

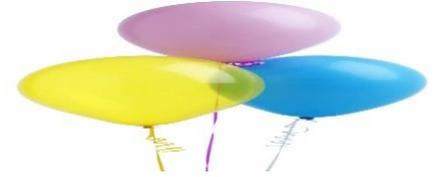


Monthly Newsletter

September 2018

CARER OF THE MONTH

Marija Lucic



This month, our winner, who joined us back in March this year, has performed extremely well, delivering high quality care whilst demonstrating a high level of responsibility, calmness under pressure and a caring nature. As a result, we have given the award this month to **Marija Lucic** due to her outstanding performance, although it was a close run thing as always.

Marija has been terrific since joining us and is quite simply 'a natural' when it comes to providing compassionate care to those with complex needs. Marija is friendly, caring and dedicated to helping her customers. She keeps in contact with the office, the coordination team and her supervisor to ensure that we are kept fully up to date at all times which means we can respond very quickly to any changes in circumstances. Marija also records timely and comprehensive care notes on our PASSsystem which means we always have the most accurate information available to ensure we deliver the highest standard of care possible. Well done Marija, fantastic work!!

We had so many to choose from this month as usual, but our runner-up this month is Roxana Tudor, who is being recognised for her supportive manner and willingness to assist and be flexible which is a great help to the coordination team and ultimately benefits our customers. Our thanks, of course, goes to all of our wonderful care professionals who do a fantastic job every day and are too numerous to mention here.

Congratulations Marija, you deserve it, well done!



**Important
Information**

We wanted to make you aware that Neil Phillipot from our Finance Team will sadly be leaving us on September 27th. Neil has been with us for 3 years but has now decided to retire and spend more time in his garden. We all wish Neil well and we will miss him but his retirement is well deserved!

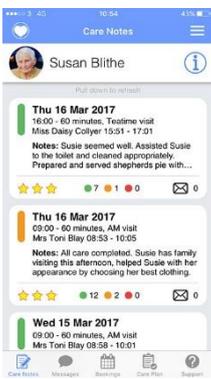
So, from Friday September 28th, please contact Brian Inglis in the Finance Team for any invoicing queries and Brian will be very happy to assist.



The PASSsystem is a digital care management platform that provides a single view of care records from enquiry, medication and task changes, to reviews, and automates the process of assessments

Using The PASSsystem’s care management platform allows us to update the care plan in real-time, ensuring our care workers are notified of medication and task changes in real time. Everything is on our care workers company provided phones.

More and more family members are taking advantage of our free openPASS application. This provides much-needed transparency for family, friends and pre-authorized interested parties who require access to up-to-date information about their loved ones.



At Bluebird Care we take an inclusive view of care and extend the functionality of digital care management to the family, friends and pre-authorized interested parties in an individual's care network via openPASS. The care notes are available to care professionals such as district nurses, first responders and the emergency services, GPs and therapists.

This is a unique application that provides verified parties with inclusive access to real-time care plans and records in The PASSsystem, the industry standard care management and monitoring platform.

You can view care notes for completed care visits. Real-time care notes are sent when the care has been completed, so you can check the quality and care being delivered.

If you are interested in having access to openPASS please contact the office and ask to speak with Virginia in the first instance.



Non-means tested benefits; We’re sure most of you are aware that you can apply for either Attendance Allowance or Carers Allowance to help with the cost of your care.

Attendance Allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you. It’s paid at 2 different rates and how much you get depends on the level of care that you need. You could get £57.30 or £85.60 a week to help with personal support if you’re both:

- physically or mentally disabled
- aged 65 or over

You do not have to have someone caring for you in order to claim. If you do have a carer, they could get Carer’s Allowance if you have substantial caring needs.

If you need further information on this please call the office and ask to speak with Zeljka, Renay, Nicky or Cindy.

With best wishes;Anne, Cindy & Nicky