garden Centre**  
Titchfield, Fareham, PO15 6QX

Join us for an afternoon of tea, cake and a walk around the centre to view the seasonal plants and produce on offer.

Please call the office team on  
01329 832681 to book your place.



# Carol's Swimming Challenge

Our adventurous carer, Carol, has been raising much needed funds for various charities by taking part in an open water swimming challenge. Carol started the challenge in October and hopes to complete it by the end of March, covering a whopping total of 1500 mins of sea swimming!

The charities that Carol is supporting are Gosport & Fareham Inshore Rescue Service (GFIRS), Cancer Research and Dementia Research.

To achieve this amazing feat, Carol is swimming most days while also juggling her job as a Care Assistant. Carol made sure to get some strokes in earlier this month on a big New Year's Day swim. A great start to the year! Well done, Carol, your Bluebird Family are rooting for you.





## Meet our new Care Manager, Chris!

I started work in the care sector in 2015 as a support worker for adults with learning disabilities, mental health issues, challenging behaviours and more. I loved being a support worker and felt like I had found the career for me. Eventually, I progressed to the manager of three care services.

Care is a passion of mine. I care for others in the same way I would like to be cared for, and how I would want my loved ones to be cared for. For me, Care should be tailored to the individual, ensuring it's person centred at all times. I love having a bit of banter with customers and building up relationships and I look forward to meeting you all in due course.



I had heard really great things about Bluebird Care from my colleagues, so when I saw the position for maternity cover I applied straight away. I've had such a warm welcome already from everyone and I'm looking forward to meeting more customers and working with such a professional care team.

Chris

## Baby news

We would like to welcome the latest addition to our Bluebird family, baby Albie Harris! Carer, Tash, gave birth to Albie Harris on 28th December 2022 weighing 8lbs 8oz. Congratulations to Tash and her family on beautiful Albie Harris!



## Complaints Procedure Reminder

We like to pride ourselves on the open door policy that we endorse throughout the company here at Bluebird Care Fareham. We encourage our customers and their family members to come to us if they have any concerns about their care package or the service they receive.

Our team consistently work hard to ensure all customer's receive the highest levels of care possible, and we pride ourselves on having some of the most professional and compassionate people in our teams. However, we appreciate there may be times that you feel your issues require further attention, and should this happen you may feel the need to make a formal complaint. All complaints will be responded to in a timely manner by our management team.

All complaints should be in writing and addressed to Louise Richards, Registered Care Manager.

## The Office Team

With many new customers and staff joining us, we thought the below update on the roles of the office team may be useful. We will endeavour to update you with staff changes as and when they happen. We also have a 'Meet the Team' section on our website if you would like further details of everyone's roles.

Please continue to use the main office number and the main office email address [fareham@bluebirdcare.co.uk](mailto:fareham@bluebirdcare.co.uk) if you need to contact us.

**Gabi Sprechert - Owner/Director**

**Louise Richards - Registered Care Manager**  
**Chris Kirwan - Care Manager (Maternity cover)**

**Becky Simpson - Care Coordinator**

**Sharon McLoughlin - Care Supervisor**

**Leia Torrente - Customer Supervisor**

**Rachael Kellet - Finance Manager**

**Jas Kang - Marketing Manager**



## Try Live-in Care for a weekend and see if it's for you!

We are offering all of our customers the opportunity to experience our popular Live-in Care service for a weekend, at a discounted rate. This is a fantastic opportunity for you to trial the service and see if it could be an option, or future option, for you or your loved ones.

Whether it's short-term or long-term, our Live-in Care service is an ideal solution for many families. We can take over the care of your loved ones while you go on holiday, or just want a break from care duties. Or perhaps you are feeling lonely and would like a friendly companion to spend your days with, as well as help with care and domestic duties.

Speak to the office team today and see if it could be a great solution for you.

### We love to hear from you!

*"I have been very satisfied with all the care that my husband has received. They are all cheerful and friendly and willing. When I have had to change the timing this has been done efficiently. My husband has enjoyed all the activities that have been provided. I am very grateful for all their support."*



“  
She's my lovely  
blue angel  
”

Safe at  
Home



### We are here!

Feel free to contact the team if you have any queries.

**Call 01329 832681 or  
email [fareham@bluebirdcare.co.uk](mailto:fareham@bluebirdcare.co.uk)**

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