



## Our Portsmouth team is flying high!

Over the past year, Bluebird Care (Portsmouth) has looked after more than 102 customers and delivered more than 34,000 hours of care. We now have more than 23 staff in the field, backed up by core team of 6 support staff in the office.

We remain passionate about providing high quality care and are pleased to see that Bluebird Care (Portsmouth) continues to get referrals from the professional community, via hospitals in the local area, and also by word by mouth. This is something our team can be very proud of. At the same time, we have continued to make investments to try and ensure that the quality of our service remains excellent and that our standards of care match every single customer's needs and expectations.



The investment has been focused in 2 areas:

- **Technology:**

The introduction of the Everylife PASSystem, a software system where we upload electronic Medication and Care records. This has been a roaring success in reducing paperwork and improving the visibility of care given to family and others involved in the care of a customer.

- **Staff:**

We are currently investing a lot of time and effort in training our staff to the levels required by the new Social Care Act, as well as providing our field staff with better knowledge of our customers' situations.

## Bluebird Care Portsmouth is under new ownership

Bluebird Care Portsmouth is now part of the same family-run operation that oversees Bluebird Care Southampton, Totton and New Forest. With the help of Care Manager, Sandie, and Lead Supervisor, Victoria, new owners, Bernadette and Hugo, hope to establish a joint partnership between all the teams in order to provide outstanding daily home care and live-in care.

Bernadette and Hugo opened their first Bluebird Care office in Lymington in 2012, followed by Southampton in 2015 and Totton in 2016. Driven by a passion to deliver high-quality care, their shared knowledge and experience over the last 5 years will benefit Bluebird Care Portsmouth staff and customers alike.

They are particularly enthusiastic about giving back to the local community in which they operate. Taking part in community and charity activities is very important to them - you can read about the latest initiatives on page 2. We hope you'll support us, join us or just enjoy reading about our events throughout the year.



# Dementia Awareness Week 14-20th May 2017

In May, the national, annual Dementia Awareness Campaign gets underway, and Bluebird Care Portsmouth has joined the Portsmouth Dementia Action Alliance (PDAA).



Supporters are professionals and individuals who share the passion and vision to make the city of Portsmouth a more dementia-friendly place to live and visit. By engaging with 'Remind' Dementia Service and other local community services, we will help people have a better understanding of the support available for people living with dementia.

In joining the Alliance, Bluebird Care Portsmouth hopes to take an active role in promoting a dementia-friendly society. If you have any questions about the support we can provide to those living with dementia, and their families, please do get in touch.

The best way we can support our customers with dementia is to provide our staff with the best available training. This year, 36 members of staff, including a number from Bluebird Care Portsmouth, will have the opportunity to take part in some interactive training to better appreciate and relate to those suffering the ravages of this disease. The specially-designed training takes place on the 19th May in our Totton training centre. This training will give our staff an invaluable experience, furthering their knowledge and understanding to the benefit of all customers for whom we care.

## Zip Wire Challenge | Sunday 21st May 2017

As new owners of Bluebird Care Portsmouth, we want to engage with our communities by fundraising for good causes - and this is the team's first challenge...

5 members of the Portsmouth team (Sandie, Victoria, Sophie, Mandy, and Michelle) will be braving the heights of Lakeside Harbour, on the condition that new boss Hugo, who has a slight fear of heights, gets in the air too!

As well as providing banter within the team - it couldn't be worse than Boris Johnson at the Olympic Park? - the team are raising money for The Rainbow Centre. This amazing charity is a lifeline for many people who suffer from neurological disorders, such as cerebral palsy, Parkinson's disease, and MS, and who have had strokes or head injuries. The Centre provides support and re-education programs, enabling people to better cope with their conditions.

Bluebird Care Portsmouth has paid all the entry fees, and, if we raise £600 in sponsorship, they will donate a further £300 to The Rainbow Centre.



If you'd like to support our efforts you can do so by contacting the office directly, or donating via our Virgin Money Giving page:

<http://uk.virginmoneygiving.com/team/Bluebird-Care-Ports>

# Live-In Care

Did you know that Bluebird Care Portsmouth offers 24-hour live-in care?

If your care needs increase, this doesn't necessarily mean you need to move out of the comfort of your own home. Bluebird Care's live-in care service provides a realistic alternative to residential care.



The upheaval of uprooting a loved one from an environment they are familiar with, particularly if they are living with dementia, can be stressful for all involved, as well as detrimental to their mental and physical health. The continuity of care that a live-in care assistant brings, through good times and bad, is incredibly reassuring. Choosing a live-in care assistant from a company you know and trust, gives you and your family peace of mind.

If you've been thinking about increasing the care you receive, give us a call to discuss your needs and see whether our live-in care service is right for you.



## PORTSMOUTH

SANDIE  
REGISTERED  
CARE MANAGER



VICTORIA  
LEAD  
SUPERVISOR

KATIE  
SUPERVISOR



SOPHIE  
CARE  
CO-ORDINATOR



GRACE  
CARE ADMINISTRATOR

## CENTRAL MANAGEMENT



BERNADETTE & HUGO  
DIRECTORS



BECKY  
LIVE-IN CARE  
ADMINISTRATOR



GILL  
TRAINING  
MANAGER



ZOE  
OFFICE MANAGER



IZABELA  
BOOKKEEPER



EVE  
MARKETING  
APPRENTICE

## REVIEWS

We're using an independent company to compile some reviews of our service. If you hear from them, we hope you'll be kind! Importantly, if you do have questions about your care, please do raise them directly with us so we can address them promptly for you.

## CONTACT US

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