

Dear Customers,

Welcome to the Spring edition of our newsletter. Although it has been quite wet of late, lets hope that we can finally start to enjoy more of the spring sunshine.

It was wonderful to see so many of you join us at the garden centre earlier this month, for the first activity of the year as part of our Social Activities club. We hope to see many more of you throughout the summer months at the various activities that we have planned.

For now, I hope that you enjoy catching up on what we've been up to lately through this short read.

Gabi,

Director, Bluebird Care Fareham

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Take a Break

We understand that families need ongoing support and assistance when caring for loved ones. If you need a break from your care duties, or are looking for a long-term solution, then our Respite Care Service could be ideal for you and your loved ones. We can help out while you take a break, whether it's for a weekend, a week or longer. Contact us today to find out more.

Happy 10 years to us!



As many of you may know, we recently celebrated our tenth anniversary of delivering home care services to the local community.

The team hosted a celebration lunch at their Shedfield offices to mark the milestone anniversary of exactly ten years when owner, Gabi Sprechert, took over the franchise. Staff enjoyed sharing memories from the past decade, along with a delicious buffet spread and birthday cake.

With a team of over 35 staff and a growing customer base, Bluebird Care Fareham are proud of their sterling reputation within the local community. The team support people from Fareham, Bishop's Waltham, Wickham and the surrounding areas, to live safely and independently in their own homes. As well as domiciliary and live-in care services, the team also host a Social Activities Club for its customer's, with the aim to increase their health and wellbeing with free, regular social activities. Now in its third year running, the club has proven a hit amongst customers with activities such as garden centre visits, boat rides and craft activities.

Gabi Sprechert, Director of Bluebird Care Fareham, shared some reflections with party guests on the past decade of service to the community. Gabi, who has grown the home care team, thanked the many people who have supported them over the past decade –

including through challenges such as the COVID-19 pandemic. She also reflected on some memorable moments including her winning of a major national award for her 'Outstanding' leadership during the pandemic.

Mrs J. Barnard, a customer of Bluebird Care Fareham, said:

"The ladies from Bluebird Care Fareham showed me such care during a really difficult time. I really enjoyed their company. They arranged the rota and found someone at very short notice, which I especially thank them for."

Gabi Sprechert, Director of Bluebird Care Fareham, commented on the ten-year milestone:

"I am so proud of all we have achieved over the past ten years, and the fact that we have grown our service into an integral part of the local community. Our main accomplishment though, will always be the difference we have been able to make to so many people's lives since 2014.

I am extremely grateful to the incredible office and care team I've had around me in that time, as well as to all our customers and their families, who truly make Bluebird Care Fareham such an amazing place – it is very special to be able to celebrate and reflect with so many of them."

See overleaf for some lovely pictures from the staff celebration that we held.



Social Activities Club

Earlier this month was the first event of our Social Activities club 2024, and what a great turnout we had! We organised a lovely afternoon visiting Garsons garden centre with our customers and carers. From looking at the huge array of plants, to exploring the tropical and pond fish, and then working our way through the delightful home products, our customers certainly had fun shopping and browsing at this beautiful garden centre. To finish off, we treated our customers to tea and cake in the Orangery teahouse restaurant.

Our social activities club is free to all Bluebird Care Fareham customers and we can arrange transport for anyone who wants to attend. If your family member is a customer and they have not yet attended one of our events, we would love for them to join us. See the schedule overleaf for more details.



Social Activities Club

May

Step into Spring – Weds 1st May, 2pm - 4pm

Join us for a lovely scenic walk at Royal Victoria Country Park with a small shingle beach, and explore the old Chapel of the Royal Victoria Military Hospital. (Weather dependent)



Seated Yoga - Date and time TBC

Come and try something different! A qualified yoga instructor will show us some simple yoga moves in our chairs. The exercises are specifically designed for those who struggle with their mobility.

June

Fish and chips by the sea - Thur 13th June, 12pm - 2pm

Reminisce by the sea with some tasty fish and chips. What better way to spend your day! (Weather dependent)



July

Boat trip across the Solent - Thur 11th July, 1.30pm-4pm

Back by popular demand! Don't miss our annual boat ride across the Solent, with WetWheels Solent. This memorable outing is one not to be missed. Places are limited so please let us know asap if you would like to book a space.

August

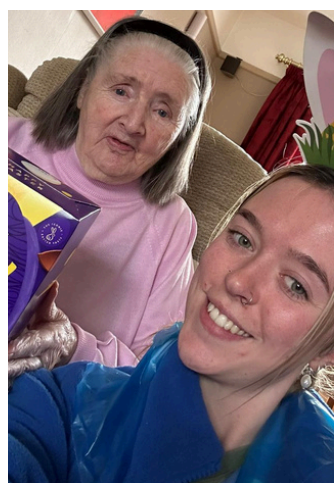
Get crafty with the carers - Weds 9th August, 2pm - 4pm

Enjoy an afternoon of arts and crafts with the carers at our offices in Shedfield. Tea and coffee provided.

All activities are free for customers and transport can be provided.

What have we been up to?

A selection of recent customer and staff pictures.



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 Gabi Sprechert, Director.

The Office Team update

Below is a reminder of the team roles should you need to contact us. If you would like further details of individual roles, please refer to the 'Meet the Team' section on our website. We are currently recruiting for a Customer Supervisor after the departure of Leia earlier this year. We will let you all know as soon as we have someone in place.

Please continue to use the main office number and the main office email address fareham@bluebirdcare.co.uk if you need to contact us.

Gabi Sprechert - Owner/Director

Louise Richards - Registered Care Manager

Becky Simpson - Care Coordinator

Sharon McLoughlin - Care Supervisor

Currently recruiting - Customer Supervisor

Rachael Kellett - 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 perfect 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
”



We are here!

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

**Call 01329 832681 or
email fareham@bluebirdcare.co.uk**

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