

Dear Customers,

I hope you all have enjoyed the Coronation weekend celebrations both on TV and within your local communities. It was a grand, historic occasion that was wonderfully orchestrated and magnificent to watch.

We recently held our own Coronation party and it was great to see so many of you attend. We hope you enjoyed the afternoon tea and the entertainment, which was kindly provided by our very own Care Coordinator, Becky. She did a wonderful job getting everyone singing along to some old classics.

We have some exciting social activities planned for this summer, and we hope to see many of you attend. There are a range of free events so there should be something for everyone. You are welcome to attend all of them, or just a few, just let us know which ones you are interested in so that we can book you a place. Transport can be provided if needed.

Enjoy the read!

**Gabi,**

Director, Bluebird Care Fareham

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## Do you know someone who is looking for work?



We are looking to expand our care team and currently have vacancies for part-time and full-time roles. If you know someone who is kind, compassionate and likes to help people then we would love to hear from them! Let the office team know on 01489 832681.





# A right royal knees up!



We had a wonderful turnout to our King's Coronation celebration with lots of singing, dancing and eating! It was held at Wickham Community Centre with a delicious afternoon tea supplied by local company, Pryers Afternoon Tea. There was royal bingo, with many winning coronation themed prizes! A huge thank you to our Care Coordinator, Becky, her mum, Beverley, and carer Lesley for entertaining us all with some beautiful songs.

Thank you to our customers and their families for attending and making this a truly memorable event. Don't forget to look at our social media pages for more photos and videos.



## Easter suprise

Before Easter our lovely team distributed chocolate treats and also daffodils and mugs for our diabetic customers. We hope you enjoyed your special delivery!



## Social Activities Club

We have so much planned for you all this summer with our Social Activities club. From watercolour painting, a museum visit, a boat ride, card making and much more! All activities are FREE and we can provide transport if required.

We have tried to ensure there are a range of activities to suit all tastes, so we hope you will find something that interests you. Please see the attached leaflet for the full list of activities and dates.

Just let your carer know which activities you are interested in, or give us a call, and we will book you a space. You can do as many or as little as you like!

## Team Fareham Scores high!

We are delighted to share that we recently received an amazing score of 99% from an internal audit of our service, standards and procedures.

This high score was achieved thanks to the dedication and commitment of our team, who work extremely hard to ensure that we not only provide exceptional care but also a high quality service that is compliant in all areas.

Well done team Fareham!



## Baby news



Registered Care Manager, Louise, welcomed baby Albie weighing 8lbs.



Carers Caroline, Tash and Kirsten introduced the office team to their little bundles of joy recently.

## Complaints Procedure Reminder

We like to pride ourselves on the open door policy that we endorse throughout the company here at Bluebird Care Fareham. We encourage our customers and their family members to come to us if they have any concerns about their care package or the service they receive.

Our team consistently work hard to ensure all customer's receive the highest levels of care possible, and we pride ourselves on having some of the most professional and compassionate people in our teams. However, we appreciate there may be times that you feel your issues require further attention, and should this happen you may feel the need to make a formal complaint. All complaints will be responded to in a timely manner by our management team.

All complaints should be in writing and addressed to Christopher Kirwan, Care Manager.

## The Office Team

With many new customers and staff joining us, we thought the below update on the roles of the office team may be useful. We will endeavour to update you with staff changes as and when they happen. We also have a 'Meet the Team' section on our website if you would like further details of everyone's roles.

Please continue to use the main office number and the main office email address [fareham@bluebirdcare.co.uk](mailto:fareham@bluebirdcare.co.uk) if you need to contact us.

**Gabi Sprechert - Owner/Director**

**Chris Kirwan - Care Manager (Maternity cover)**

**Becky Simpson - Care Coordinator**

**Sharon McLoughlin - Care Supervisor**

**Leia Torrente - Customer Supervisor**

**Rachael Kellett - Finance Manager**

**Jas Kang - Marketing Manager**



## Try Live-in Care for a weekend and see if it's for you!

We are offering all of our customers the opportunity to experience our popular Live-in Care service for a weekend, at a discounted rate. This is a fantastic opportunity for you to trial the service and see if it could be an option, or future option, for you or your loved ones.

Whether it's short-term or long-term, our Live-in Care service is an ideal solution for many families. We can take over the care of your loved ones while you go on holiday, or just want a break from care duties. Or perhaps you are feeling lonely and would like a friendly companion to spend your days with, as well as help with care and domestic duties.

Speak to the office team today and see if it could be a perfect solution for you.

### We love to hear from you!

*"I have been very satisfied with all the care that my husband has received. They are all cheerful and friendly and willing. When I have had to change the timing this has been done efficiently. My husband has enjoyed all the activities that have been provided. I am very grateful for all their support."*



“She's my lovely blue angel”



### We are here!

Feel free to contact the team if you have any queries.

**Call 01329 832681 or  
email [fareham@bluebirdcare.co.uk](mailto:fareham@bluebirdcare.co.uk)**

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