



Meet Francesca Wrigley our new Care Manager and Bejal Shah our Care Coordinator for Telford

Francesca has worked at Bluebird Care for over 5 years so is a dab hand. Fran and her team's remit is to offer the highest standards of care to our customers and to answer any questions that new customers and family members seeking care for their loved ones may have.

Bejal, who likes to be called B has worked for Bluebird Care Shropshire also for 5 years as a Care Assistant so understands first

hand the importance of providing high quality care, at the right time and how important it is to connect closely with customers and family members.

We Really do Care!

"I'm so delighted to be back with Bluebird Care Shropshire, its like my second home – they are like my family." - Bejal Shah

"It wasn't until I started with Bluebird Care that I realised how special their care is. At Bluebird I realised care isn't just about providing necessities, it's about giving people choices, independence, companionship and person-centred care rather than just being task-based. That is what is important and why I work at Bluebird Care." - Francesca Wrigley

Meet Ted!

We have our very own mascot here at Bluebird Care – he's a cute bear called Ted! Ted is branded in a Bluebird Care T-shirt, and he has been on some adventures in his time! Our care staff sometimes take him on trips with them to far flung destinations and then send us a photo back that we can share on social media.



We also like to feature Ted here in our newsletters. We have hidden Ted in **10 places** in this newsletter. Can you see if you can find them all?

Blue Monday Flowers – going the extra mile for our customers

Every year, on Blue Monday, the third Monday in January, we send a bouquet of flowers to every one of our customers!

Blue Monday has been named 'Blue' by the media because it's supposed to be the most depressing day of the year after all the fun and sparkle of Christmas.

We know that Christmas time and new year can be especially hard for our customers, especially if their families don't live locally. So we hand deliver a bouquet of flowers to each and every customer, personally. This year we will be extending this to our new customers across our Telford area. **We always go the extra mile for our customers!**



Severn Hospice – our chosen charity

We have chosen the Severn Hospice as the deserving charity we currently wish to support. It's such a brilliant charity which does so much for people at the end of their lives as well as their family.

The work of the hospice is closely linked to what we do and like all charities, it needs to raise an awful lot of money each year to provide its services to the people of Shropshire and Telford & Wrekin.

We were lucky enough to have been able to take some of our staff to the Shrewsbury Hospice for a tour and find out more about their services.

Some of the activities and events we have planned to continue our fundraising efforts include taking part in the Pontesbury Potter in March 2023, raffles, coffee mornings, and a bake-off whilst working in conjunction with the hospice shops.

We have your back – we are available 365 days of the year!

Call our friendly team today see how we can tailor a care package for you.

T: 01952 454700 E: telford@bluebirdcare.co.uk

Bluebird Care Today
Spring / Summer 2023



Bluebird Care Comes to Telford

Covering Shrewsbury, Oswestry, Church Stretton, and now Telford



First Week Free!
You'll love the way we care

By Bluebird Care Shropshire

Home
is where the heart is
Let's keep it there™



Bluebird Care Shropshire is now officially landing in Telford and the surrounding areas!

We have been successfully delivering domiciliary services in Shrewsbury (where our head office is based), Church Stretton, Oswestry, and the areas in between since 2007 - 15 years!

We were rated as a safe and effective care provider in our most recent CQC (Care Quality Commission) inspection and have won an armful of local and national accolades in that time.

The CQC rated us outstanding for our caring services, and that is what means the most and what we are most passionate about - ensuring that we offer the best quality care to you or a loved one.

We are part of a very successful national franchise but have developed a number of our own, innovative initiatives over the years which enable us to both deliver the highest level of individual person-centred care and attract the best care assistants.

We are always looking for new care assistants and offer full and part time roles, flexible hours and we are among the highest payers in our sector in this area!

To find out more about accessing our care services for at-home care, including specialist dementia or palliative care, or our live-in care services across Telford, please contact Francesca or a member of the team for a friendly chat on **01952 454 700** or email Francesca at telford@bluebirdcare.co.uk

We look forward to hearing from you and making a difference in your life.

"The care and service June received has been excellent. It has been 674 days since June was put on end-of-life care, the fact that she is still with us is down to the carers from Bluebird Care Shropshire."

"Bluebird Care Shropshire provides my sister with care five days a week. This care includes making lunch, personal care, and shopping. The carers are kind, caring, and very helpful, taking my sister for Covid vaccinations. Always with a smile. Very reliable with very good office organisation."

"I have been with this care provider for a few years now. I could not imagine changing to another company. They have lovely and caring staff."

"All the carers have been lovely. They don't make you feel that they are in a rush and are very patient."

“ Don't take our word for it! We love hearing from our customers! ”

Hearing from our happy customers means the world to us, because we only want to provide the highest level of person-centred care we can. Here are just some of our recent reviews.

"Service excellent - women and men very willing and friendly. Look forward to seeing them each day. So glad I picked Bluebird."

"The care needs of my 88-year-old mother escalated until a family and friends' care rota was just not enough, and we used the 24-hour care package from Bluebird. A hardworking and extremely kind lady arrived with an enormously heavy suitcase! She bonded quickly with my mother, so important when a fiercely independent person can no longer cope. We are so grateful for her unstinting efforts. Sadly, my mother moved beyond what one person could do, we moved her into institutional care, and she died shortly after. The whole family remains deeply grateful to the carer for her efforts. We so wished Mum could pass away at home, but it was not to be. The care home was sadly the answer for her last few days; their immediate access to medical help and ability to suddenly field several staff members was indeed required. We lost Mum peacefully a few days after she transferred. If you want kindly, tactile and very capable help we recommend Mum's carer if Bluebird offer her"

"Bluebird Care are very kind and helpful and I would recommend them very highly."

"Everyone treats you with dignity and respect and will have a chat. They are very professional in their care and make sure you are comfortable and that they do everything required."



First Week Free!

You'll love the way we care

By Bluebird Care Shropshire

What care services do we offer?



To find out how to get free care please call 01952 454700 or email telford@bluebirdcare.co.uk

We specialise in working with customers and their families who require social care in their own homes. We offer a unique service of high quality, tailored care visits from check-in visits to full live-in support.

- Helping you start the day; getting up, washed, dressed and having a good breakfast
- Support with medication; remind and assist you in taking medicines, as well as collect or return medication from your pharmacy or dispensing GP surgery
- Meal preparation; we can prepare, make and serve meals for you or we can do it together
- Outings; collect your pension for you or with you, shop with you or help you to make a shopping list, go to the shops, plus come back and put it all away, doctors visits
- Household; help with your laundry or ironing and keep your home clean and tidy



- Social outings; support you with social activities like going out for a walk, attending a day centre, visiting friends or family or going to your church or club
- Personal care; a little pampering when you need it – the occasional visit to organise bathing, clean clothes, fresh bedding and a thoughtfully prepared meal before bedtime
- At the end of each day, some help with getting ready for bed
- Provide companionship, 30 minute call to full 24 hour live-in at home care
- Our care allows the customer to receive care and assistance, in their own home, surrounded by their familiar belongings



Live-in care

In 2019 we launched a local live in care service - a one-to-one alternative to residential care.

We match your loved one with an experienced, carefully vetted carer, who moves into a spare room. They do everything needed to ensure you or the person you love is safe, happy, and comfortable.

We also offer high dependency and complex care, as well as offering support to those with less complex needs in their own homes.

We also have medication failsafe systems in place to, to ensure medication is properly delivered.

So, whether it's domiciliary care, companionship care or live-in care, or more specialist care services such as palliative care, dementia care, Alzheimer's or acquired injury care that you require - we keep you in control and provide you with the home care services and support you want. It's your life and your care, so it must be your way.

We never stop here at Bluebird Care and are on call seven days a week, 365 days a year.

To find out how to get free care please call 01952 454700 or email telford@bluebirdcare.co.uk



Blue Monday Flowers



First Week Free!

You'll love the way we care

By Bluebird Care Shropshire

We offer a week of FREE* care!

At Bluebird Care Telford, we are so confident that you will be pleased with the quality of care that our highly trained care assistants can offer to our customers, you won't want to leave.

The campaign is available to NEW customers to Bluebird Care Telford and the first week free is worth up to £1,350 in free care to anybody who needs any type of at-home care including domiciliary and live-in care.

All of our care assistants go through ongoing training to ensure that they maintain the highest level of standards of care possible, with regular local supervision we endeavour to go above and beyond in everything we do.

*New customers are asked to sign-up for four weeks of care, with the first week, being free.

To find out how to get free care please call 01952 454700 or email telford@bluebirdcare.co.uk



A guide to a career in care!



Pamela Howell and Edward Thomson - on set filming the TV ad!

Working in care can be much more than a job – it's a career! At Bluebird Care we have worked hard to make sure you'll be supported from day one, receive all the specialist training you need, and we offer excellent rates of pay, part time, full time and flexible hours.

There is a shortage of care staff nationally, which is why we have put initiatives in place to not only attract care assistants, but to attract the best care assistants. We really look after our staff and pay them well. You don't have to have a background in care, but you do need to be hardworking, flexible and most of all have a caring nature.

We were awards finalists again!



We are delighted to have been shortlisted for multiple wins at The Great British Care Awards (GBCA) in 2022!

The Great British Care Awards take place throughout the UK to celebrate excellence across the care sector. Paying homage to individuals who have gone above and beyond within their field.

We are delighted that the Bluebird Care office team was given a Highly Commended Award!

The team made an impression through their efficient and collaborative approach to delivering excellent care. Judges noted that employees are encouraged to constantly develop their expertise through access to NVQ qualifications and an e-learning facility, whilst the senior management team operate a proactive attitude towards problem-solving.

The Judges said: "Teamwork has been vital to the success of Bluebird Care Shropshire's service, and everyone is made to feel included in the decision-making process. This inclusive approach has created a flourishing operation and a "can do" mentality so that problems which might derail other providers are overcome through clear thinking and consistent teamwork."

Claire Flavell, Director of Care represented at the Women Achieving Greatness in Social Care Awards, in the finals of The Home Care Businesswoman of the Year Award category.



We have launched a Care Assistant's Pledge!



We have launched a special pledge to our carers to ensure they feel valued and know that we will support them and that our carers ensure our customers feel the same!

Care Assistant roles are available across the whole area we cover in Shropshire and Telford, so wherever you live, if you'd like to have an informal chat and find out more about becoming a care assistant, please contact **Sammie Milton**, our Recruitment Officer to find out more on **01743 874343**

We love hearing from our care staff!

We are proud that our care staff enjoy what they do as well as working for Bluebird Care Shropshire. Here is a taster of what some of them have to say about working for us.

"Bluebird Care Shropshire is a brilliant company to work for. They listen and respect you as a person".



"I have been the registered manager at Bluebird care Shropshire for nine years and love coming to work each day. The whole team works so well together, from office to care staff. It's about making sure we enjoy what we do, and our customers have the care they want in their own home. Teamwork is the key to making that happen".



"Bluebird Care is a fantastic and progressive company. Not only do they take care of our customer base, but they also focus on carer wellbeing with good staff incentives and good rates of pay. There is excellent training with ongoing opportunities to progress. The office staff are very approachable and supportive. There is a good group of friendly carers of different ages, male and female to work alongside. I can't speak highly enough of the company having been working with Bluebird for over nine years and am very happy in my job".

