

Monthly Newsletter - January 2019



A look back to 2018 - Another outstanding year!

For many of us, January tends to be a time of reflection on the year just gone, but also an opportunity to set goals for the year ahead. So we wanted to share a few memories with you, starting with the most recent one when we once again celebrated the start of the Festive Season with our customers and staff at The Grovesfield House Hotel. I especially value the time I get to spend with our customers and their family members, some of whom I may only know by their names or a via a telephone call.

As always, I think of everyone who perhaps has been on their own over the festive period and I am immensely proud of each and every one of our staff who organise and provide the visits. No matter the weather, or the demands of their own family or personal commitments, they willingly give up their time without complaint over the holiday period.

I am gratified that we continue to receive many accolades and personal recommendations from our customers, family members and friends, but also from other care professionals. On that matter, I refer you to our 'compliments corner' elsewhere in the newsletter where you can read some of the most recent comments received from customers.

In May of this year we were the winners of the 'Excellence in Customer Services' award at the Bucks Business First Awards, with a few of us collecting the accolade in a glittering awards ceremony in Aylesbury. We were also finalists for the 'Best in District' award, making it a very special night for us. On receiving our award, we were credited with 'having clear direction', 'providing genuine care for both customers and employees' and 'being passionate about culture and social issues'.

And although it's been over a year since we were awarded an 'Outstanding' rating by the Care Quality Commission, we are still immensely proud of this achievement. We remain the only provider in the area to have received this level of recognition from the regulator of all health and social care services in England, thanks in large part to all the wonderful care professionals who deliver high calibre, person-centred care in our community each and every day.

During the year we were delighted to announce our partnership with The Care Workers Charity, which launched in 2013 as a non-profit organisation dedicated to providing a 'rainy day fund' for the UK's more than 1.5 million care workers. Before this, there was no national charity set up to support care staff. Working to help current, former or retired care workers who may face financial limits, the charity aims to ensure that no care worker will ever face financial hardship alone. The organisation is proud to award hardship grants of up to £500 to support unexpected and unforeseen circumstances. This might include sudden unexpected illness or injury, loss of home or relationship break-downs.

Unfortunately, the reality of just how unpredictable and painful life can be was very apparent when 2018 ended with truly heart-breaking news for Corina, our Live-in Care Supervisor, when Lucian, her 42 year old husband and father of their two young children, sadly passed away due to a brain tumour. You may also have noted in last month's newsletter that we were attempting to raise money so that Lucian could have his dying wish of being buried back home in Romania. Our target was £3,000 but thanks to the generosity of so many of Corina's friends, colleagues and customers, we managed to exceed this by raising £4,200. Corina wishes to extend her heartfelt thanks to everyone who contributed to this and who also sent her many messages of support when she needed them most.



CARER OF THE MONTH

MIRNA KOS

We are delighted to announce Mirna as our very first Carer of the Month for 2019!!

Mirna joined us in October 2018 as a live-carer worker and was new to care at that time. She has been very adaptable and been given great feedback from each and every one of her customers since starting work with us. She has that wonderful skill of being able to build a good rapport, very quickly, with customers and families alike, whilst adapting well to their needs, making them feel comfortable having her living with them in their own homes.

Mirna has been very effective at putting all her training into practice. She is very enthusiastic and is referred to by one of her colleagues as 'A Wee Sweetie'. She always displays great willingness and eagerness to learn new skills and she fits effortlessly into our great Bluebird Care Community.

As always, given how dedicated a team we have, there are many who would be worthy winners. Our runner up is Mariano Goncalves, with Roxana Tudor, Patricia Apostol and Belinda Denney close behind.

Mariano has been with us since August 2016. He is a great carer who has stepped in to extend cover when needed and at the last minute. He works extremely well in complex packages and deals calmly with a variety of challenges on a daily basis.

Well done to all our fabulous care professionals who do such a wonderful job each and every day!!

Congratulations Mirna, you deserve it, well done!



We are also delighted to announce that, following a short break, we welcome back both Jelena Scurla and Fiaz Durrani to Bluebird Care this month!!

We will also be looking forward to welcoming our new care staff at our next induction training in January.

Welcome back Jelena & Fiaz!

