

Opening Ceremony at our New Office

We are pleased to announce we moved into our new office on 18th October 2021. We celebrated the move in November with an Opening Ceremony, and we were thrilled to be joined by the Mayor of East Staffordshire and her Consort along with a number of our customers and staff.

The official opening was led by our longest standing customer Ann Renshaw, who has been a customer of ours since 2012. Ann did us the honour of cutting the ribbon to mark the ceremony.

The new office located at 9 Lancaster Park, Newborough Road, Needwood, Burton-on-Trent DE13 9PD is a central location to the areas in which we deliver care, these areas include: Burton on Trent, Swadlincote, Repton, Tutbury, Hatton, Barton Under Needwood, Uttoxeter and surrounding villages.

The office is equipped with a fully functional training facility to support our care team with their learning & development, an open plan office for management and several meeting rooms. Along with a carers lounge, which gives care staff the option to pop into the office for a cuppa and a catch up...

In the future we hope to hold a series of events for our customers and their families such as "Knit & Natter" afternoons, Fish & Chip Fridays, and various awareness and support sessions, including Dementia Friends Awareness.

To find out more about upcoming events and services that we deliver please call our office team on 01283 487373



Meet the Team at Bluebird Care

Below are some pictures of our wonderful Bluebird Care A-Team!



Festive Cheer

December was a busy month for us. We made the most of the festive season and spread as much Christmas cheer as possible.

Our customers and staff had a great day participating in "Elf Day". We had lots of fun, games and "elfies"!

The customers loved seeing the staff dressed up as "elves" with their funny ears and flashing headbands. We are thrilled to have raised £50 for the Alzheimer's Society, who do such a fantastic job supporting people with Dementia.



On Christmas Eve our office team went out and about, delivering Christmas gifts to local businesses around Burton on Trent and Uttoxeter. We wanted to show our appreciation for all the support they had given to our local community over the past year.

Some of the businesses we visited included: Carters Pharmacy, Renew Church, Balance Street Surgery, St Mary's Church, St Mary's Mount Day Centre, Northgate Surgery, Uttoxeter Heath Community Centre, Boots Pharmacy, Wetmore Road Surgery, Peak Pharmacy. Everyone was thrilled with their gifts.



We held a Christmas Jumper Day on 3rd December, and it was great to see so many of our customers and staff take part and make the day fun.

We had Christmas jumpers, funny hats, crazy glasses, and lots of laughs!



On the 1st of December we had a surprise visitor from the North Pole! Ralph the Elf...

Ralph got up to lots of mischief and caused chaos in the office.

He even turned our profiling bed into a sleigh! Despite his antics I think the office team were quite fond of him and were sad to see him leave on Christmas Eve!



Falls Prevention

Falls around the home are common in older people. In fact, around 1 in 3 adults over 65 and 50% of those over 80 will suffer at least 1 fall a year. Most falls do not result in serious injury. But there's always a risk that a fall could lead to broken bones, and it can cause the person to lose confidence, become withdrawn, and feel as if they have lost their independence. It's important to do all we can to help prevent people from falling.

Here are some tips and things to consider, to help prevent falls from occurring:

Medication

Some common medicines can make you feel faint or dizzy, it's important to let your GP know if you are experiencing any of these side effects. Your GP can carry out a medication review and may prescribe an alternative medicine.

Eyesight and hearing

Having your eyesight and hearing checked yearly is important, vision and hearing play a vital role in balance and movement. If you are overdue a sight or hearing test and would like help in arranging or attending an appointment, please contact our office team and we will happily support with this.

Stay hydrated

Dehydration (not drinking enough) can make you feel tired, dizzy, and more unsteady on your feet, which could cause a trip or fall.

Eating a healthy balanced diet

A healthy balanced diet will help to keep your bones healthy. Calcium and Vitamin D are important for strong bones. Your Care Assistant can support with preparing and cooking healthy meals.

Lighting

Ensure your home is well lit, especially on the stairs. Keep the landing light on or use a motion-sensor night-light, to light the path to your bathroom.

Look after your feet

Foot problems (like foot pain) can affect balance, so talk to a GP or podiatrist about any foot issues. Ensure shoes and slippers fit well. Cut toenails regularly to keep feet feeling comfortable. Although your Care Assistant can't cut your toenails (as this requires specialist training) they can still support you with foot care, ensuring your feet are clean and well cared for. Your Care Assistant or the office team can help you in arranging and attending podiatrist and GP appointments.



Equipment

There is lots of equipment available which can be used around the home to help prevent falls, such as grabrails, perching stools, commodes, and walking frames. If you think you could benefit from some equipment talk to your Care Assistant or the office team and we can support in making the relevant referrals.

Personal alarms

Having a personal alarm can help you to summon help should you become unwell or suffer a fall. Personal alarms can be worn around the neck or the wrist. Some personal alarms can be connected to a telecare system, pressing the alarm will automatically connect you to a 24/7 call centre that will arrange help for you. For more information speak to your Care Assistant or call our office team.

If you suffer a fall whilst your Care Assistant is present or they arrive to find you on the floor, they are not permitted to pick you up, even if you have no obvious injuries. This is because our staff are not medically trained and although there may be no visible injuries a proper medical assessment is required to ensure there are no unidentified injuries, such as broken bones or internal bleeding.

Throughout the month of January all our Care Assistants will be undertaking Falls Awareness Training, this will help them to have a clearer understanding of why falls occur and how they can be prevented.



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!

Customer Surveys Results

Whilst Bluebird Care (East Staffs & South Derbyshire) has an excellent reputation in the local community, we recognise that we are only ever as good as our customers say we are. We are always seeking ways to improve and perfect what we do and conducting our Annual Customer Quality Survey is one way of measuring what our customers really think. This past year has been an extremely challenging one for all, non the less we continue to see it as a privilege to provide care and support to our customers.

We endeavour to do this with compassion and empathy, 24 hours a day, 7 days a week.

Our latest survey demonstrates some very encouraging results, notably, **100% of our customers are satisfied with the service they receive, as well as feeling we provide a safe and effective service that meets their needs.**

Below are some of the comments we received from customers and their representatives:

Care staff are always willing to give over 100% every day and like no other care company I have, Bluebird Care will shop for me and any other need I have they will provide for

AS MARY POPPINS SAID
PERFECT IN EVERY WAY

Staff are kind, considerate
and competent

It's very reliable and
carers are excellent

They have such a pleasant and
caring and helpful
attitude to customer's needs

Carers do an excellent job

I FEEL THAT ALL BLUEBIRD CARE
EMPLOYEES ARE EXEPTIONAL,
I COULD NOT PICK ONE OUT FROM
THEM!

You cannot improve and the
service!

Out of all my previous care companies I find Bluebird staff the most honest,
honourable, and happy staff. I really appreciate how much effort the
staff put in to help

Staff Survey Results

At Bluebird Care (East Staffs & South Derbyshire), we recognise it is vital to listen to our employees so we can provide them with the opportunities and an environment to thrive. We conduct our Annual Employee Satisfaction Survey as a way of measuring what our team really thinks, as they are the secret to our success, and enable us to provide a service that we are all so proud of. Our 2021 Carer Survey confirmed that **100% of employees indicated they enjoy their role and felt the training and support they received is adequate to support them in their duties and responsibilities.**

Below are some of the comments we received from our care team:

Thoroughly enjoy working for Bluebird Care, everyone is friendly and helpful.
Really happy I made the change in career.

Everyone is always willing to help.
Lee, Louise and Vicki are brilliant
and so helpful.

I really valued the support from
everyone.

Good communication between all
staff and management.
Good relations with customers.
Able to work around working hours

Excellent staff and excellent
support

They have such a pleasant and
caring and helpful
attitude to customer's needs

I value the support and information
I'm supplied with the commitment of the
management and my colleagues

Good communication, friendly
management team, feel very
welcomed

The company makes you feel like part of a family, all colleagues work very well
together to provide a very good standard of care. No matter what there is always
someone to talk to if you have any worries or concerns



Do you Knit?

Have you heard of a "Twiddle Muff"?

A twiddle muff is a knitted muff with various items attached both inside and out, such as textured ribbons, beads, and fabrics. People with Dementia often have restless hands, a twiddle muff is a great way to help keep their hands occupied. A twiddle muff provides a wonderful source of visual and sensory stimulation that keeps hands warm too.

Bluebird Care Stratford & Warwick have very kindly donated several twiddle muffs to us, which we have passed on to a number of our customers which we felt would benefit from them. We are looking for volunteers to help knit and decorate more twiddle muffs that we can further pass on to Dementia sufferers. If you or a family member have any spare wool lying around and would be interested in helping us with this wonderful cause, please let us know.



Below are the instructions:

Materials

- Left over or odd balls of wool, different textured wool works great.
- 6.5mm straight needles or 8mm circular.
- Beads, zips, ribbons, buttons.
Anything that can be twiddles but will not break nor is sharp.

Directions

Cuff

- Cast on 40 stitches using two strands of double knitted wool or one strand of chunky wool.
Work in stocking stitch (knit a line, purl a line) for 11 inches (28cm)

Muff body

- Continue with stocking stitch and use us any oddments of various textures of wool such as chunky, mohair, snuggly and chenille.
- Knit unit work measures 23 inches (58.5cm)
Cast off.

Finish and decorate

- Neatly sew the long edges together with purl side facing you.
- Turn the muff inside out.
- Push the cuff up inside the muff body and neatly sew together the two shorted ends.
- Now decorate your twiddle muff, choose a good selection of colours and textures,
- try to include at least 6 decorations on the outside and 4 on the inside.
- Make sure everything is sewn on tightly so it cannot be pulled off.

Staying Warm and Well this Winter

As we approach the colder winter months, it's important that we all look after ourselves and keep warm. Cold weather can make some health problems worse and even cause health complications, especially if you are age 65 and over or have underlying health conditions.

Here are some top tips to keep warm and well in winter:

- Try to stay as active as possible, take a short walk each day if you are able (either outside or around the home).
- If you are less mobile, try doing chair exercises, raising your arms and legs in the air periodically. Heat your home to at least 18 degrees.
- Keep your bedroom to 18 degrees at night if you can and keep bedroom windows closed.
- Use a hot water bottle or electric blanket to keep warm in bed at night, but don't use both at the same time.
- Eat at least 1 hot meal a day.
- Drink hot drinks regularly throughout the day.
- Ensure your heating system is serviced regularly by a professional.

Winter Fuel Payment

You may be eligible to receive support with the cost of heating your home, this is known as the Winter Fuel Payment, to check your eligibility visit <https://www.gov.uk/winter-fuel-payment> a family member, friend or your care assistant may be able to help you with this.

Flu and Covid-19 Vaccinations

If you have not yet received your Flu vaccination and both Covid-19 vaccinations and Covid Booster and would like help in arranging this, please let our office team know and we can support you with booking and attending an appointment.

Care Assessment

Everyone is entitled to a **FREE Care Assessment**, to assess your care and support needs. Assessments are carried out by the Local Authority Adult Care Team. People living within Staffordshire should contact Staffordshire Cares on: **0300 111 8010**, those in Derbyshire should contact Adult Care at Derbyshire County Council on: **01629 533190**

Keeping Our Care Team Safe In Winter

Winter can be a tough time for our care team due to unpredictable weather, cold mornings, dark nights, and a rise in staff sickness levels.

To make life a little easier for our care team we have provided them all with a 'Winter Care Package' which includes:

- A torch
 - De-icer
 - Hand warmers
 - Ice Scraper
 - Emergency blanket
 - A handy guide from the AA with details on keeping safe during a vehicle breakdown
- We have also started providing all our care team with unlimited hot drinks, including hot chocolate, crumpets, toast, and tea cakes. The care team can visit our office at any time to take a break and enjoy a light snack and hot drink.





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.



JULY – JANE FAWSITT

Jane has been with us at Bluebird since March 2019. During that time Jane has shown herself to be a truly dedicated member of the team, she picks up extra calls whenever she is asked. Jane is fantastic with the customers especially those with challenging behaviour. Jane also has a 100% attendance record so far this year. Thank you for all that you do Jane, it doesn't go unnoticed.

AUGUST - JODIE SMITH

Jodie has been with us since November 2014. Over the years Jodie has shown loyalty and dedication to both her role and each individual customer that we have cared for. Jodie has always got the customers and carers needs and best interests at the forefront of her mind, even when she has struggled with her own health and been under immense pressure in her own personal life.



SEPTEMBER – CHARLEE SHAW

Charlee's communication with the office team is excellent, she is extremely proactive in reporting changes or concerns with customers. We have received some lovely comments from J.M's daughter " Charlee is very efficient, she goes above and beyond and takes time to ensure she communicates with J and ensures he is happy".

OCTOBER – NAGMA HUSSAIN

Nagma joined us in August 2020 after previously working in the travel industry and finding herself out of work due to the pandemic. Fortunately for us Nagma found that she loved the role so much she chose to remain with us. Nagma has received some lovely comments and feedback from customers and their families, and we feel it's only right that she is recognised for her efforts and is awarded our employee of the month.



NOVEMBER – LOUISE HAWKSWORTH

As our Care Coordinator Louise has one of the most challenging roles within the team. Louise works tirelessly to ensure customer requirements are consistently met alongside staff availability, in addition to accepting and processing new packages of care. Since moving to our new office and the whole team working collectively in one building it has become even more apparent how hard Louise works and the whole team feels that Louise deserves recognition for her efforts.

DECEMBER – LOUISE CHATFIELD

Louise joined us in June 2020 and has since been promoted to Senior Care Assistant, as a result of her hard work, dedication and loyalty. Louise always has a proactive approach and is a huge support to our office team. Louise provides excellent care to our customers often going above and beyond. Louise is eager to learn and progress in her role and we look forward to seeing her flourish within the company.



Take A Break!

Take 5 minutes out of your day to complete this wordsearch.
Puzzles can help keep the mind active and help brain
functioning skills.

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

Companionship	Person Centred	Independence	Commitment
Compassion	Wellbeing	Supportive	Community
Lifestyle	Stafford	Uttoxeter	Freedom
Equality	Quality	Honesty	Dignity
Respect	Feedback	Burton	Health
Assist	Empower	Safety	Review
Home	Caring	Enable	Trust



We Are Recruiting / Job Opportunities



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 Assistants**, 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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