

Southampton Customer Newsletter

September 2019



Dear Customers,

This is my first newsletter as the **Registered Care Manager at Bluebird Care Southampton**. I would like to welcome you all into our Bluebird Care Family!

Over the last year, there have been staff changes. I would like to thank you and your family for your patience and continued support.

Now we are at the end of the summer, which has been a very challenging time for our staff; due to planned absences but also the impact of the nice weather had a huge effect! We have been working hard to keep all the carers cool in the heat and but some of our care staff went out to you, our customers with some refreshing treats.

Regarding the feedback on our latest Customer Survey, I was touched to get such an overwhelming amount of positive responses from you all. I am in the process of contacting the people who requested a follow up call as a result of this survey to discuss any comments made or provide more information on our newly planned **Wellbeing sessions** and information about **Bluebird Care Assist** services.

At Bluebird Care Southampton, we have introduced our **Well-Being Program** which allows for social engagement for our customers and carers alike. We recognise the increase of social isolation within the community and we pledge to stop this by creating a fun environment for you to come along, meet new people, or just enjoy doing the things you love. It is a good opportunity to bring your loved ones out for a fun packed morning for a cuppa and a natter. There will be different activities available, such as playing board games, arts and crafts, seated games and bingo sessions.

Our **Bluebird Care Assist** service is going well for the customers who requested this service. This monitoring service of the blood pressure and oxygen levels is enabling us to provide accurate NEWS2 statistics of our customers what get send to doctors. The doctors will then can decide upon what action to take. If you would like more information on this service, please contact your supervisor who will discuss the benefits/costs of this service.

On the back of our successful **May Tea Dance**, we are planning to host a **Christmas Lunch** on 18 th **December** for all our customers. So please watch this space as it is so much fun to get everybody together. We will send you a "**Save the Date notice**" closer in October.

Again, a **BIG thank you** from myself and everybody from the Southampton team for your great patience and support.

Leanne Clamp
Registered Care Manager

"Carer of the Year 2018/19"



A big congratulations to our Care assistant Viv for receiving "**Carer of the year 2018/19**" for Southampton. Viv is a fantastic role model for our staff in the field. Viv has gone beyond her call of duties with our customers as well as helping with care outside her availability and helping her colleagues. The votes were a result of your feedback, the votes from her colleagues in the field and office staff.

"Office Worker of the Year 2018/19"



A big congratulations to our Care Coordinator Rose Marucci for receiving "**Office work of the year 2018/19**" for Southampton branch.

Rose makes sure that all customer care call are covered. She goes beyond her call of duty in looking after the wellbeing of customers and all carers

Bluebird Care Southampton Tea Dance

In the Month of May, Bluebird Care hosted their first ever Tea Dance for Dementia Action week at the Shirley Baptist Church. The Tea Dance was for the elderly in the community. The afternoon was amazing with plenty of cakes, sandwiches and tea. This was a perfect opportunity for Bernadette the owner to bring out her vintage tea set for the occasion. The occasion was made extra special with live music from Lily-Rose who played on her guitar our favorite songs. Everyone enjoyed the afternoon. We even hit the dance floor. Thank you to everyone who attended and who helped with the organisation. It was a great pleasure to see so many smiling people out !



Bluebird Care Assist

Our Bluebird Care Assist service is going exceptional well. This monitoring service of the blood pressure and oxygen levels is enabling us to provide accurate NEWS2 statistics of our customers on a weekly basis. These statistics get sent to their doctors who then can decide upon what action to take. This service could prevent hospital admissions as early action is taken. If you would like more information on this service, please contact the office team who can discuss the benefits of this service.



Dementia Champions on the Road

Bluebird Care Southampton team were invited by the Alzheimer's society to help raise awareness of dementia to people in city centre. It was the perfect opportunity for our dementia champions to talk to people in the community. As Dementia Champions we explained the symptoms and signs of dementia and how to live with people with dementia in our community. Dementia Champions are staff members who have received extra training to help making people understand dementia. If you are interested in learning more about Dementia and how to deal with people living with Dementia, our teams are happy to host a Dementia Friends session for your family or anybody interested.



Employee Spot light!

Meet Alysia Cunningham our Live-in Care Manager.



Just a bit of back ground : Alysia went to University and got a degree in Sports Science. After University, she decided to follow the path of care as she enjoyed looking after people and making a difference. She flourished in her role and rapidly ended up as a deputy manager at a Residential Care home before she joined our team as a Live in Manager.

Q. What is Live-in Care and how can it work for our customers?

Live-in care is the alternative to residential care. You do not need to go into a residential home as long as you are relatively fit . Often one can stay at home longer with the re-assurance and support of a person who lives with you .The Live-in Care Assistants are there to encourage your independence but also work with you on dietary issues, exercises given, medication prompting etc , everything you & your family member would want to see in place . This is a life Choice ! We provide long term and short term (minimum of 2 weeks) respite packages.

Q. Who can have Live-in Care?

Live-in care is suitable for people who are getting anxious of living on their own, for people living with Dementia , Parkinson's ,MS, for people with sensory impairments or disabilities etc. Effectively you can decide the choice to have your end of life in the comfort of your own home. As long as there are no severe Nursing Care needs, it is all possible.

Q. Why choose Bluebird Care Live-in Care Services?

We directly employ our Care staff what means they are fully vetted, police checked and annually trained. Also they are properly monitored and regulated by the CQC as well a regularly supervised by our local teams to ensure that you are looked after in the way you want. We recognise that not everybody gets on with each other. The first few weeks , it is trial and error and we will place people together who we think will match .You will be assured that we endeavour to ensure full person-centred care with the person you feel comfortable with.

If you would want to hear more about our Live in services, please call the Totton Office for more info or go on <https://www.bluebirdcare.co.uk/services/33/live-in-care>

Wellbeing Programme

Tuesday 1st October we will be hosting our first ever **Wellbeing** session in the **Freemantle & Shirley community centre 10.30am to 12.30pm**. Our fun program is a free event for elderly in the community as well as our own customers. These sessions provide a relaxing friendly environment for you to enjoy a cuppa, meet new people, arts and crafts, games and puzzles. This is an excellent opportunity to meet new people.

If you'd like to come along to our Wellbeing sessions but need extra support in getting there, please let us know in advance. We may be able to help. You are more than welcome to come along with a family member or elderly friends. The sessions are currently free of charge. If you are interested and have a particular activity your interested in please contact the team. Your suggestions will be welcomed!



Bluebird Care Word Search

F O T G F O A I B P R I V A C Y S I
 Q S R F A C O M P A S S I O N E Q N
 P A U U M B L U E B I R D C A R E D
 B F S Z I R E A S S U R A N C E C E
 Q E T N L C O M M U N I T Y D O R P
 F T W M Y C O N T R O L B S X W D E
 T Y O E P F W D I G N I T Y M D C N
 P E R S O N C E N T R E D Z K O M D
 Y A T M N D E M E N T I A C A R E E
 N I H R B F K W A H O M E C A R E N
 H U Y W E L L B E I N G A V R V W C
 O R D P N L I V E I N C A R E H J E

Find the following words in the puzzle.

BLUEBIRD CARE
 COMMUNITY
 COMPASSION
 CONTROL
 DEMENTIA CARE

FAMILY
 HOMECARE
 INDEPENDENCE
 LIVEIN CARE
 PERSON CENTRED

PRIVACY
 REASSURANCE
 SAFETY
 TRUSTWORTHY
 WELLBEING

WHO IS WHO in the Southampton Office?

Registered Manager
 Leanne Clamp



Care Coordinator
 Rose Marucci



Southampton Recruiter
 Mitch Barton



Care Supervisor
 Lily Thorne



Care Supervisor
 Kelly Wilmott



Care Supervisor
 Daniela DeSario



Probation Care
 Supervisor
 Lorraine Rodrigues



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