



Award Winning AGAIN!!!!

For the second year running we are delighted to have been named as one of the Top 20 Home Care providers in the West Midlands.

The 2022 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 before the top 20 list was drawn up.

Here are some of the lovely reviews we received:



“ The ladies have been absolutely brilliant in caring for her and have honestly already transformed her day-to-day time and the family. They are all so professional, but also kind - we can't thank you enough and are looking forward to getting to know you all better, as time goes on. Thank you.

G.S – daughter in law of customer.

“ I'd recommend Bluebird to anybody. I think the service is brilliant. I'm so grateful for everybody, they are so polite, even the office. I'm very happy with Bluebird Care, even my family have said I seem a different person now.

M.M - customer

“ One world - excellent. Don't know how I managed before Bluebird carers. Extremely thankful that I discovered such a caring organisation.

E.B – customer

Vicki Jones, Registered Manager at Bluebird Care East Staffs & South Derbyshire, said:

To receive this award for the second-year running is such an achievement, the whole team and I, are truly humbled and absolutely thrilled by the wonderful feedback from our customers and their families. Caring for others is a true privilege and our team does this day in and day out with such passion, I am immensely proud of each and every one of them.

Easter Family Fun

The Wednesday before Easter we invited our care team to bring their children along to the office, to join in on some Easter activities. The children had a great time doing arts and crafts and we ended the day with an egg hunt in the woods. It was lovely to do some family activities and get to meet everyone's children.

We raised an impressive £92.00 for the Alzheimer's Society, by raffling off an Easter Hamper, which was won by one of our lovely customers Mrs G.

Staff and customers, we're given an Easter treat in the form of chocolate of course!



A Royal Tea Party

On Wednesday 25th May we hosted a "Royal Tea Party" at our office based at Lancaster Park, in celebration of the Queen's Jubilee.

We were delighted to be joined by a number of our customers along with their families and our care team. Everyone joined in with the fun and games, which included, Guess the Royal, a Royal Quiz, a good old game of Bingo, Tin Can Alley and Guess the Number of Sweets in the jar!

A selection of sandwiches were served alongside, cakes and fresh cream scones, which everyone enjoyed whilst listening to our live singer Alexandra Doherty who blew us away with her amazing voice. Alexandra sang an assortment of songs from 1930 to the 1970's, which proved to be a real hit, and even prompted our customers and care team to get up and have a dance too! We ended the event with a visit from Ashmore's Ice-cream van where we treated all that wanted one to a gg!!



It was a real honour to host such an event and was wonderful to see our customers all dressed up with their lipstick and pearls on for the occasion.

We received some truly heart-warming compliments from those that attended:



This is the first time I've been out and put my lipstick on in nearly 3 years, thank you for doing this.

Mrs N.C



I can't remember the last time I felt this happy.

Mr R.C



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The Virtual Dementia Tour Bus

On Wednesday 13th July we have organised a visit from The Virtual Dementia Tour Bus.

The VDT bus provides an interactive experience that is medically proven to give a person with a healthy brain an experience of what living with dementia might feel like.

All our care team will have the opportunity to attend one of the training sessions, however we want to offer this experience FREE OF CHARGE to the relatives of customers who are living with Dementia too, we hope that this will help give all those involved in the person's care a clearer understanding of what the person experiences on a daily basis and in turn improve the care and support provided.

We have very limited places available, and these will be offered on a first come first served basis so if this is something that you feel may be beneficial to you or a loved one, please contact us at the office to check availability.



Staying Well this Summer

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 want to issue a reminder for people to get prepared for the hotter weather. Signs of dehydration include tiredness, dark coloured or strong-smelling urine. 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.

TOP 10 HYDRATING FOODS



CUCUMBER
96% Water



GRAPEFRUIT
90% water



CELERY
95% Water



COCONUT WATER
99% water



TOMATOES
94.5% Water



LEMON
90%+ water



WATERMELON
96% water



LETTUCE
95% water



STARFRUIT
92% water



LIME
90%+ water

FB/DavidAvocadoWolfe

Stay Hydrated this Summer



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.

JANUARY – JACKIE HAWKSWORTH



Jackie consistently goes above and beyond in her duties for the care team and her customers alike showing support, commitment, and pride in her job.



FEBRUARY – VIKTORIJA ZELVYTE AND RAV VADUKAL

In February we we're thrilled to have not one but two Employee 's of the Month, both of which had been nominated and recognised by their colleagues of being worth of this award.

MARCH – ABBIE MOSELEY

Abbie was awarded EOM for the professionalism she showed when she had a particularly difficult and upsetting situation to deal with.



APRIL – LIZZIE BROWN

Lizzie has great attention to detail and is very thorough in work as well as her record keeping, she keeps the office well informed of any concerns she has. She is a team player and always offers up any free time she has helping others, whether that be picking up additional work at Bluebird or volunteering for charity work.



MAY – SUE CROSS

Sue radiates passion and energy, and this was witnessed first-hand at our recent Jubilee Tea Party, where Sue interacted with the customers in such a lovely manner and even got them up dancing, which was heart-warming to see. Sue has always got a smile on her face and goes above and beyond to ensure our customers always have the best possible experience whenever she visits them.

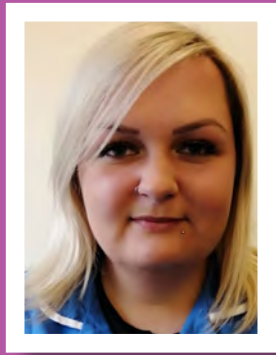


JUNE - . ???

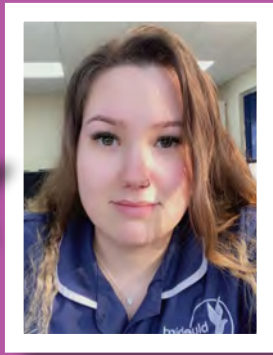
In June we were recognised as one of the **Top 20 Homecare providers in the West Midlands**, we believe this is testament to the excellent care delivered by our whole care team and as such that the entire team deserve recognition for this month.



EMPLOYEE OF THE MONTH...



Adrianna



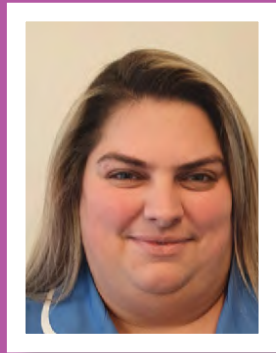
Charlee



Ellie



Emelia



Emma



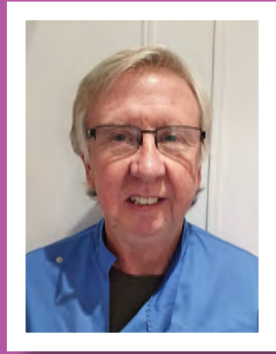
Emma



Evette



Gillian



Graham



Jacqueline



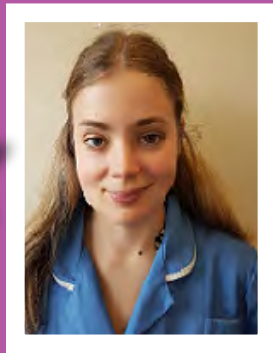
Jane



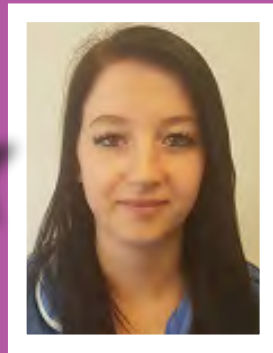
Jane



Kathleen



Katie



Keri



Kerry

FOR JUNE IS.....



Kirsty

Our Entire

Amazing

Bluebird Care Team!



Nagma



Leanne



Lizzie



Louise



Ruth



Olga



Rachel



Rebekah



Tanya



Sandra



Shafait



Susan



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Mental Health Matters

We recently have appointed a Mental Health First Aid Champion – Louise Chatfield.

Louise will be running awareness sessions and offering support to those struggling with their mental health, initially this will only be available to staff but we hope that this will soon be something we can offer out to customers too. If you are worried about your mental health, it might help to talk to your GP, family, friends, or your Care Assistant.

Louise says

I am really passionate about mental health, so many people suffer in silence. I am thrilled to have undertaken this training, which will allow me to support my colleagues and customers to not only understand mental health better, but to also cope with mental health.



Healthy body, healthy mind

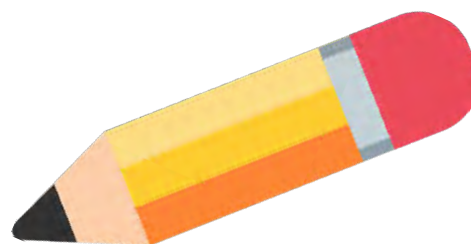
Familiar with the phrase: 'A healthy mind makes a healthy body?' We are too – which is why Bluebird Care's services are designed to promote engagement, fun and stimulation.

We believe that mental stimulation through brain teasers, puzzles and games can keep our customers more alert and help maintain brain function. The brain can be stimulated with simple activities such as crossword puzzles, card games, sudoku, tic-tac toe and scrabble. Sometimes we just need a bit of encouragement or someone to engage with us in order to try new activities or to revisit old ones. It's never too late!

7						5		6
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			6			7		
8		9			5	6		
	7	5		6		4	9	
		6	9	3				8
	5	7			1		4	2
	8	2						
						1	6	

At Bluebird Care we can create a care and support plan with you that can include time for stimulation and fun as part of your homecare.

If you would like to find out more, please call our office team and we can make all the arrangements for you! In the meantime, please feel free to have a go on the sudoku puzzle to the left!



Topic of the Quarter

Each quarter we focus on a different training and learning topic for our care staff, this quarter our topic was **Catheter Care & Continence Care**, in this topic we covered:

Incontinence

The correct use of continence aids (including catheters)
The importance of adequate fluid intake
The signs & symptoms of urine infections and constipation
The use of barrier creams



Urinary incontinence is involuntary urine leakage, there are a number of different types of incontinence:

Stress incontinence – when urine leaks at times when the bladder is under pressure; for example, when coughing, laughing, or sneezing.

Urge incontinence – when urine leaks as you feel a sudden, intense urge to pee.

Overflow incontinence (chronic urinary retention) – when you are unable to fully empty your bladder, which causes frequent leaking.

Total incontinence - when your bladder cannot store any urine at all, which causes you to pass urine constantly or have frequent leaks.

Faecal incontinence, (also known as bowel incontinence) - is a condition used to describe involuntary loss of solid or liquid stool.

People often feel embarrassed about incontinence and avoid discussing it. Talking to your Care Assistant, GP or family about incontinence can help you get the right support.

Ensuring you have the correct aids and equipment can significantly help you manage your continence needs.

Commode

If you struggle to mobilise and get to the toilet, having a commode may help. Having a commode situated in the lounge area or bedroom can help to reducing the distance you have to travel in order to go to the toilet, your care assistants can support to empty and clean the commode during your care visits. Commodes are available with and without wheels.



Urine bottles are available for both male and females and are designed to be used independently. These are ideal for use for someone who is continent but unable to mobilise to the toilet independently.



Incontinence pads incontinence pads come in all shapes, sizes and absorbency. If you wear pads it is important that these are fitted correctly, and you are wearing the correct pad for your needs.



Wrap around pads



Slip pads



Pull up pads

Pads are available to buy from most supermarkets and chemists, however, can be costly! If you wear pads or feel that you would benefit from wearing pads speak to your GP, family, or a member of the Bluebird Care office team, to arrange a continence assessment.

What is a continence assessment?

A continence assessment is where a detailed log of your urine output and bowel movements are recorded (either by yourself or your Care Assistant) over a period of time usually between 1 – 2 weeks. The recordings are then reviewed by a Continence Nurse, and they will then recommend the most appropriate pads / aids. Some people will be eligible for funded continence aids.

Anyone can request a continence assessment, just speak to your GP or contact a member of our office team, who can support to make the request.

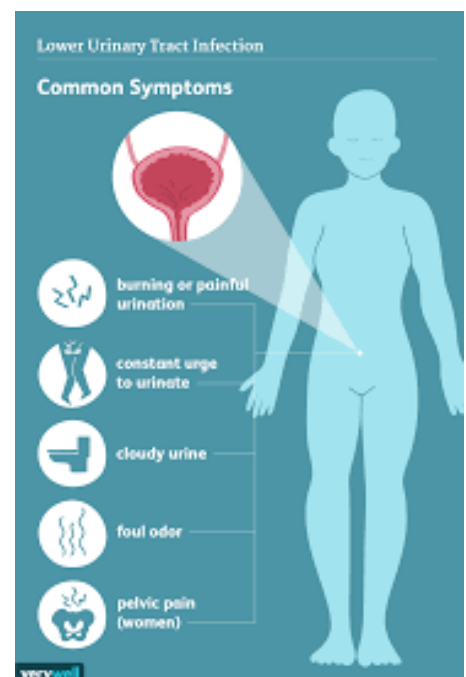
Signs & Symptoms of a Urinary Tract Infection (UTI)

Below is a list of common signs and symptoms of urine infection

- Urinary frequency
- Constant dull pain in pubic region
- Cloudy urine
- Blood in urine (haematuria)
- Offensive smelling urine
- Pain on passing urine (dysuria)

More serious signs & symptoms can include:

- New incontinence
- Fever > 38 degree Celsius
- Uncontrollable shivering
- Nausea/Vomiting
- Diarrhoea
- Back/groin/side pain, usually worse on urination
- Delirium (confusion)



How to prevent a Urinary Tract Infection (UTI)

- Always wipe from front to back after going to the toilet
- Keep the genital area clean and dry
- Drink plenty of fluids, particularly water – so that you regularly pee during the day and do not feel thirsty
- Promptly change incontinence pads if they're wet or soiled

Signs & symptoms of constipation

- Harder Stools or difficult to pass
- Going to the toilet less often than usual (Normal bowel action is anything from 3 times per day to 3 times per week) everyone is different.
- Feeling bloated, sick or experiencing cramp like pains in lower abdomen
- Loss of appetite
- Overflow diarrhoea
- Confusion (Delirium)

How to prevent constipation

- Eat foods that contain fibre (fibre is not digested and stays in the gut. It adds bulk and some softness to the stools)
- Drink plenty of fluid intake to bulk out fibre (too much fibre and not enough fluid can cause blockage.)
- Positioning - Relax, lean forward, and rest your elbows on your thighs. Consider using a small stool to rest your feet on when sitting on the toilet or commode. best!)



We Are Recruiting / Job Opportunities

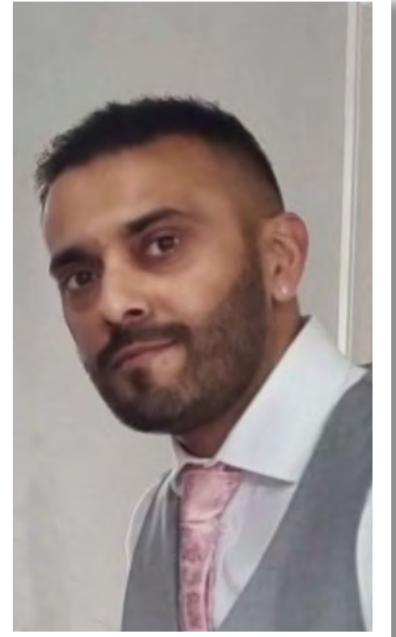
A few words from our Director, Rick Parekh

"Bluebird Care are renown throughout Staffordshire for the outstanding care we deliver to our customers and one of the key secrets to our success is our fantastic care team.

I am a firm advocate for providing fair and adequate pay for all our care staff, and recently in February this year we increased all our pay rates by over 10%. We have always been recognised as one of the highest paid providers within the local area, and in addition we are one of the only providers to pay our care staff travel time in addition to the best hourly rates and mileage. We also like to shout about the great work of our care team and offer constant opportunities for rewards and recognition which includes: Employee of the Month Bonus, Quarterly Attendance Bonus, Dignity Champion Awards, and more.

All our team receive the best possible training and ongoing support, as we understand by instilling knowledge and supporting our care team, in turn we can deliver the best possible care to our customers.

Recently we have been inundated with new care enquiries and to counter this we are looking to recruit a further 20 new Care Assistants to join our award-winning team. "



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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