

Bluebird Bulletin

The Home Care Newsletter for Customers



Sept 2016

Rushcliffe
and
Melton

Tel: 01159 333114

Issue 2

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I'M
WALKING

Leading the fight
against dementia
Alzheimer's Society | Memory Walk

Race, run & walk for Homecare...

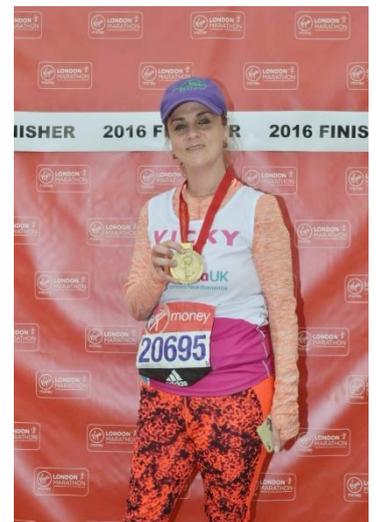
Following the long awaited recent spell of warm weather here in the UK, coupled with the triumphant results of Team GB's magnificent Olympic haul, there has been a no better time to get out in the fresh air, enjoy the sunshine (with plenty of sun cream applications), and be active! In addition to ITV's August Bank Holiday weekend stunt, encouraging people to get off their sofas in the wake of Team GB's Olympics success, we too are enthusiastic about helping our customers access the community and enjoy the outdoors.

Our friendly, outgoing care team have been providing a number of our customer's with regular trips out into the community as part of their care and support package. Whether that be going to do a bit of shopping, looking around the local market, grabbing a coffee, or attending a church service, Bluebird Care recognise the importance of such activities and endeavours to facilitate them wherever possible. If you think you or a loved one would benefit from this additional service, please don't hesitate to get in touch with our office team.

We are also pleased to announce that many members of our Bluebird Care team have been inspired enough to take part in numerous physical challenges, no matter what their level of fitness, in order to raise money for charities including Dementia UK, Cancer Research, and the Alzheimer's Society (please read far right column for more details).

Coming up shortly in September is Nottingham's prestigious Memory Walk hosted by the Alzheimer's Society. A number of staff have already signed up to take part in this respected event which aims to raise money and awareness of Dementia.

People of all ages and abilities can join in, from grandparents to grandchildren, and even furry four-legged friends. We will all walk together to celebrate loved ones affected by dementia, and raise money to reclaim the future. Join us and sign up today! (see pg.2 for further information)



Welcome to the autumn issue of Bluebird Bulletin, the home care newsletter produced and dedicated to you, our customers and your families.

As the warm summer nights now start to draw to a close and autumn sets in, I would like to reflect on some of the notable achievements our care team have accomplished during the course of 2016 so far.

Back in April, Vicky (shown above) succeeded in completing the London marathon, raising money and awareness for Dementia UK. Another member of our care team, Charlotte, also completed her 10K run raising money for Cancer Research – both fantastic results.

A number of care staff have worked diligently to complete their NVQ qualifications in Health & Social Care alongside their care role in order to consolidate their knowledge and further develop their skillset.

Our Supervisor, Helen, has also recently undertaken further teaching courses in essential core training modules for staff coaching purposes.

Regards

Peter Bryan

Registered Care Manager



I'M
WALKING

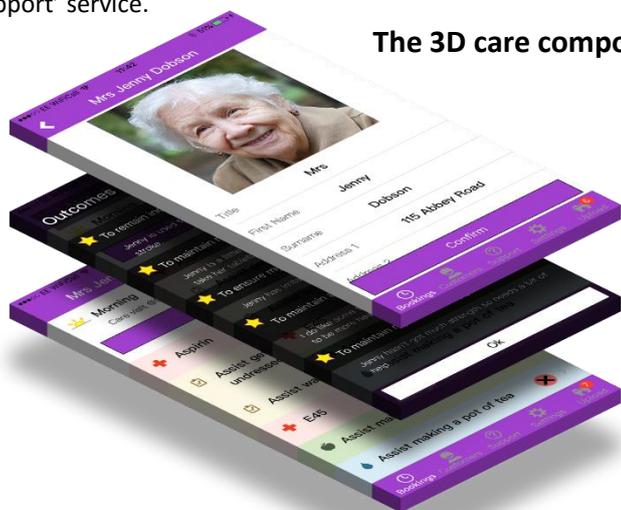
Leading the fight
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PASSsystem



Bluebird Care values the safety and welfare of all its customers and employees, and endeavours to implement effective systems of communication and record keeping, which ultimately look to improve the delivery of service. We are very pleased to have introduced the PASSsystem by everyLIFE technologies to our business, which provides a ground-breaking new electronic platform for care recording and communication, proudly pioneered by the Bluebird Care franchise. The PASSsystem is currently the only CQC recognised, NHS England accredited, NICE compliant system on the market, and places the concept of '3D care' at its heart.

The notion of 3D care encompasses 3 distinct components which not only look to make the planning, delivery, and recording of care more efficient, but also aim to provide the customer with a more responsive, person-centred 'care and support' service.



The 3D care components include:

1) Outcomes

2) Tasks

3) Care Visits

The system is operated simultaneously at both a management and front of house level, with the care team using the system on their mobile phones to complete care visit notes. Through intelligent linking of desired customer outcomes, the resulting tasks are easy to follow and simple to report, meaning that time is better managed to focus on the customer's wellbeing. Having a wealth of information at our care team's fingertips allows them to build a more personal connection and deliver an unrivalled level of service.



Overall Good	Safe	Good
	Effective	Good
	Caring	Good
	Responsive	Requires improvement
	Well-led	Good

Read overall summary

On 13th April 2016, Bluebird Care (Rushcliffe & Melton) received its first CQC routine inspection. The Care Quality Commission are the independent regulator of health and adult social care in England, and look to ensure regulated services, such as homecare providers, deliver safe, compassionate, high-quality care to their customers.

This inspection was planned to check whether we, as a provider of domiciliary care, are meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014 (shown above).

We are pleased to report that Bluebird Care received an overall rating of 'Good', which reflects the non-ceasing, high quality level of care and support delivered by our dedicated care team. The full inspection report can be found at <http://www.cqc.org.uk/location/1-1216789167>.



Accessing the community is a vital activity for many individuals who use our services. Over the course of the summer, many of our customers have been eager to get out and enjoy a bit of afternoon sunshine, as shown above.

Positive experiences facilitated by our care team, such as going shopping, visiting a day centre, or going for a gentle stroll in the local park, have repeatedly proven to promote personal well-being, improve self-esteem, and strengthen relationships.

Whether you are independently mobile, or require the aid of support equipment (e.g. wheelchair), Bluebird Care will provide a professional, friendly carer who can assist you to access the community confidently and safely, and provide a means of transport where necessary.

Nottingham Memory Walk, Wollaton Park – Sept 2016

Saturday 10th September

Arrive from: 10am

Walk starts: 11am

Meeting point: Field in front of Wollaton Hall, NG8 2AE



Memory Walk

Walking together with

