



# Newsletter

July 2019

## Bluebird Care Newmarket & Fenland, King's Lynn & West Norfolk

### Introducing Bluebird Care Assist

Summer is always an exciting time, and this year is no exception. At Bluebird Care Newmarket & Fenland, we have several reasons to be excited, some of which you'll find out more about in this newsletter.

First, we're celebrating the launch of Bluebird Care Assist. A preventative measure, the health and wellbeing tests we'll soon be offering our customers will ensure their vital signs are checked on a regular basis. With instant results, any problems can be identified and rectified quickly. Find out more about this great new service on **page 2**.

We're also delighted to announce the results of our latest customer survey. You've told us that you're very happy with the care and support we provide, and we couldn't be more pleased. While we're delighted with this feedback, we will continue to strive for even better results in the future.

Since the last newsletter, we've held two events for customers at our Ely hub. The knit 'n' natter and film day events were both very successful, with the customers who attended enjoying chatting to other customers and our team.

That's all for now but do look out for further news in the coming months. If you want to keep up with what's going on in our care teams, please do give us a like on Facebook or visit our website

**[www.bluebirdcare.co.uk/newmarket-fenland-kings-lynn-west-norfolk](http://www.bluebirdcare.co.uk/newmarket-fenland-kings-lynn-west-norfolk)**.

Enjoy your summer!

Carolyn Dailey  
Director



# Health & Wellbeing Checks

## Delivered in your own home



### Bluebird Care Assist

We're delighted to introduce our new health and wellbeing check service – Bluebird Care Assist.

At Bluebird Care Newmarket & Fenland, we're experts in delivering high quality, personalised care solutions within the home and our values are centred on delivering excellence during times that most families find difficult and stressful. Our new health and wellbeing checks can help to **remove that stress** by monitoring general health and wellbeing on a regular basis in the **comfort of our customer's own home**, with those results shared immediately with them, their family and with health professionals if necessary.

#### What does our new health and wellbeing check monitor?

Our new health and wellbeing checks are delivered in our customer's own home and involve a 30-minute visit from one of our trained Care Champions. They'll carry out the following general health checks:

-  Blood Pressure monitoring
-  Temperature
-  Oxygen saturation and breathing levels
-  Pulse
-  Alertness and general wellbeing

The results are available immediately, thanks to our Bluetooth-enabled kit and should there be any concerns, we can notify a family member, health professional or even 111. Early identification of a problem can often help prevent further deterioration and the need to go to hospital.

If you'd like to know more about Bluebird Care Assist and how our health and wellbeing checks could be provided as part of our care packages, please get in touch today or mention it to your care worker on their next visit. We're available for a confidential and considerate chat whenever you are.



### Customer Survey

We've recently carried out a customer satisfaction survey and were delighted with the responses we received. We were especially pleased that you rated us as excellent, regarding the personal tasks our team deliver. A big thank you to everyone who took part, your feedback really does help. Whilst we scored highly, we will endeavour to strive for even better results in the future.

#### Most popular answer:

**Extremely Happy** is what our customers rated our service.

**Extremely Well** is how our customers feel our services meet their needs.

**Extremely Likely** is how our customers felt about recommending Bluebird Care to friends or relatives.

**Very Professional** is what our customers judged our professionalism.

**Very Happy** is how our customers rated the services they receive from Bluebird Care.

**Excellent** is what our customers regarded the personal tasks the team deliver.



Our customers  
are **Very Likely**  
to recommend  
**Bluebird Care**

## Achievement Awards

Lots of team have been celebrating work anniversaries since the last newsletter. Congratulations to them all for reaching their various milestones!



### Teresa Seales

from our Newmarket team is celebrating her third year with Bluebird Care. During her time with us, Teresa has progressed to be Care Champion, and is also an important member of our care mentor team.

Big well done Teresa!



### Corrine Butler

Congratulations to Corrine from our Newmarket team for her one-year work anniversary. She has been very popular with the customers this year and we can't wait to work with her some more!



### Amanda Goodwin

Congratulations to Amanda Goodwin for her one-year work anniversary. Amanda, who has already progressed to become a team mentor told us: "I've really enjoyed my first year, and I'm looking forward to continuing."



### Lucy Day

Congratulations to Lucy Day from our Ely team who has been celebrating her one-year work anniversary with Bluebird Care.

She told us: "I am very happy to have been with Bluebird Care for a year".



### Vilma Vaicekauskiene

"I am really pleased to be with Bluebird Care, I really enjoy my role and looking after my customers"

Vilma from our Newmarket team has been celebrating her 1st year with us.



### Lynn Savage

Congratulations to Lynn Savage who has been celebrating her first anniversary with Bluebird Care. A real credit to the Bluebird Care family, we love having her with us!!

Well done Lynn!



### Emma Sibthorpe

is celebrating her 1st year with us. Emma has gone from strength to strength within her role starting as a trainee care coordinator. Emma is now underway with career with us and is working towards her NVQ level 3 in Health & Social care. Fantastic!

## Carer of the Month

The team members who achieved Carer of the Month are:

April: Ursula Young *Ely Team*

May: Teresa Seales *Newmarket Team*

June: Anna Coombs *Ely Team*

After successfully passing their probations, three more of our staff have become fully fledged care assistants. Well done to Jacqueline, Sarah and Peggy on taking their first steps on their Bluebird Care journeys.



## Film Day

We were delighted to have some of our customers join us at our new office to watch a film and have a chat with the support team.

The event went extremely well, and our customers thoroughly enjoyed watching *The Greatest Showman*, while eating cake, biscuits and popcorn!!

We hope to hold more film events in the future, so do watch this space...

## Knit 'n' natter

We've recently held a knit 'n' natter event at our care hub in Ely

Some of our customers came in to visit us, sitting with our team to have a chat and learn how to knit. As well as Bluebird Care team, our directors – Carolyn and Keith's children also came along to help, making this a real family affair.

As you can see from the pictures, it was a great success, and everyone had such fun!



## This year's Easter bunny is called...

After the success of last year's 'Name the Bunny' competition, we thought it would be fun to run it again this year with a new bunny. Many of our customer's suggested names for the Easter rabbit, with the winner being chosen at random.

The lucky name pulled out of the hat was 'Harvey', as suggested by Mrs C, one of our customers living in Ely. She told us: "He is lovely. I will have someone to talk to when feeling lonely".

Harvey is already enjoying his new home, having been taken out on the town, to join in Mrs C's 95th birthday celebrations!



## Meet Your Office Support Team



**Keith Dailey**  
Director



**Carolyn Dailey**  
Director



**Denise Allen**  
Operations (Registered) Manager



**Heather Porter**  
Deputy Manager



**Samantha Simpson**  
Customer Care Manager



**Natalie Moore**  
Customer Care Manager



**Dani Durrant**  
Lead Care Coordinator



**Emma Sibthorp**  
Care Coordinator



**Virginia Zahr**  
Trainee Care Coordinator



**Sarah Pickwell**  
Team Development Manager



**Liliya Radenkova**  
Care Supervisor



**Melanie West**  
Care Supervisor



**Georgia Blatter**  
Care Supervisor