



Live-in care
Caring for your lifestyle

Home is where the best care is

Welcome to Bluebird Care

Bluebird Care provides the highest quality of care to keep you safe and comfortable in your home or setting of your choice. We see you as unique, respecting your own individual lifestyle and needs. The care we provide can be tailored to your requirements providing you with the care that you want when you need it most.

Local to you

At Bluebird Care, we understand that choosing the right care for yourself or someone close to you will be one of the most important decisions you make. Our Bluebird Care office is local within your community; this ensures the management team are close at hand to give you on-going support and a dedicated team is ready to respond to your requirements every day of the year. As your needs change we are nearby to react effectively and efficiently to ensure you always feel in control.



What is live-in care?

Live-in care is a realistic and affordable alternative to residential care allowing you to remain independent, comfortable and secure within the setting of your own home. Live-in care can also be a short term care solution following a stay in hospital, to assist you in taking a holiday or to give your friends and family or regular carer a break or support.



“my life
my home
my cuppa, just
the way I like it”

Bluebird Care
By your side



How can we help you?

We offer a comprehensive range of services: you may need extra support to help you live the life you want, perhaps with housekeeping, social outings or support with your pets. Your live-in care worker can support you when required, accompany you on outings and promote your independence.

You may need additional support with personal care, meal preparation, or support with managing medications. Our live-in care workers are committed to helping you, they are fully trained and for your piece of mind we exceed standards set by our regulators.

Due to a health condition or injury you may have specialised or complex needs. Our live-in care workers are trained specifically to suit your individual requirements, they will ensure your health and wellbeing whilst liaising with other health professionals when required.

Our live-in care service can be tailored to enable you to remain together in the comfort of your own home. If you or your family are facing end of life care we can enable you or your loved ones to remain at home and provide emotional support and specialised care.

“ my life
my home
my special
ornaments ”

Bluebird Care
By your side



“ A very big thank you to everyone at Bluebird Care for the incredible way they have stepped in and helped with Mum since her fall. The carer has been amazing, I do not know what we would have done without her help, advice and prompt support. ”

Chris H



“my life
my home
my best
friend”

Bluebird Care
By your side

Who will provide your care?

All of our live-in care workers are employed directly by Bluebird Care and undergo a comprehensive recruitment process to ensure that they are suitable for this role: our processes are designed to identify care workers who possess the right skills, experience, and attitude and are compassionate and caring. This process also includes a full criminal record check as required throughout the United Kingdom, pre-employment checks, and our in-house induction and training programmes. We value our care workers highly and as such operate a system of regular supervision and continued professional development.

What happens next?

For more information and to discuss our live-in care service further please get in touch with our friendly team and we will be happy to talk to you about your requirements and offer any assistance we can.



“ We would like to thank you for all your fabulous support, help and advice whilst arranging care for our Mum. The care you gave made a huge difference to the quality of her life. It was a real comfort to have her so well cared for in her own home. Without exception you could not have done more for Mum, your professionalism, compassion and empathy went above and beyond our expectations. ”

Lindsay



Our three packages of care available:

Companionship

- Household and personal shopping
- Light housekeeping, plus washing and ironing
- Cooking healthy and nutritious meals from recipes of your choosing
- Pet care including feeding, taking your dogs for a walk or to the vet
- Assist you to visit family and friends, to appointments, on outings etc
- Help with your administration; managing your diary and correspondence
- Participate and share in any hobbies or interests you may have
- Accompanying you on holiday

Personal Care

- Assistance with your morning and evening routine
- Washing, showering, bathing and grooming
- Dressing and undressing
- Continence care
- Assistance at meal times
- Prompting to take medications
- Assistance with transfers
- Develop independence and life skills
- Managing challenging behaviours

Complex Care

Customers receiving complex care have substantial and ongoing healthcare needs. These could be the result of chronic illness, disabilities, brain or spinal injuries or end of life care. It may also cover the complex nature of supporting two people with high dependency requirements within their own home.

“ My husband and I are mum’s full time carers as she has no short term memory, mobility problems and pain caused by osteoarthritis in her spine. We are very satisfied with the reliability of the service provided.

All the carers are of a good standard with many very good or excellent. We appreciate the way all carers have related to Mum. We are very happy to have Maria as a regular carer for 45 minutes on Monday, Tuesday and Wednesday evenings to help Mum to change into her night clothes and have her evening wash. Maria is always very pleasant. She has a lovely kind and cheerful manner with Mum. She completes all tasks conscientiously and well. She adapts well to Mums changing levels of pain and energy.

I am very happy with the telephone communication with the Burnham office, especially Annie, who has been very helpful recently when I made enquiries about the possibility of companionship calls on some weekends. Annie also always tries to ensure continuity of carers for us which we really appreciate. She has also recently adjusted the times of our evening calls to suit changes to our weekly routine.

I was most impressed by the speed with which you ensured a care plan was produced for the companionship calls. Having the care plan uploaded onto Open Pass meant that the carers who came for the companionship calls were fully briefed. This enabled Maria, Irena and Zelka to engage Mum well in her favourite activities and keep her settled and happy.

I was very impressed by the smooth introduction of Open Pass. I really appreciated Virginia coming out to help me get onto the system and ensuring my initial difficulty with logging in was resolved.

My husband and I think the newsletter is a good idea and it is particularly good to see individual carers excellent work recognised by the regular awards.

Occasionally carers have been delayed because of traffic and road works but we appreciate the fact that the office will telephone us if there is a severe delay. I talked to Annie about the difficulty we had if a 5.30pm call was delayed and she has responded by making these calls start at 5.15pm which has been a great help.

I mustn’t forget to say how very reassuring it is that the staff training on dementia has been ongoing this year. Maria spoke to us about what she had learnt from the recent dementia training she received on the Dementia Training Bus.

Overall Bluebird Care (Slough, South Bucks & South Wycombe) is an extremely well managed care provider with an excellent admin team and very good care staff.

Thank you all very much”. – Gail H

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We offer a personal, professional service to you and your family. We are determined to deliver the best possible care for every single person and are delighted when we receive positive feedback from our customers, their families and friends.

Here is what some people have to say about us.

“ I just wanted to say a heartfelt thank you to all at Bluebird Care. My darling J came home from Thames Valley Hospice on February 28th and your team visited him twice that day and three times daily until he passed away on March 22nd. The first week they helped him to walk in his garden and see his budding fruit trees, use his shower which previously had been impossible and generally encouraged him to live his last days as fully as possible. Latterly when bed bound, he was treated with such gentleness and consideration and kept spotlessly clean which was so important to him. The carers were always so kind and considerate to me and our sons and we can never thank them enough. I would also like to thank the admin team who altered the attendance hours to suit our needs over his last difficult weeks. Words cannot fully express how grateful we are, but hope this will suffice. – *Pamela* ”

“ Thank you for arranging Mums live in carer in January. She was absolutely delightful and Mum loved having her here. Jean was lovely company for Mum and obviously spent a great deal of time with her, which Mum really appreciated. In fact she had far more company that when I am around! Mum settled into the routine with Jean so comfortably. We cannot thank you enough for the lovely ladies you send in to help Mum, they are all excellent and Mum loves seeing her regular carer, they get on really well. I am always singing Bluebird Cares praise and have recommended them to others. – *Pat R* ”

“ You have been supplying care for for over 1 1/2 years now and throughout that time Mercy has been the main live-in carer. We have always been very happy with Mercys work; her efficient approach, coupled with a friendly and relaxed manner have provided care which we appreciate. It is also about as far from institutional care as we would want it to be! So we always know that we had a good main carer. Quite how good was brought home to me recently, when my mother took a turn for the worse and Mercy called the GP to come and assess her. The GP visited and later briefed me on the phone; during that conversation, the GP said, quite unprompted, what an excellent job Mercy was doing. Subsequently, I spoke to nurse Debbie, of the Rennie Grove Hospice Care group, who had been asked by the GP to make regularly calls to help with monitoring my mother's medical condition and advising on feeding, pain-management and so on. The nurse said, again unprompted: “You've been lucky to find such a good carer. I know, because I see all sorts!” When the medical professionals notice and comment, it must be good. Therefore I should like to record our appreciation of Mercy and her work for us. – *John* ”

“ I would like to take this opportunity to express my deep appreciation and thanks for the help Bluebird Care gave me in the care of my mother in law. The carers were without exception excellent. – *Ursula G* ”

“ When my Dads dementia was getting worse and he was becoming more anxious and confused, we met with Bluebird Care and decided that we would give Live-In Care a try. My Dad has had Bluebird Care coming in to assist him since April 2015 and he had become used to this routine but it was clear that he needed more support, as his Alzheimer's progressed.

Well, the impact was immediate and enormous!! Dad's first carer was great, but this change made all the difference. Cristina has such a calm manner and she immediately formed a strong bond with Dad which stabilised him significantly. He is so happy and content. I couldn't ask for anything else.

I was very impressed with the way you turned things around so quickly, it was amazing! This has made such a huge difference to Dad's life and to mine and we are so grateful to everyone at Bluebird Care for their patience and professionalism and for your commitment to making a difference to our lives.

Thank you, especially to Renay, who even phoned me from home to help. It means more than you will ever know to have that level of support, when you feel so helpless” – *Claire*

“ We cannot thank Bluebird Care enough for the wonderful, sensitive care given to Mum over the years. Without them we could not have kept her at home, which was her dearest wish. – *Stan*

“ Thank you all so very much for the help and support and for making it possible for Mum to stay at home to the very end. You will never know how much that meant to me, my family and of course Mum. – *Francis*

“ To say that it was hard for my father to accept that he needed full-time care is an understatement. As Parkinson's continued to tread its path, so he found it increasingly difficult to do the things that he had taken for granted all his life. Falls in the home were the worst events, requiring late night calls to the paramedics and dealing with my father's absolute determination to resist going to hospital for any reason. Of course this was traumatic for him; losing his independence; becoming more and more dependent on me and my brothers for even the simplest of things. It was hard for us too, seeing our dear father who had lost his wife many years ago suffer the consequences of failing health.

The time came when he realised and accepted that he needed help. However he did not, under any circumstance, want to go into residential care. As his children it fell to us to make sure that he was looked after in the best possible way but we also knew how passionate he was about staying in his home where his family had grown. We came to Bluebird Care for help and from the very beginning they gave the support and guidance we needed. We all knew that this was not going to be easy. My father was a very proud man and to have someone else living in his house was a huge worry to him. I will not deny that he was at times a difficult customer, but the Bluebird carers and staff did everything they could to smooth the way. Inevitable initial teething problems were quickly identified and resolved; they showed wonderful empathy to my father's situation and treated him with great respect and dignity. They were always ready to listen and to adapt their care to changing needs and circumstances. He grew to be more and more comfortable with his carers and they got to know him as the lovely person he was.

They were with him when he finally passed away, providing care and companionship to the end. He had his wish - to be in his home surrounded by all his most precious possessions and memories. We had our wish - that he had the best care so that he could be as happy as possible. – *Ann Cameron*



Contact us - find out more



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