

Bluebird Care Gloucestershire

December 2016 Newsletter



Season's Greetings to all Our Readers



Wishing you a merry Christmas,
a happy New Year,
and a trouble-free 2017.

The amazing Teddy Mac

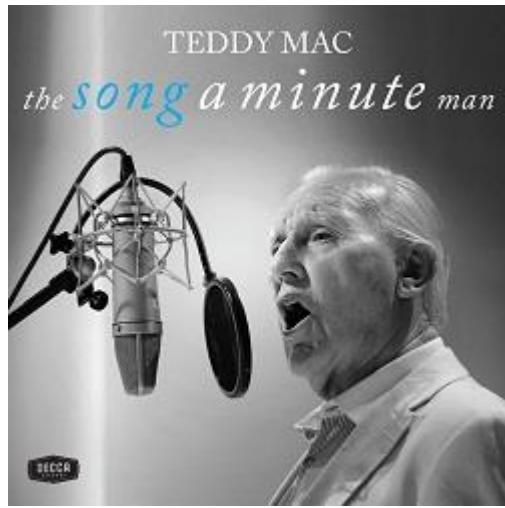
Teddy 'Mac' McDermott shot to fame online as '[The Songaminute Man](#)', when his son Simon posted videos of his father singing, during their very own Carpool Karaoke on YouTube, which rapidly went viral and became a worldwide hit.

Simon's was inspired to raise money and awareness for Alzheimer's Society by the advice and support the McDermott family received from the charity's National Dementia Helpline, following his father's diagnosis of dementia. The unlikely double-act proved to be hugely successful, contributing to the country's leading dementia charity to the tune of more than £100,000 – a massive 11569% increase on Simon's initial fundraising aim of £1,000.

The 80-year-old former Butlin's Redcoat, who has dementia, is now heading for the music charts with his solo single after being signed up by the Decca Records label.

Our Stroud office Dementia Lead, Tracy Morgan, says:

Language and communication are, eventually, affected by most types of dementia. Research has shown that people with dementia retain the ability to sing familiar songs, long after their speech has been affected. In fact, speaking ability can be improved, or brought back, using the techniques of Mind Song. As well as raising awareness, and money for research, Teddy Mac is an ambassador for power of song, and also sends out a clear message that people with dementia can continue to live happy and fulfilling lives.



[Buy the single 'You make me feel so young' by The Songaminute Man](#)

Hold down the Control key and click on the link to go to the purchase page.

Gloucestershire County Council's "Integrated Healthy Lifestyles Service"

From 1st January 2017, stop smoking, weight management, alcohol reduction and physical activity support services are all being privatised to a company called ICE Creates. We have not managed to find out what ICE stands for.

Weight management is already being dealt with by a referral to Slimming World. This is appropriate for some people, but fails to take into account the psychological factors which cause people to over-eat. Also, it is embarrassing for a seriously overweight person to present her/himself to a room full of strangers, and completely overwhelming for someone who suffers from social anxiety and/or panic attacks.

The ICE website says that: "The service will take a flexible, person-centred approach, empowering people to adopt healthier lifestyle behaviours to improve their overall long-term health and wellbeing". Referrals to the service can be made by GPs, consultants, physiotherapists, and specialist nurses. For some services you may refer yourself. If you use any of the services on offer, do let us know how you get on.

Carer of the Month

The Carer of the Month for December for the Gloucestershire North area is **Joana Guimaraes Mendes da Silva**. Office staff said about Joana:

Joana is excellent at diffusing challenging situations, and is very good at adapting to the particular needs of customers who like things done in a specific way.

We have never had a complaint about Joana. She gets on well with all the customers.

Joana was one of the carers included in a heartfelt thank you letter from the son of a customer who sadly passed away.

She is very good at phoning in and reporting issues.

Joana is very polite and calm and patient with our customers. The customers always enjoy her visits.

She is very pleasant, and really helpful. She will do anything to help out if we have problems, and will pick up extra calls whenever she can.

Customers have said about Joana:

She is very kind and gentle with Keith, and encourages him.

Joana has a really good relationship with my wife.

I am always pleased to see Joana's name on my rota.

Joana is always cheerful and pleasant, and nothing is too much trouble for her.

She is a really caring person. I always feel better for seeing her.

We are keeping Joana so busy this week that she has not had time to come into the office for her photo, which will appear in next month's newsletter. Joana chose a One4All gift card.

Stroud and Cirencester Carer of the Month

Last month it was decided that no one individual could be picked out as Carer of the Month, because so many lovely compliments had been received for each of the carers. This was celebrated in the team newsletter.

This month Care Manager Vicky Hewer has chosen **Caroline Wain** as Carer of the Month for the dedication and the kindness that she demonstrates in her day to day practices.

Compliments from customers include:

We cannot say how much we appreciate the wonderful care that Caroline has given to our aunt. She is such a caring person.

Caroline picks up on the little things, and always lets the family know when she notices changing health needs or emotional wellbeing.

She takes time to listen and make you feel reassured and valued.

Caroline will always help where she is able.

Caroline is incredibly kind and patient and nothing is ever too much trouble.

Office staff have said about Caroline:

High quality care is at the centre of all that Caroline does.

She is someone who really endeavours to do her best to ensure that the time she spends with her customers is as positive an experience as possible.

She is quick to notice changing health needs, and to report them to the office.

She always takes the time to listen, and to help to resolve issues in a person-centred way, ensuring that customers' needs and wishes are taken into account.

She is a good communicator, and works in way that promotes the best possible outcomes for customers, by promoting good partnership working.



Here is Caroline receiving her certificate from Vicky.

Caroline has chosen an M&S voucher

Newsletter items

If there is anything you would like to have put in the customer newsletter next month please call or e-mail us.

Please let us know if you would like this newsletter in large print, in Braille, on CD or on tape.