



# Monthly Newsletter

## October 2018

### CARER OF THE MONTH

#### **ELLA HERINEAN**



This month, our winner, who only joined us back in August 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 **Ella Herinean** due to her outstanding performance, although it was a close run thing as always.

Ella has slipped into the role of a carer so easily and her confidence has grown massively in the short time she has been with us. Ella has taken on whatever she has been asked to do whether it be extra visits or additional responsibilities. Ella supports one of our younger customers and has received nothing but gleaming feedback on the quality of her work, her dedication and support from the mother of the customer. Ella also is very well liked by her colleagues both out in the field and in the office.

Well done Ella, fantastic work!!

We had so many to choose from this month as usual, but our runner-up this month is **Felicia Sabir**, who has also recently joined the Bluebird Care team. Felicia is always happy and helpful and brightens everyone's day when she meets them. Felicia has also taken on many challenges and additional work when asked to help out, for which we are always grateful. Felicia has also had brilliant customer feedback and is already a popular member of the team.

Special mentions also go to a number of our other fantastic care staff who also have received compliments over the past weeks. Well done to **Marko Blazevic, Vedrana Bosnjak and George Grosu** for their great efforts!

**Congratulations Ella, you deserve it, well done!**



# Coordination/Supervisor Team Structure



As you may be aware, we have expanded our coordination team to meet customer demand and expectation in regard to our care delivery. As a result, we have been able to allocate one Coordinator to each team, working alongside the area Supervisor to ensure an effective rostering process that meets your requirements and preferences, and improves communication.

Aneela Habib oversees the coordination team and supports the Live-In team with its coordination requirements. Please find below the supervisor and coordinator for your area and do not hesitate to contact them if you should have any questions.

Areas	Supervisor	Coordinator
Slough, Farnham, Burnham, Taplow, Cippenham	Sarah Yalden-Castle	Eunice Marimo
Denham, Iver, Langley, Gerrards Cross, Stoke Poges	Tanja Boskovic	Ivan Plazanic & Nik Durenec
High Wycombe, Bourne End, Marlow, Beaconsfield, Hazlemere, Penn, Hambeldon	Gabi Racan	Nosheen Ahmed & Mariana Rughinis
Live in Care Team	Corina Gavrla & Renay Clark(Deputy Care Manager)	Aneela Habib



# Information on the Slough Half Marathon

After an 18 year break, hundreds of runners of all abilities will hit the streets of Slough for the Half Marathon event when it returns on Sunday October 14<sup>th</sup>.

The race gets underway at 9am and we are informing you that a number of the town's roads will be closed or have access restricted during the event to ensure the safety of all those taking part.

If you are driving on Sunday 14 October please be prepared for delays and disruption across the borough. Please make allowances for our care staff who will inevitably be delayed as a result of the event, but rest assured, we will do all we can to assist them and to advise you of any delays.

Road closures will be in place from 8.30am. Roads will be re-opened as soon as runners have completed that section of the route, to minimise disruption.

If you live on the route you will not be able to drive on the roads that are closed. We advise you to move your car before the closures start if you need to travel.

Below is a map of the route to help you plan for Sunday, but for more information, please go to:

<http://www.slough.gov.uk/leisure-parks-and-events/slough-half-marathon.aspx>





More and more family members are taking advantage of our free openPASS application. This provides much-needed transparency for family, friends and pre-authorised 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-authorised 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 Zeljka Miljanic, our Customer Care Manager, in the first instance.



- ❖ **For those of you who are already taking advantage of the openPASS application please keep in mind that this is monitored during office hours only (Monday – Friday 08.30-17.00 excluding bank holiday).**
  
- ❖ **If you need to contact us out of office hours please always call our emergency on-call number tel:01628 902455**

### **Compliments corner – each month we will list some compliments received from yourselves to share the lovely words received about our carers...**

- ❖ A customer called thanking us for putting Ella on her domestic visit. She said she was superb in doing chores and very lovely.
- ❖ A customer told us she is happy with the care being provided, she and her daughter said Francine is amazing.
- ❖ Family called to express their gratitude for having Amanda supporting a customer to an appointment.
- ❖ Another customer said she is very happy with the care, loves Francine, likes Mariana & Ingrid very much and new carer Laura.
- ❖ Another said we are better than they expected, and Florin is very good.

**Best Wishes as always, Anne, Nicky & Cindy**