

# Bluebird Bulletin

The Home Care Newsletter for Customers



MARCH 2018

Rushcliffe  
and  
Melton

Tel: 01159 333114

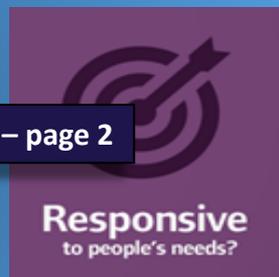
Issue 5



IN THIS ISSUE

Improving 'Responsiveness' – page 2

We're Moving Office – page 2



## Celebrating Inspiring Women of Nottingham

Bluebird Care (Rushcliffe and Melton) would like to dedicate this article to International Women's Day that occurred on Thursday March 8<sup>th</sup> March 2018. This is in order to raise awareness and amplify local initiatives that recently celebrated the centenary law anniversary that secured the right for women to vote in the UK.

Photography students at Nottingham College have undertaken an incredible project to commemorate Women's rights by creating an exhibition of 100 images of local women using Nottingham City's largest digital screen as a canvas for their work.

Ocean Outdoor will showcase the photographs on its massive screen which sits above the entrance to Nottingham's Intu Victoria Centre.

The images will change every minute running through a continuous cycle as a prelude to the students' exhibition in the Broadway Cinema.

The project, aptly named "Women of Nottingham", proudly includes a photograph of one of our customers, who agreed to become one of the role models commemorating the Suffragettes of the early 1900's and celebrating the female population.

Mrs Wanda Buczyhskj (shown in the image below), currently 94 years old, was originally from Germany and was invited to come and work in the UK via the Labour Exchange in 1949 and trained to become a Lace Mender. We want to thank Wanda for allowing us to use her as a focal point for this article.



Welcome to the 5<sup>th</sup> issue of the Bluebird Bulletin – March 2018, the newsletter produced and dedicated to you, our customers, and your loved ones.

This first page pays homage to the positive impact women have had on their communities across the globe, as part of the recent International Women's Day celebrations. Be sure to check out the Victoria Centre's large digital screen over the coming days which will be displaying 100 female role models of Nottingham as part of the Nottingham College student project.

We've had quite a challenging start to spring 2018. The 'Beast from the East' and Storm Emma caused widespread disruption across the country and truly put our service to the test. Check out the article on page 2 which acknowledges the incredible efforts of our care team during the artic onslaught.

Luckily, things should be warming up just in time for our exciting office move at the beginning of April. Don't worry, we aren't moving far... more details on page 2.

In an effort to improve our service's overall responsiveness to people's needs, we have introduced a number of new tools and processes to the business. This includes 'Meet Your Care Team' ID cards, and Emergency Response cards for conditions such as hypoglycaemia and seizures. For more information, please continue reading. Thank you and I hope you enjoy issue 5.



Nottingham College: "Woman in Nottingham" Project – Celebrating International Women's Day

Peter Bryan  
Registered Care Manager

# Putting the 'R' in Responsiveness: How have we improved?

Since our last CQC (Care Quality Commission) inspection we have been working hard to improve on our overall 'Responsiveness' to people's needs as a leading provider of homecare services. It is our mission to ensure people receive person-centred care from staff that understand and can support their needs and empower them to maintain their independence.

We have been working innovatively in partnership with local healthcare professionals to help people receive care services in their own homes and help prevent avoidable hospital admissions. Quite recently, we started writing to new customers' GPs introducing them to our services and notifying them of our involvement with a person's ongoing care needs. This quickly establishes an important link between services, which benefits all parties.

We have taken significant strides to become a more highly flexible service which adapts quickly to changes in people's needs. Care Plans can be printed on yellow paper or in a larger font for those with sight impairments. Dynamic high-level risk assessments and emergency response cards have been produced for individuals living with conditions such as diabetes and epilepsy who may be at risk of 'hypo's' or seizures respectively. More robust systems of monitoring service quality have been introduced to ensure we are effectively responding to complaints and continually making improvements.

## Meet Your Care Team

Here at Bluebird Care we understand the risks and concerns our customers and their families may have about letting new people in to their own homes in order to receive care services.

We have recently developed a 'Meet Your Care Team' ID card to introduce staff to service users. These laminated picture cards can be used as a simple, quick, and practical tool to help our customers familiarise themselves with their care team. This will enable people to be assured that the 'visitor' is indeed a member of staff from Bluebird Care.

**These ID cards are immediately available completely free of charge for both new and existing customers. Please contact the office team on 01159 333114 to make a request.**



Thurs 1<sup>st</sup> March: 'Beast from the East' hits Nottingham

## Bluebird Care wins the fight against the 'Beast from the East'

Spring was delayed for the UK this year no thanks to the polar vortex which swept the nation as the 'Beast from the East' collided with Storm Emma on Thursday 1<sup>st</sup> March, causing widespread disruption. The MET office issued multiple red/amber weather warnings of a danger to life across various parts of the country as the storm's 70mph winds hit the polar vortex — bringing deadly snowdrifts and a -15C windchill.

*"We would like to say a huge thank you to all the staff at Bluebird Care who went above and beyond during those freezing first days of March. The 'Beast from the East' proved to be no match for our care team, who against difficult odds, battled through the weather in order to maintain our services."*

It was not an easy time for anyone to say the least. Here in Nottinghamshire, many villages became inaccessible due to the treacherous conditions on the roads despite the tremendous efforts of the local gritting teams. Some of our customers who live in isolated areas were particularly at risk, having been cut-off from vital services and local shopping facilities. Several central-heating boilers even packed up at a couple of our customers' homes, which were fortunately dealt with promptly by local tradesmen, who also braved the cold.

Although such harsh environments brought many industries to a grinding halt, not ours! The 'Beast from East' hit us hard but it didn't stop us from doing what we do best. We had carers abandoning their cars and walking to customers on foot, the office team working alongside those in the field delivering priority visits, family members stepping in to provide additional support, the MD orchestrating emergency planning day and night, and the manager armed with a bag of grit salt and spade - freeing trapped cars from the snow.

Although stressful at times, there was an amazing team spirit across the business with everyone coming together to ensure the safety of the local community. It was wonderful to see so many dedicated care assistants with an unwavering commitment to the 'call of duty' despite the challenges faced. The snow heroes of Bluebird Care did us all very proud.

## We're moving! ...next door

Yes that's right, Bluebird Care is officially moving house. From the **1st week April 2018**, we will be operating from a new premises... which happens to be right next door! Without the need for a laborious, lengthy relocation process, we anticipate a swift transition period with minimal disruption to our services.

This is an exciting and progressive time for the business. The new office space will support the growth of our homecare services for the foreseeable future and the best part is, you won't have to remember a new address or telephone number – all contact details will remain the same!

