



Newsletter

Bluebird Care Wakefield and Kirklees

Welcome!

To our Spring newsletter

We've had a great start to the new year at Bluebird Care Wakefield and Kirklees. We've introduced new faces into our wonderful care team, both in the field and in our office. We wanted to start this newsletter by saying a big welcome to our new team members. Hopefully you have all slotted nicely into your roles and are now well acquainted with your colleagues and customers!

Springtime is the perfect time to make a change and choose a new path, so if you know anyone who is looking for a fresh career, please do send them our way so we can continue to grow and thrive.

In this newsletter we'll update you on everything we've accomplished since December, including any events we have hosted or been involved in recently and, of course, some brief introductions for our newest team members.

We've also got some amazing pre-existing staff members to congratulate this spring for their successful probations and appraisals, who we are so incredibly proud of and grateful to have by our side!

Everyday is a challenge within our industry, but we are so pleased to be able to say that our team never fail to go that extra mile to provide the award-winning home care that we pride ourselves on.

We hope you find something useful inside our spring newsletter, and if you have any accomplishments of your own that you'd like to share, feel free to send us an email and we'll make sure to include it in our upcoming Summer Newsletter!



The values we live and work by

- ▶ Always here for our customers
We support people to live the life they want.
- ▶ We're the experts
We support and train all our staff to the same standards
- ▶ More than care
We go above and beyond.
- ▶ Trust in us
We put our customers first





Proud Moments



Passed with Flying Colours!

It's always a proud moment for us when one of our team members passes their probationary period, meaning they become a fully-fledged permanent Bluebird! A massive congratulations to **Catherine**, who passed her probation this January. Catherine is a real inspiration for many of us at Bluebird. She joined our team in 2022 after relocating from Africa!

Congratulations to our Field Care Supervisor, **Rachel**, as well, who passed her probation with us in March!

And of course a big well done to **Melanie**, who celebrated her **3 year appraisal** in March! Melanie is an amazing carer, loved by many of our customers - she even won the [Compassionate Care](#) award back in 2021!



Supporting Customer Dignity

As you may know, protecting our customers dignity is on the very top of our priority list - along with making them feel comfortable and ensuring they are healthy and happy. On Valentine's Day, we partnered with [Roche Legal](#) - a company that shares similar values and beliefs as we do - to bring people together from different businesses to talk about the importance of customer dignity.

We had visitors from Eitex - our IT provider -, The Prince of Wales Hospice, Roth Reed Photography, and We Are Wakefield! We all enjoyed chatting about how important upholding dignity is while munching on some delicious [afternoon tea](#).

Easy Points for Employees!

Head over to your [Care Friends](#) App and share any of our current job listings with someone you think might be interested, to earn points!



Care Friends
caring people know caring people



Big News!

We're in the News!

News of our huge fundraising event was published by [Wakefield Express](#), [Dewsbury Reporter](#), and Pontefract and Castleford Express! During our Dignity Afternoon Tea, we raised over **£500** selling raffle tickets and donating bags of pre-loved clothing and essentials to The Prince of Wales Hospice.

It was great to see so many platforms sharing our story. We have been partners with The Prince of Wales Hospice for many years, and in that time we have raised a total of **£7,587.69** by attending and hosting fundraising events inside and outside of our office.

This money could **"pay to run one of our beds for 379hrs or cover the running cost of our Incare for 30hr 30mins"**, which is truly amazing to hear.

If you have any old belongings you would like to donate, feel free to bring them by the office for us to bag up!



No Time for Snow Angels!

We always assure our customers that we are there for them every single day, and during the March snow our team proved that. Temperatures soared into the minuses, and the roads were layered in thick snow, but our team didn't let the weather stop them from reaching our customers!

However, some of our care assistants were unable to make it out of their houses due to the severity of the snow. But our Care Coordinator wasn't going to allow our customers to go without care!

She drove around the Kirklees area, despite the snow, between customers' houses, and when her car couldn't push through the snow, she completed the rest of the trip on foot! We were so inspired and awed by Janice's display of determination, that we sent her story to our local PR agency. Her story was shared by **The Huddersfield Hub and Yorkshire Live** - Yorkshire Live was so impressed, that they even asked Janice if they could interview her personally!



Let us know how you feel!

Tell us how you feel your home care journey has gone. Whether you are a customer or an employee, we want to know what you think.



This way for staff

This way for customers





Meet the Team

A Heartfelt Goodbye...

The entire team was saddened to see our Operations Manager fly the nest to take on a new and exciting opportunity. Jess joined Bluebird Care Wakefield and Kirklees back in 2018, when we were still 'Bluebird Care Wakefield'. She oversaw the merger of our two branches when Narinder, Director of Bluebird Care Wakefield and Kirklees, saw an opportunity to expand the business into the Huddersfield area.

As a company, we saw Jess progress within her career, as well as in life - having watched her get married and even become a mum!

Although we are all extremely sad to see her go, we're also so happy to have had her on our team - having done an incredible job for our staff and customers.

Jess's last day with us was on Friday 31st March, and we made sure to give her a proper Bluebird send off! We had our staff congregate at our Wakefield office, where they gifted Jess some lovely presents to thank her for everything she has done for us over the years, and to wish her the best of luck in her next adventure.



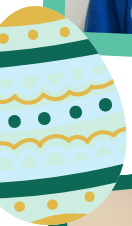
Big Changes in our Office!

March was a busy month for Bluebird Care Wakefield and Kirklees! Not only did we say goodbye to our Operations Manager, but we made a few changes to the way our main office operates as well.

A big welcome to **Terrie** - our new **Care Manager**! Having worked in care for many years, Terrie is well up for the challenges that come with managing a business as important as ours. Providing care for our customers is always our top priority, and Terrie understands how important it is that we get it right every time.

Congratulations are also in order for our Care Coordinator, [Janice](#), who is now our **Care Manager**! Starting her care journey in 2019 as Care Assistant., Janice has been promoted within the business to Field Care Supervisor, Care Coordinator, and now, of course, Care Manager.

Working together, Terrie and Janice are now our Care Managers, and will be helping to maintain the smooth running of the business.



Contact Us



Our team is always available to help. You can contact us on our usual office telephone numbers:

01977 708787 or **01484 907065**

You can also send an email to wakefield@bluebirdcare.co.uk and someone will respond as soon as possible.

If you wish to contact our Director personally, you can send an email to:

narindergill@bluebirdcare.co.uk

