



# Newsletter

Bluebird Care Wakefield and Kirklees



## Welcome!

### To our Christmas newsletter

It's been another incredible year at Bluebird Care Wakefield and Kirklees. We love writing our seasonal newsletters as it allows us the opportunity to share with you all our accomplishments and proud moments.

We wanted to start by thanking our amazing team of care assistants. When you work in care, every day brings along new challenges, but our team never fails to go that extra mile.

We have been working very hard this year to make sure we are delivering the high-quality care we promise, and we feel we have done so. Although there have been a few bumps in the road due to recent cyber-attacks that have rendered us unable to use our usual digital systems, we have persevered - as we always do.

Christmas is everyone's favourite time of the year. Even though the days are growing shorter and the air colder, Christmas is usually a happy and warm period for a lot of people. We do hope you will enjoy the countdown until the big day! Hopefully you are surrounded by friends and family, maybe even some of you have been celebrating the festivities with our care assistants. Whatever you've been doing - we hope it's been fun!

Even though it is one of the busiest times of the year, we are still here for you. Please do get in touch with us on our usual office numbers if you need to.

Until then, we hope you enjoy our Christmas Newsletter for 2022!



## The values we live and work by

- ▶ Always here for our customers  
We support people to live the life they want.
- ▶ We're the experts  
We support and train all our staff to the same standards
- ▶ More than care  
We go above and beyond.
- ▶ Trust in us  
We put our customers first





# Proud Moments

## Employer of the Year 2022!

We were so proud to share with you all that we were awarded Employer of the Year at the Wakefield Business Awards! You may recall that we were named Employer of the Year 2021 at Wakefield Business Excellence Awards last year too. We can't believe we've been lucky enough to win this prestigious award not just once, but TWICE!

Our Director Narinder and our Operations Manager Jess attended the event along-side our accountant Chris. They thoroughly enjoyed the ceremony - it was a beautiful set-up at CAPA College by We Are Wakefield.



## Bluebird Care Wakefield and Kirklees Awards!



This year, we will celebrate our first ever Bluebird Care Wakefield and Kirklees Awards. We wanted to show our staff how much we appreciate them, and what better way to do that than to award them for their hard work? We have created 4 award categories: **Carers Carer of the Year, Directors Employer of the Year, Care Champion of the Year, and Most Complimented Carer of the Year.**

We can't wait to announce our lucky winners at our annual staff Christmas buffet later this month. We know how hard our team works so we're really excited to be able to showcase this.

## Staff Christmas Jumper Competition!

Head over to your Care Friends App for the chance to win some points!



**Care Friends**  
caring people know caring people

100%

OF OUR CUSTOMERS SAY THEY ARE SATISFIED WITH THE SERVICE THEY RECIEVE FROM BLUEBIRD CARE



82%

INFORMED OF CARE ASSISTANT CHANGE

92%

INFORMED IF CAR ASSISTANT WILL BE LATE

WE AIM TO INFORM ALL OUR CUSTOMERS OF ANY CHANGES TO CARE

100%

WOULD KNOW HOW TO RAISE AN ISSUE WITH US IF THEY HAD ONE



100%

SAY THAT ALL TASKS ARE CARRIED OUT PROPERLY, WITH RESPECT AND POLITENESS

COMMUNITY

We work hard to ensure our customers and carers are happy, so we're really proud of our **2022 survey results**. Of course, we know there are always things we can improve upon, so it's always great to receive feedback that can help us pinpoint where we can continue to grow as a business. (If you want to help us do this, you can do so by leaving us a review using the QR code on this page).

Reviews are really useful to businesses like ours as they highlight our strengths and weaknesses. Plus, it's always lovely to hear from happy customers! After all, our customers are at the heart of everything we do.

Did you know you can leave us a review?



SCAN ME



100%

OF OUR CARERS SAY THEY ENJOY WORKING FOR BLUEBIRD CARE

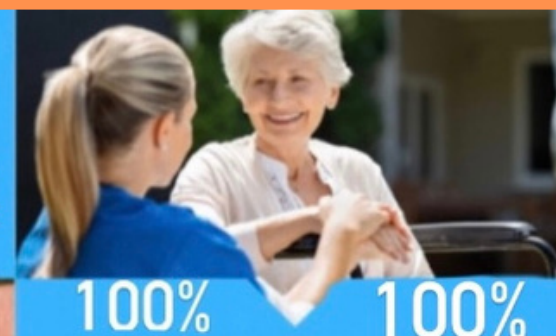


100%

OF OUR CARERS SAY THAT OUR TRAINING IS ABOVE ADEQUATE

100%

OF OUR CARERS SAY THAT THEY FEEL LISTENED TO



100%

OF OUR CARERS SAY THAT THEY RECIEVE ENOUGH SUPPORT FROM US



COMMUNITY

100%

OF OUR CARERS SAY THAT THEY CAN APPROACH THEIR MANAGER IF THEY HAVE ANY ISSUES

# In the Community

## Supporting The Prince of Wales Hospice



We have been proud supporters of The Prince of Wales Hospice for many years, raising thousands of pounds by holding fundraisers. In December, we are collecting bags of clothes to take to the hospice to help patients stay warm during the Winter.

We make it our responsibility to support our communities in any way we can, and we praise the work of the hospice at every chance we get. If you have any old clothes you would like to donate, please feel free to bring them to our office!

## Walking for Wakefield Hospice

Although we try our best to host or attend at least one charity event a month, we're not the only ones who can make a difference... our furry friends can too!

Our Social Media Officer and her adorable pooch Tilly were two of hundreds of walkers who [helped Wakefield Hospice raise over £4,000](#) to support the vital care the hospice provides to their patients and their families. Pet owners are proud of the money they raised through gaining sponsorships and purchasing tickets for the event, and their four-legged companions enjoyed their medals and treats too!



## 100 Miles for Cancer Research

Our Director Narinder Gill walked [100 miles in aid of Cancer Research UK](#) in July. Speaking on this, Narinder shared that 'I took on the challenge to not count my steps but ensure I walked 100 miles, and raised money for much needed cancer research. I have to say this was not easy, but I persevered, even on days when the rain would not stop. I am proud to have raised just over **£300** for such a good cause.'



## Check out this song, written for us by Jenna Fan!

Jenna captures the spirit and values of Bluebird Care perfectly. Press the play button to listen.





## Contact Us

Our team is always available to help, even during the holidays! You can contact us on our usual office telephone numbers:

**01977 708787** or **01484 907065**

You can also send an email to [\*\*wakefield@bluebirdcare.co.uk\*\*](mailto:wakefield@bluebirdcare.co.uk) and someone will respond as soon as possible.

If you wish to contact our Director personally, you can send an email to:

[\*\*narindergill@bluebirdcare.co.uk\*\*](mailto:narindergill@bluebirdcare.co.uk)



Merry Christmas  
From Bluebird Care

