

Bluebird Care By your side

Winter 2019



Warm winter wishes

And the leaves have fallen from the trees and the dark nights are upon us! But we are still having fun in care!



It's been an exciting few months since our last newsletter with some great additions to the team. In this issue, I am excited to report on

the results of our Customer Survey. Whilst the reputation of Bluebird Care Peterborough & Rutland is excellent, we recognise that we are only ever as good as our customers say we are and we must never rest on our laurels.

We are always seeking ways to improve and perfect what we do and

conducting our Customer Satisfaction Survey is one way of gauging what you really think. Asking you to critique all areas of our service helps us to properly understand what is going right and what needs working on.

Having established Bluebird Care Peterborough & Rutland a little over eight years ago, I have to confess to feeling extraordinarily proud of general findings of the survey. It's a testament to the efforts of the outstanding men and women whom I have the privilege to work alongside who believe, just like me, that if you are going to do

something then you should do it to the best of your ability.

We have launched a new fun initiative with your Care Team inviting you to share your best memories of 2019, some of which you can see on page 7.

Wishing you all a wonderful Christmas and a New Year full of health, happiness and care.

Leisa MacKenzie.



Supporting the launch of the new CARE Badge

Bluebird Care are throwing our support behind the new CARE Badge, a unifying symbol for adult social care workers across Britain.

The CARE badge has been developed by Care England and everyLIFE Technologies to create a unified symbol of pride and quality in care, as unfortunately, excellent work carried out by millions of care workers often goes unnoticed and unrecognised. We are providing everyone in the team with a CARE badge and encouraging them to wear it to promote their hard work as individuals and as a team, demonstrating our commitment to quality care.

I think this is a great initiative which will promote awareness and appreciation for the "crucial service" that care professionals provide. As a team we are dedicated to improving

the wellbeing of others, and supporting this project symbolises that we are each part of something bigger, that holds the values and standards which we know are crucial to the quality care that we carry out every day.

This inspiring project is a very important step forward for the social care sector and I hope this badge will be seen in a similar light to the NHS pin.

Look out for the badge when you next see a member of our team.



CAN YOU SPOT WINTER TED



Bluebird Winter Ted is hiding in 4 places in this newsletter. Let us know if you can find him.

We love to receive feedback of all kinds, so please don't hesitate to get in touch. Call us on the numbers below. We'd love to hear from you.

CAREER IN CARE PRIDE AND PROGRESS

We are delighted to announce the following promotions and growth to our operations team.

Caroline Geddes – Caroline has been successful and is now promoted from Senior Carer to Community Care Manager. Caroline joins the CCM team and will be looking after customers, existing and new, throughout Stamford, ensuring all needs are met. Caroline joined us as a Care Apprentice and is part way through completing her NVQ/QCF Level 3 in Health and Social Care.



Charlene Kemp – Charlene has now moved through the career journey and has been promoted from Community Team Lead to Community Care Manager. Joining our expanding team, Charlene will be heading the Stamford & Rutland care team, supporting team members in their care delivery, training, quality and service assurance. Charlene has also successfully completed her Level 3 NVQ/QCF in Health and Social Care. Well done!



Saskia Wheatstone – Saskia has now been successful in her promotion on her Career Journey and has now joined Abby, in the Co-Ordinating Department. Moving from the Stamford & Rutland Care Team, Saskias experience in the field will be invaluable in her insight in our planning for both our customers and members of our team.



We also welcome **Eleanor Knight**, who has joined Karen in the Accounts department. Eleanor will be helping Karen in invoicing and payroll. Welcome Eleanor! We are delighted to have you as part of our great team and Bluebird Care family.

Abby Domp – Abby has now been promoted to Lead Co-Ordinator. Abby has achieved much in the co-ordinating area since joining Bluebird Care in Dec 2018 as a Care Co-Ordinator. Abby is now leading the department and will be working with Saskia in helping to plan and co-ordinate care delivery.



Well done to you all! We wish you all luck in your new roles!

SANTA FUN RUN

We had the privilege of supporting Rotary Club of Stamford Burghley Trust by becoming a sponsor of the 13th annual Stamford Rotary Santa Fun Run at Burghley.

We donated funds, volunteered and entered our very own Bluebird Care Santa Team in support of this fab event!

Directors, Tim, Leisa, and Bluebird Care volunteer, Jo, gave up their time to help set-up and marshall traffic at the event on Sunday December 8th. The run experienced a record attendance with nearly 1,500 Santas, completing the 5k run/walk, raising monies for charities including the Sue Ryder Thorpe Hall Hospice, Stamford Food Bank, MindSpace, Anna's Hope to name but a few.

Our very own team of Bluebird Care Santas had great fun amidst a sea of Santas, and completing the 5K! Thank you to Saskia, Eleanor, Elvyra, Charlene, Cheryl, Suzanne, Brenda M, Gary, Jacob, Julia, who made up Team Bluebird!



Beware the return of the beast from the east

With the cold weather now firmly upon us, it is important to listen out to daily weather forecasts as the cold can seriously affect your health.

Radio and TV weather forecasts are regular throughout the day, but you can also keep up-to-date by following updates from the Met Office website www.metoffice.gov.uk or through the Met Office Twitter feed, www.twitter.com/metoffice or you can ring their Weather Desk on 0870 900 0100.

Following these tips will help keep you, your family and those around you warm and healthy during the cold snap:

- Draw curtains at dusk and also keep your doors closed to block out draughts.
- Drink regular hot drinks and eat at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.
- Wear several light layers of warm clothes (rather than one chunky layer).
- Keep as active in your home as possible.
- Wrap up warm and wear shoes with good grip if you need to go outside.
- If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18C. It's a good idea to keep your bedroom at this temperature all night if you can and make sure you wear enough clothes to stay warm.



Be sure to check in on vulnerable neighbours and relatives who may be at increased risk during cold weather if they are elderly or have a serious illness.

- During the day, you may prefer your living room to be slightly warmer. Keep your bedroom window closed on a winter's night. Breathing cold air can increase the risk of chest infections.
- If you're under 65 and healthy and active, you can safely have your house cooler than 18C
- Get financial support. There are grants, benefits and sources of advice available to make your home more energy efficient, improve your heating or help with bills. View the Keep Warm Keep Well booklet online to learn more www.gov.uk/phe/keep-warm. Also make sure

The Met Office has advice on getting ready for winter and suggest practical things you can do to prepare for winter weather, with the advice also telling you ways you can save money, www.metoffice.gov.uk/barometer/advice.

When travelling, be sure to wait until roads have been gritted, and take extra care on icy pavements, as black ice is often not visible. You can lessen the risk of slipping by putting down grit or cat litter onto your paths and driveways.

Also be sure to check in on vulnerable neighbours and relatives who may be at increased risk during cold weather if they are elderly or have a serious illness.

If you have any queries that you'd like to talk about, please feel free to contact the office on 01780 480881.

you are receiving any benefits you are entitled to, such as the Winter Fuel Payment www.gov.uk/winter-fuel-payment and Cold Weather Payment. www.gov.uk/cold-weather-payment

- Look after yourself. Contact your GP to get your free flu jab if you are aged 65 or over, live in a residential or nursing home, or are the main carer for an older or disabled person. NHS Choices provides information about flu. Visit www.nhs.uk/flu to learn more.
- Don't delay in getting treatment for minor winter ailments like colds or sore throats. Visit your local pharmacist for advice on treatment before it gets worse so you can recover quicker.
- Have your heating and cooking appliances checked by a Gas Safe registered engineer to make sure they are operating safely.
- Contact your water and power suppliers to see if you can be on the Priority Services Register, a service for older and disabled people.
- For more information about how to stay warm and well in winter visit Age UK's website www.ageuk.org.uk/winterprep or call 0800 587 0668.

Outstanding results

We asked for your opinion – and we were delighted with your response! It is a privilege for us to provide care and to support our ethos of listening. We carry out a customer questionnaire every six months, to establish exactly what you think and where we can improve.

As a premium care provider, we strive to go above and beyond in every way possible. With our surveys, we do this by conducting them twice as regularly as we are required to. This year's results tell us overwhelmingly that **100% of those who took part are very happy with the service received!** That is fantastic news and shows that initiative focusing on maintaining and improving the Bluebird standards that we set to achieve outstanding care are working. We don't take these commendations lightly and will continue to do everything we can to be deserving of your praise.

Here's what we asked you and what you said:

100%

of customers who completed the survey said carers treated them with dignity and respect, kindness and compassion.

How do you rate our care?

Consistent with our last survey result, an outstanding 100% of customers who completed the survey said carers treated them with dignity and respect, kindness and compassion. They also said Bluebird Care staff responded to them as individuals, respecting their preferences and took time to listen and support them in distress and discomfort. More than 90% would recommend Bluebird Care to a friend, relative or colleague.

How do you rate our staff and training of your care team?

100% of customer said that they are treated with kindness and compassion, and that staff were always caring towards them. 99% of those who took part rated Bluebird Care staff highly,



agreeing they were well trained to provide care, treatment and support. Customers said that Bluebird Care properly recruits staff that they feel safe with, that they are competent and well trained and seem happy in their work.

99%

strongly agreed or agreed that Bluebird Care takes time to listen to them,

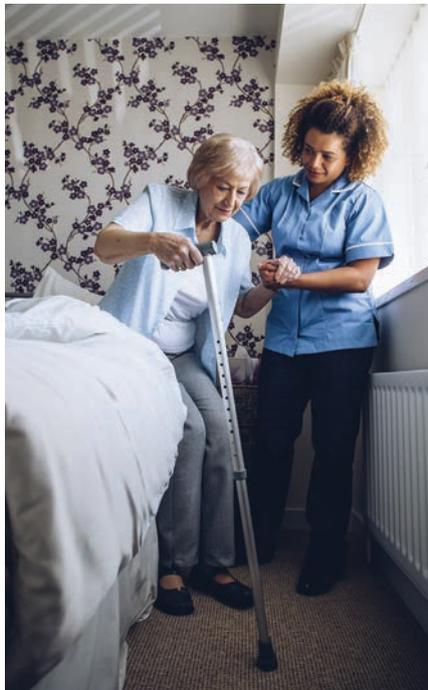
How do you rate our service in working with you to manage your care?

93% said that Bluebird Care regularly reviews their care with them. 99% strongly agreed or agreed that Bluebird Care takes time to listen to them, and that they feel that we support them or their relative to meet their preferences about how they want to live, promoting independence, personal preferences and choices. 98% said that Bluebird Care involves them fully in making decisions about their care and planning for their care plan.

This is wonderful to receive as feedback as it is our core objective to ensure the best, most personalised care and support for all customers, working with you to live the life you want.

Compliments, complaints, concerns

We were delighted to see that actions we took from our last survey to ensure that customers know how to raise a concern about their own safety or the safety of others has improved. Our staff are trained to identify safety and well-being issues but it is important that you, our customers, know how to raise a concern. Since 2018, all customers are given a leaflet outlining safety, types of abuse, what to look for and agencies to contact if concerned, including full details on how to raise a complaint. As a result 98% of customers who responded this year, said they know how to raise a concern or how to complain if they are unhappy with their care, compared to 75% of customers in 2018.



"Congratulations Bluebirds! You are always 'Blue Angels' and we wouldn't be without you! We're lucky to have you!"

What do we do well?

We were genuinely touched to receive so many generous comments from our customers and their relatives in both commending our service and our fabulous team who make it possible by delivering high standards and bringing Bluebird Care values to life. Here are just a few:

"The service cannot be improved".

"You make every customer feel special and cared for. Always doing care that is excellent at all times, always there for the customers no matter what! "

"You listen help when I am not very well on my feet.

How can we improve?

We were delighted to receive so many compliments including: "The CQC should ask Government to use Bluebird Care as a template for all other providers to follow by law. You may not be 101% but you are pretty close."

What you said and how we responded

Time Keeping & Reporting

Whilst reliability of care and care quality scored exceptionally high (90%+), the survey found that 86% of customers said that their care worker arrived at the specified time of their call with 87% of respondents being informed that their carer is running late. Whilst positive, this is below the standard that we would want for our customers. Therefore, we have focused on improving this area for both better reporting from the care team when they are running later than the 15 minute window given for unplanned circumstances and therefore, improved communication to you, when this happens. We also have planned investment into a further alert and monitoring system that automatically informs centrally when a care call is late. This will improve communication and also safety of both our care team and our customers.

Service and Reviews

Whilst positive feedback was achieved in the area of care reviews and service, there were still 43% who were not sure who their regular Community Care Manager (CCM) is to help them manage and review their care. As a result of this feedback, we have now invested in growing our Community Care Manager (CCM) team to allow for an increase in service and one to one management of your care. If not known to you already, your CCM will be working with each customer in their area to ensure the best care and support is achieved.

Continuity of Care – Continued Focus

Continuity of care is clearly important and Bluebird Care works hard to minimise the number of Care Assistants allocated to a customer to ensure a good relationship with a core group of key workers

(occasionally some customers like a regular change of face). A great deal of work has been done to ensure continuity of care and customers have seen a marked improvement in the permanent allocation of Carers which should only be changed for holidays, illness or if a Carer leaves. In 2018, a team sheet was introduced to allow you identify your key careworkers and also colleagues that may visit, as well as focus on retention of our staff to ensure that they are still here to care for you. Whilst this has improved and is an area of high performance, our survey identified it as a key area of importance for our customers best care experience, and will be positively affected further with our carer retention focus, increase in support and management, competitive pay and career opportunities.

A total of just over 50% of customers took part with customer satisfaction ratings achieving over 90% in most areas of the survey.

HEARTFELT WORDS



Dignity

By Jacqueline Harrison

I may seem old and frail to you,
My 'faculties' are gone.
I may need help in all I do,
But that doesn't mean I'm done.

I was just like you once, you know,
My abilities intact.
I had a job, a life, a home
And that, my dear carer, is fact!

Just because I now need help,
With all daily tasks
Doesn't mean I've lost my dignity
Its just something old age likes to mask.

Please remember when you help me,
That I'm still 'ME' inside.
So yes, though you wash and feed me,
I still have my dignity and pride.

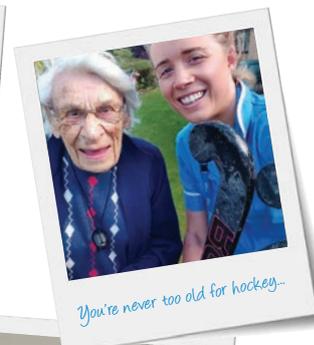
Dignity is so important,
It might be the last thing that I own,
So please, dear carer, remember
To treat me as one of your own.



Nice nails...



Highly qualified...



You're never too old for hockey...

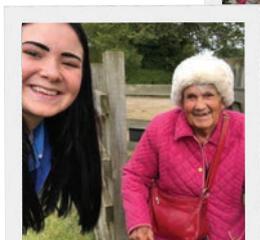
THE GALLERY



Care and share...



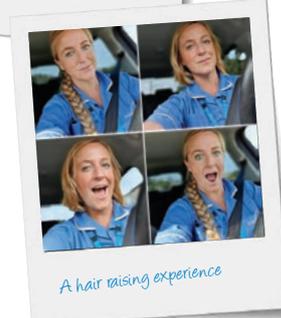
Say it with flowers...



The great outdoors...



Another qualification...



A hair raising experience



Lifelong learning...



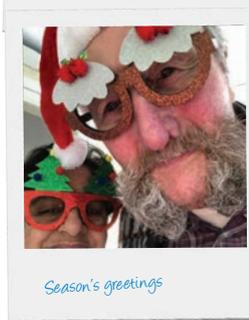
Thank you so much...



Congratulations go to...



Yet another certificate



Season's greetings



Highly qualified

We need you... Bluebird Care Knitting Club 2020

Our knitting club are keen for members, both new and old, to join us on our next knitting project. You don't have to be a professional. Bluebird Care provide all the materials, from needles, wool and patterns. We will even deliver to your door. All we ask of you is a little time and your hands!

We're planning to launch our next knitting challenge in January 2020.

If you fancy giving it a go, speak to your Care Assistant on your next visit and we will get in touch. Alternatively, call your Community Care Manager, Sarah, Rachel or Caroline, on 01780 480881 or 01733 459907 or 01572 729357.





Mercury Business Awards

In September, we were delighted to sponsor, for the third year, the Customer Care award at the Stamford & Rutland Mercury Business Awards 2019.

As judges of this award, it was a tough job having to shortlist the many entrant applications – all deserving – down to three finalists and the eventual worthy winner! Congratulations to Emma Savage, Travel Counsellor in Wittering, who won the award.

The award was attended by Company Directors, Leisa and Tim, Registered Care Manager, Michelle Inwood, Community Care Manager, Michelle Teeson, Care Co-ordinator, Abby Domp, Accounts, Karen Andic, Senior Carers, Trudy Fenton and Monica Hallows. Carer, Vicki Abel and Carer Yasmin Norman.

Specialist Training

Dementia Experience and Champions

In October, we were visited by Informed Dementia Care at our premises where many of our team completed Dementia Experience and Dementia Champion training, advancing their dementia care training.

As we care for so many of our customers who live with Dementia, this training is invaluable. It allows you to walk in the shoes of a person with dementia, so you can start to understand the issues that they experience everyday. The experience, with suits, helps the person to experience being confused, isolated, lost, intimidated, vulnerable and much more and therefore understand what a carers needs to change to improve quality of care.

This investment into understanding and training in Dementia, helps the team to truly understand that by making adjustments to our care we can really start to improve the lives of people living with dementia.



THANKS FOR THE MEMORY

The year is drawing to a close and we have been contemplating the fun in care we've had throughout 2019. Our team have been out and about checking, remembering and asking our customers what are their #BestMemories2019. What are your best memories of 2019? Here's to 2020 being an even better year for making those lasting memories!



Employee of Month



August 2019
Jane D



September 2019
Saskia W



October 2019
Carmen T

Above and Beyond



August 2019
Caroline G



September 2019
Jodie W



October 2019
Michelle R

Meet the team



Leisa MacKenzie
Joint owner and Director of
Bluebird Care Peterborough
& Rutland



Tim Carey
Joint owner and Director of
Bluebird Care Peterborough
& Rutland



Michelle Inwood
Registered Care Manager



Abby Domp
Care Co-ordinator



Saskia Wheatstone
Care Co-ordinator



Rachel Ingamells
Community Care Manager



Sarah Weston
Community Care Manager



Caroline Geddes
Community Care Manager



Michelle Teeson
Community Care Manager



Pippa Courten
Community Care Manager



Charlene Kemp
Community Care Manager



Karen Andic
Accounts & Payroll



Eleanor Knight
Accounts Department

Much more than just care...

You may already know many of us here at Bluebird Care Peterborough & Rutland and be familiar with the way we help you or a member of your family. However, are you aware of the full range of our services? We offer:

- 24-hour live in care
- Night care
- Sleep in service
- Companionship
- Sitting service
- Domestic support
- Parkinson's care
- Dementia support
- Stroke care
- Respite care
- End of life care
- Personal care
- Medication support
- Meal preparation
- Shopping

If you would like to discuss how we may be able help you further, please do not hesitate to contact us.



We value your feedback

Feedback on what we are doing well and how you, our customers, feel we could improve is important to us. Therefore, we have commissioned several impartial services, managed by Working Feedback and Homecare.co.uk, approved Care Quality Commission and NHS Choices Review Partner, to collect feedback and allow for you to have your say to improve your care. This is then shared with NHS Choices reviews and ratings. Please put us to the test!

Get in touch

We love to receive feedback of all kinds. There's lots of ways: Call us and let us know: Stamford & Rutland: **01780 480 881** • Peterborough & Oundle: **01733 459 907** • Oakham & Uppingham: **01572 729357** • Alternatively you can email us at: stamford@bluebirdcare.co.uk or peterborough@bluebirdcare.co.uk

For all the latest news about how Bluebird Care Peterborough & Rutland can provide the services you require in the comfort of your own home, visit our website at: bluebirdcare.co.uk/peterborough-oundle • bluebirdcare.co.uk/stamford-rutland

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Bluebird Care office normal opening hours 8.30am - 5.00pm Monday to Friday.