



# Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS



Senior carer completes firewalk challenge to raise money for charity (more on page 3)



Customer celebrates  
100<sup>th</sup> Birthday

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New 'Spin to Win'  
Competition

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**Dementia Friends**  
An Alzheimer's Society initiative



## Happy 100<sup>th</sup> Birthday!

In March 2023, we saw another one of our lovely customers join the centenarian club! Pam celebrated this incredible milestone surrounded by friends and family, along with support and well-wishes from her dedicated care teams. She was thrilled with her birthday card from King Charles, pictured here.

In the same month we also had two other customers, Betty and Sybil, turn a whopping 103 years old. With our support, these centenarians proudly remain living at home with as much independence as possible.



In our latest **Customer Satisfaction Survey**, we asked our customers what they value most about our homecare services, and these were the most popular themes identified.

**“In our latest Customer Survey, we achieved a Satisfaction Score of 97%. This reflects the attentiveness and compassion of our care team across Rushcliffe.”**

Peter Bryan - Registered Manager

**WHAT IS  
VALUED  
MOST  
ABOUT  
OUR  
SERVICE**

**Friendly Service**  
**Kind & Helpful**  
Reassurance  
**Reliability & Continuity**  
Positive  
**Quality care**  
**Company**

## We value your feedback

### CUSTOMER TESTIMONIALS

Beaming reviews mean the world to our care team. We are always grateful to customers who take the time to leave us feedback about their home care experiences with us.

Overall Standard ★★★★★

Staff ★★★★★

Care / Support ★★★★★

Management ★★★★★

Treated with Dignity ★★★★★

Value for Money ★★★★★

*“Communication to and from the office is quick and easy. Advice/help given when requested. The office staff are always polite and helpful. Carers are patient, understanding and caring and administer medication with care. Thank you.”*

**Review from N W (Daughter of Client)**



## Senior carer together with family braves firewalk challenge in aid of Maggie's cancer care charity

On 26<sup>th</sup> February 2023, one of our longest serving senior carers, Treasa, along with her family, attended a Blaze Fundraising Firewalk. This was in aid of Maggie's cancer care, a charity that is close to their hearts.

Treasa and all other participants mastered their fears and walked barefoot across 20 feet of red-hot embers burning at 1236 degrees Fahrenheit. As famous martial artist, Bruce Lee, once said, "courage is not the absence of fear, it is the ability to operate in spite of fear."

Treasa says that it was a fantastic event, both fun and extremely rewarding., and wouldn't hesitate to do it again. We are so proud of Treasa and her family for taking on this challenge and raising money for a very worthy cause. Well done and get those feet in an ice bath!

[www.maggies.org/get-involved/find-event/events/firewalk-for-maggies-nottingham/](http://www.maggies.org/get-involved/find-event/events/firewalk-for-maggies-nottingham/)



## Maggie's Cancer Care

Maggie's is a charity providing free cancer support and information in centres across the UK and online. Maggie's offers the best possible support free to anyone with cancer and their families who walk through their doors. You'll find centres alongside NHS hospitals and they can also support you online.

Founder Maggie Keswick Jencks used her own experience of having cancer to create a new type of cancer care. The first Maggie's opened in Edinburgh in 1996.

[www.maggies.org/](http://www.maggies.org/)



## Employee Recognition Programme - New Initiatives

In January 2023 we expanded our Employee Recognition Programme to show further appreciation for our care team. We have added two new monthly competitions in the spirit of fun and inclusiveness. They are:

1. 'Spin to Win' Monthly Prize Draw
2. 'Locate the Bluebird Care Car' Monthly Competition



Congratulations to our first few winners, Josie, Amanda, Luisa, and Freya!

## Care Team of the Quarter – Q1 March 2023



Every 3 months we carefully examine the positive impact our care teams have had on our customers. We then look to nominate a specific team of carers who have worked exceptionally well together in order to improve the wellbeing and independence of a particular customer.

For **Q1 2023**, we are delighted to announce that the 'Care Team of Quarter' has been awarded to **Team PY (Karen, Luisa, Amber, Heather, Janice, Leila, Jodie, Katie)**.

Mrs PY lives with her husband of over 50 years in Bingham. Bluebird Care were introduced over the Christmas period of 2022 following PY's sudden decline linked to her dementia condition. In order to maximise PY's independence and safety at home, her care team have rallied around her with the support of her daughter. The carers have been working in partnership with the GP and adult community therapy team in order to encourage PY to mobilise out of bed, provide personal care, and support to the toilet. New equipment has been provided to assist with transfers, including a hospital bed, glide about commode, and 4-way slide sheet system. The care package has recently increased to a 'double-up' requiring two carers to care for both PY and her husband. This in turn has given their daughter the reassurance and support she needs at this critical time.

## Excellence in Care Award Winners

JAN - FEB - MARCH 2023

We are proud to reveal the winners of our most recent monthly 'Excellence in Care' Awards in 2023. A huge congratulations and well-deserved thanks to:

- Janice - January 2023
- Gillian - February 2023
- Heather - March 2023

These 3 fabulous individuals have been recognised for going over and above in key areas of their job role. This includes receiving consistent positive praise from both customers and their peers, providing essential cover during difficult periods, and doing many 'thoughtful extras' for their regulars.

