

Customer Newsletter

Spring 2016



Hello and welcome to our Spring 2016 newsletter.

Many of you will by now be aware that there have been a number of changes to our office based team.

Our Registered Manager Emma Hutchinson moved on in February and I am delighted to report that we have appointed Lyn-Marie Morison as our new Registered Manager.

Lyn-Marie has been with the company since November 2013 and since joining us has held the positions of Care Assistant, Supervisor and Care Manager and many of you will have already met her in these roles. For those of you that haven't met her yet she will be making arrangements over the course of the next few months to come out to introduce herself to you. Lyn-Marie is currently studying for her Level 5 Diploma in Management and Leadership in Health and Social care and is one of our dementia and dignity champions.



Linzi Tugwell joined us in January as our Lead Care Coordinator. Linzi has had many years' experience as a Care Assistant and Care Coordinator. Linzi is committed to ensuring that the coordination of our customer visits and the Care Assistants rotas are running as smoothly and efficiently as possible.

Louise Purdy joined us in November as one of our new Supervisors and she is currently working with customers and the office team to help us make updates to customer support and care plans and associated information.

Rosie Orbell has been appointed as Customer Care Manager and she will be making sure we continually improve the quality of our service.

Emily Orbell, our PR & Marketing Executive gave birth to her first baby and our first beautiful granddaughter Sophia in September and returned from maternity leave in April.

Together with this newsletter you will find enclosed a customer survey, which we invite you to complete and return to us in the stamped addressed envelope provided. Your feedback helps us to improve our service.

Best Wishes

Karen Orbell – Director



PASSsystem



In July 2015 we started to introduce a new digital care planning and record keeping system called the PASSsystem into our business. Full implementation of this system has taken many months of hard work by our office team and we expect it all to be fully up and running for all our customers by the end of May 2016.

The PASSsystem explained: This new technology provides us with a single view of your care record from your initial enquiry to assessment, medication, task changes and reviews. This means that we can update your care plan and notify your Care Assistant of any changes before your next visit starts. This technology, once fully implemented will give our managers an instant view of customer daily records which will enable us to quickly resolve any missed medication, task and observations, and generally provide an improved service to you.

How it works: Your Care Assistants have had an app placed on their mobile phones which provides them with their schedule of customer visits for that day. The app, which is password protected, also gives them access to your care plan and the tasks they are to complete for you. They will also record their daily records and notes via the app and be able to notify us of any immediate concerns.

Some of our customers have expressed some concerns that they won't be able to read their care notes anymore. For those customers who wish to see a print out of your care notes, this can easily be arranged by the office team. Alternatively customers who wish to use the technology themselves can do so by using the **openPASS system** which can also be arranged by contacting the office.



openPASS is the latest version of the PASS technology and it now means that our customers, families, other carers, health professionals and social services can also access and monitor your care plan.

There is a free version for you, the customer, to download and is available on Android and iOS devices. Additional versions of openPASS can be downloaded by your families for anytime, anywhere access to your records for just £5pcm per version (this is the fee that the technology company charges). Remote access for your families means that they can have 24/7 updates on the care of you are receiving, wherever they are, giving them peace of mind – just open the app and read the care notes. We believe this is a positive step forward to improving the quality of our service. Please contact the office team if you would like more information.

CONTACT US: Tel - 01234 211481 email: bedford@bluebirdcare.co.uk
www.bluebirdcare.co.uk/bedford



Recognising, valuing and rewarding our staff



Many of our customers send us compliments about our staff and we thought you might like to know what we do with these. We always pass these compliments on to the Care Assistants and in our regular team meetings we present one or two team members with STAR awards and a small gift of thanks from the company in recognition of 'over and beyond' service to customers.

Our most recent recipients of the STAR awards are:
Lorraine McKenna, Bridget Hudson, Jo Allen & Vanessa Lacy well done ladies!

**S – Service to Customers,
T – Team Work,
A – Availability,
R - Reliability**

Regional and national recognition

In time and as we grow as a company I anticipate being able to enter some of the team for recognition at regional and national award events. If you have someone in mind who you consider to be worthy of this type of recognition, please do let one of the office team know.

Introducing....

Over recent months we have welcomed some new care assistants to the team: Vanessa Lacy, Rebecca Collins, Dustene Kiely, Stephen Bushby, Diane Lawrence, Lauren Johnson and Gwen Hughes. They have all completed their initial training and are out and about supporting our customers. Welcome all!

...and a fond farewell to Julie Evans who has been a wonderful team member, Care Assistant and all round super star since she joined us in the summer 2014. Julie has made the decision to move to warmer and much sunnier climes to start a new life. We know that those of you who knew Julie will miss her and want to wish her all the very best and every happiness in her new home.
Good luck Julie.

Ongoing Training & Support

As part of our commitment to provide you with a first class service we offer our staff, in addition to their mandatory induction and refresher training, the opportunity to attend specialist workshops and training sessions. Recent training sessions have included; Parkinson's Awareness, attendance at the national 2020 dementia conference and basic life support training.

Our future training plan includes aspects of dementia care, MS and end of life care.

If you would like any information regarding the training and specialised courses our staff participate in please contact us at the office.



We are delighted to announce that we have received our latest Care Quality Commission (CQC) report following their recent inspection in October.

The CQC are an independent regulator of health and social care services in England who monitor, inspect and regulate services to make sure they are meeting fundamental standards of quality and safety.

Our recent inspection was carried out over three days on the 22nd, 26th and 27th October and we are happy to say that we received an overall rating of 'good'. Throughout the report we received some lovely feedback from our customers. To see the full report please go to our website.

BE PREPARED FOR AN EMERGENCY

Emergencies can be unexpected and we never know what might happen. Emergencies can significantly disrupt our daily lives and while we can't prevent them from happening, we can plan ahead to minimize the impact. Our company has plans in place to deal with potential emergencies such as prolonged bad weather, flooding and other hazards. If our services change due to an emergency situation we will prioritise visits and rotas and will ring people if times change or we can't get to them. We also advise that you keep stocks of dried milk, canned foods and some bottled water in the house in case of a prolonged spell of bad weather

Some useful emergency contacts:

Environment Agency:

General enquiries: 03708 506 506 Monday to Friday, 8am to 6pm

Email enquiries@environment-agency.gov.uk

Environment incident hotline

Telephone (24 hour service) 0800 80 70 60

Floodline

Telephone (24 hour service) 0345 988 1188

Type talk (for the hard of hearing) 0345 602 6340

Bedford Borough Council:

Borough Hall

Cauldwell Street

Bedford

MK42 9AP

Tel. 01234 267422

Email: customerservices@bedford.gov.uk