



Newsletter

October 2020

Hello.

As we move into the autumn, who would have thought, nearly eight months on, that we would still be talking about Covid-19 and all be experiencing more changes to how we go about our normal, day-to-day lives. For us at Bluebird Care it has to be business as usual, as our priority always has been, and always will be, the care and welfare of our customers. We believe that the best care is delivered in the comfort of your own home supported by our brilliant team of care assistants, and these testing times have only helped re-enforce our belief.

We have certainly all noticed a change in the weather over the last few weeks and so it's a timely reminder to us all that it's time for annual NHS flu jabs. It's worth contacting your local GP or practice nurse to find out how you can get a vaccination appointment to get the best possible protection.

We also have launched our Winter Warmth campaign to prepare us all the inevitable colder times ahead. Some simple preparations now can make life easier, both in terms of keeping warm, but also keeping you safe and being aware of financial support that may be available to you. You can find out more about our campaign on page 5.

Over the last few months our team has continued to pull out all of the stops and we are delighted to celebrate their success within the business. The thing which drives us all is the feedback we receive from our customers and we were overwhelmed with your kind messages of support following our feedback survey we carried out in July. Congratulations to Mr and Mrs Fletcher who won the prize draw, and thank you to all who took part in providing valuable feedback on how we are performing.

Carolyn Dailey
Principal Director



Mr & Mrs Fletcher

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Understanding Dementia



There are around 850,000 individuals living with dementia in the UK and it affects 1 in 14 over 65 year olds.

With our aging population, dementia care needs our understanding and support. Those living with dementia cannot be seen as a collective group. Instead, we need to understand the wider impact of the disease, whilst ensuring dementia care is tailored to the individual.

What is dementia?

Dementia isn't a single condition. However, Alzheimer's is the most common diagnosis, affecting over 60% of those diagnosed. There are also other types such as dementia with Lewy bodies, vascular dementia and frontotemporal dementia. It can be complex, and you may want to learn more about specific types of dementia.

However, dementia is also an umbrella term representing some common symptoms. It is how

the individual living with dementia experiences these symptoms, and their progression, which determines the right support for them, usually dementia live-in care, or dementia home care.

Common symptoms of dementia

The most well-known symptoms of dementia are cognitive (thinking) and memory difficulties. However, there are multiple other symptoms. Symptoms are typically progressive, but the speed at which they change can vary enormously from one individual to another. Additionally, not every person living with dementia will have every symptom, or experience them in the same way. Particularly in the early to middle stages of dementia, individual experiences are exactly that - highly individual.



Symptoms of dementia can include:

- **Cognitive difficulties**
Cognitive difficulties are those which affect how an individual thinks and processes information, as well as things such as concentration. It includes executive functioning difficulties, such as making and following plans and decision-making. Cognitive difficulties also extend to visual-spatial problems (the ability to make sense of what you see and the environment around you). This is thought to be one reason why those living with dementia seem particularly prone to falls.
- **Memory difficulties or loss**
These are usually short-term memory problems which impact on completing everyday tasks, such as following a previously known routine, as well as recall of facts. Memory difficulties also cause language problems, where the individual cannot find the word they need.
- **Communication issues**
Due to both cognitive decline and memory difficulties, communication issues are common symptoms in those living with dementia.
- **Mood changes**
Extreme changes in mood are often symptoms of dementia, especially in the twilight hours, leading to a phenomenon known as 'sundowning'. Unfortunately, depression, anger, frustration, sadness and irritability can all be symptoms, which is why it is essential to have carers who understand the nature of the disease and can treat the individual with compassion and support.
- **Mobility concerns**
Later in the progression of dementia, mobility problems can become more marked.
- **Incontinence**
Again, later in the progression of symptoms, both bladder and bowel incontinence are not unusual.

When the symptoms of dementia reach a stage where they cause difficulties with daily life, it's essential that the individual and their families have the right tailored support in place.



Dementia care

Due to the difficulties caused by dementia symptoms, we strongly believe that in-home care offers the best and most individually-tailored support. By staying in their own home, those with dementia have the comfort of a familiar environment, and the caring individual attention at the level they need.

In-home care also ensures that independence can be maintained for as long as possible, and the care can be scaled-up and adjusted as the individual's unique progression of the disease unfolds. For example, at Bluebird Care we can arrange in-home carers for a few hours a day to help with essential tasks of daily living and companionship. The amount of care needed can then be increased, and perhaps adapted to live-in care, should it be needed in the future.

It's essential that the individual living with dementia, and their family, feel secure in consistent and nurturing care, rooted in understanding of the condition.

To find out more about our specialist in-home dementia care please feel to get in contact and we'll be happy to talk through the options available to you or your loved ones.

NHS Flu Jabs

Autumn is the best time to have the NHS flu jab before flu starts spreading. Flu vaccination is especially important this year as having the jab will also help to reduce pressure on the NHS and social care staff who may be dealing with coronavirus.

The flu vaccine is offered free on the NHS to people who are 65 and over and to anyone with a serious long-term health condition such as:

- a heart problem
- a chest complaint or breathing difficulties, including bronchitis, emphysema or severe asthma
- kidney disease
- lowered immunity due to disease or treatment (such as steroid medication or cancer treatment)
- liver disease
- had a stroke or a transient ischaemic attack (TIA)
- diabetes
- a neurological condition, for example multiple sclerosis (MS), cerebral palsy
- a learning disability
- a problem with your spleen, e.g. sickle cell disease, or you have had your spleen removed
- are seriously overweight (BMI of 40 and above)

This list of conditions isn't exhaustive and your GP surgery can assess you to take into account the risk of flu making any underlying illness you may have worse.

Where to get the flu vaccine

You can have the NHS flu vaccine at your GP's surgery or at a pharmacy offering the service.

Will the flu vaccine protect me against COVID-19?

The flu vaccine won't protect you against COVID-19 but it will help protect you against flu, which is an unpleasant and potentially serious infection that can cause complications leading to hospital admission. Helping to protect against flu is particularly important with COVID-19 in circulation, because people vulnerable to COVID-19 are also at risk of complications from flu.

Is there anyone who shouldn't have the vaccine?

Almost everybody can have the vaccine, but you should not be vaccinated if you have ever had a serious allergy to the vaccine, or any of its ingredients. If you are allergic to eggs or have a condition that weakens your immune system, you may not be able to have certain types of flu vaccine – check with your GP. If you have a fever, the vaccination may be delayed until you are better.

If you want any support about how you can get the flu jab please call us and we'll do our best to guide you.





Winter Warmth

As the weather has changed and there is now certainly a chill in the air it's important for older people, their families, friends and neighbours to prepare for the winter and take some simple steps to stay warm and safe. We all need to think **WARMTH!**

Wrap Up indoors and outdoors. Wearing extra layers indoors can help you keep warm. If you need to go outside, sturdy shoes with good grip or attachable grips to wear over your shoes can help prevent falls, and an insulated waterproof coat will help keep you warm and dry.

Alert. Keep an eye on the weather forecast, stock up with nutritious food and speak to your GP about medicine in advance of a cold snap. If you have vulnerable neighbours, try and check up on them during cold weather.

Risk. Minimise the risk of falls or becoming ill by taking the weather into account when you plan activity when severe weather is forecast. Plan

ahead for the cold weather by talking to your GP about getting a flu jab, and talk to your neighbours about clearing snow in front of your home.

Money. Winter bills can be very expensive. Make sure that you are receiving all of the benefits you're eligible for. If you were born on or before 5th October 1954 you could get between £100 and £300 as a Winter Fuel Payment, and if it gets very cold you may be entitled to additional Cold Weather Payments.

Temperature. Ensure the rooms that you use in your home are heated to an appropriate temperature.

Hot Meals. One hot meal a day, and hot drinks throughout the day can help to keep you warm. Eating nutritious food regularly can help to keep up your energy levels and support your immune system in the cold weather.

If you want to find more out about our winter warmth campaign, please speak to your care assistant.

Achievement Awards



Anniversaries

We've been celebrating a massive amount of anniversaries recently! Thank you to all and here's to many more years!

4 years



Jackie Manson
Cambridge

3 years



Julie Brooks
Wisbech

2 years



Amanda Goodwin
Fenland



Vilma Vaicekauskiene
Newmarket



Lynn Savage
Fenland

1 year



Karen Smith
Ely



Karen Cooley
Cambridge



Sam Renyard
Newmarket



Laura Waters
Fenland



Shelly Peart
Fenland



Emily Glaves
Fenland



Violet Kasajja
Live-In Team



Precious Khumalo
Live-in Team



Cianna Rees
Ely



Janet Njovu
Live-in Team



Julie Briggs
Live-in Team



Theresa Heaton-Armstrong
Fenland

Carers of the Month



July
Sam Renyard
Newmarket



August
Nikola Papincakova
Newmarket



July
Sabrina Newman
Cambridge



Proud moment

Heather Porter, Care Director and Danni Durrant, Coordinating Director, completed their Level 5 Diploma in Leadership & Management in Health & Social Care. Their continued commitment and hard work has paid off and we are extremely proud of them both!

Keith & Carolyn Dailey, Principal Directors presented them both with flowers and a Pandora graduation charm.

Real careers, real success! Proud moment.

Probation Success

After successfully passing their probations, 10 more of our team have become fully fledged care assistants! Massive well done and congratulations to you all!



Amanda Crockford
Fenland



Amanda D'Arcy
Ely



Samantha Smith
Fenland



Hayley Husson-Young
Newmarket



Sam Sykora
Fenland



Karen Scott
Ely



Sabrina Newman
Cambridge



Evelina Akulinine
Fenland & Wisbech



Nikola Papincakova
Newmarket



Kelsi Garscadden
Cambridge

Meet Your Office Support Team



Carolyn Dailey
Principal Director



Keith Dailey
Principal Director



Dani Durrant
Coordinating Director



Denise Allen
Operations Director



Heather Porter
Care Director



Natalie Moore
Quality & Development
Manager



Samantha Simpson
Customer Care
Manager



Sarah Pickwell
Team & Customer
Liaison Manager



Katie Manson
Recruitment & Team
Manager



Joanne Bowman
Deputy Manager
(Cambridge)



Jackie Manson
Customer Care Manager
(Cambridge)



Karen Candler
Team Manager
(Cambridge)



Terri Evans
Training & Development
Coordinator



Virginia Zahr
Care Coordinator



Emma Sibthorp
Care & Team
Coordinator



Harriet Sibson
Training Customer
Care Manager



Melanie West
Care Supervisor



Liliya Radenkova
Care Supervisor



Georgia Blatter
Care Supervisor

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