



Hello again everyone and a very warm welcome to our Edinburgh & Glasgow South newsletter:

We are all now living in extraordinary times due to the current Covid-19 Pandemic and there is no doubt that our lives will never be the same again. We are being told that we will all have to adjust to what will be now known as the new normal? Whatever that might be!

We have seen some incredible feats of human kindness and endeavor, from Captain Tom's exploits to the bravery our 'key essential workers' on a daily basis. From the NHS and care at home perspective, this current situation is highlighting the wonderful work being done in our care and support sectors. Our 'caring heroes' are – and not before time - being rightly recognised and appreciated for the endless list of things they do.

Our sincere condolences if you have lost anyone during this challenging time and we hope and pray that you all keep as safe and as well as you can. It looks like (at the time of writing) that we will be hopefully moving into phase 3 easing of lockdown, so hopefully we continue with tentative steps towards some degree of normality. We still need to keep safe, stay home and control the virus. The threat of a second 'spike' is a real concern, something nobody wants.

We are proud to say that we do not have nor have we had a single case of infection in either of the services and this is testament to firstly a huge amount of good fortune, but also the good infection control practice our carers demonstrate. Keeping up to date with the latest government advice is a job in its own, but as soon as the safety guidelines or best practice changes, we are at the forefront of this to ensure both yours and our safety. Sourcing PPE at a reasonable cost is proving more and more difficult but with the help of our colleagues in NHS triage, we are able to always have supplies.

We are here to help, so please get in touch if you need any advice or even if it is just for a chat, we would love to hear from you.

Thank you once again for the trust you put in in our service, we sincerely appreciate it and never take it for granted. Any comments both positive and negative are treated as equal bedfellows, as we can only improve our service by listening and acting on what our customers tell us about how we run our service.

Keep safe and well everyone, Jane, John and all the staff at Bluebird Care.

Both Bluebird Care Offices remain open with staff set up to work from home and some team members in the office and can continue to be contacted on relevant office numbers and emails.

Bluebird Care COVID-19 Statement:

Bluebird Care is keeping fully abreast of developments relating to the continued spread of Coronavirus (COVID-19) across the UK and Ireland. We are routinely monitoring developments, reviewing our protocols, and preparing appropriate responses as the situation evolves. Bluebird Care is committed to ensuring all steps are taken to protect the health and wellbeing of all our colleagues and customers.

Just as we have done previously in preparation for and during virus outbreaks, Bluebird Care continues to work closely with Health Authorities, UKHCA/Scottish Care and Care Regulators in order to protect colleagues and customers and maintain service delivery. Every Bluebird Care office is keeping their Business Continuity Plans under review in preparation for a possible escalation of the outbreak.

Advice for Protection

As with any other virus, the best way to prevent infection and spread is to avoid being exposed to it. You can help to prevent the spread of any respiratory outbreak by doing the following:

- Wash your hands often with soap and water for at least 20 seconds.
- Always wash your hands when you get home or into work
- Use hand sanitiser gel if soap and water are not available
- Cover your cough or sneeze with a tissue, then throw the tissue in the bin straight away, or sneeze into the bend of your elbow, then wash your hands.
- Avoid close contact with persons who have respiratory illness symptoms.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Clean and disinfect frequently touched objects and surfaces.
- If you are unwell, stay at home and contact the 111 Coronavirus helpline
- If you are asked to self-isolate please follow the NHS Advice
- If a member of staff or a customer has a positive confirmed diagnosis of Coronavirus we will prepare a list of all customers and staff the affected person has been in contact with for at least the preceding 14 days and report this to the 111 Coronavirus helpline.



Staff News:

As in every business change is inevitable coupled with our continual drive for efficiency in our departments. Plans to look at introducing more strategic roles within the office to further enhance our structure and your customer service are underway. Please see enclosed our up-to-date office team chart with useful direct dial or mobile telephone numbers for you to use.

We have a few comings and goings to highlight. From a management point of view, our Care Manager **Lorna Easton** has left the business and our Glasgow South co-ordinator **Heather Gault** has also left for pastures new. We wish them both the very best in whatever they decide to do, and we would like to take this opportunity to thank them both for their time working with **Bluebird Care**. **Jane Perry** has taken over the Registration of both services until further notice and until we have trained a new care coordinator in Glasgow, **Angela Young** will oversee all aspects of coordinating for both offices.

From people who have left, to people who have joined us: **Peter Stevenson** has joined us as the full-time Recruitment Resourcer which is the key to successfully appointing the skilled professionals we have attracted over the years. Peter has a wealth of experience within the recruitment sector for over 30 years and is RIC accredited and part CIPD qualified.

Julie Forbes is another new face who has joined us the last year as an Accounts Assistant. Julie has had first-hand experience working as a care assistant in the community and in logistics with a couple of companies. Among the 'many strings to her bow' her role is to deal with all aspects of invoicing both from suppliers and to you.

Valerie Chan joined us in the role of full time Business Support and will work alongside Ange Wilkie covering while Lisa Russell is on maternity leave.

Lisa Popp has been successfully promoted and is currently being trained by Angela Young in coordinating and will be shown other aspects of the business.



From Left to Right: Recruitment Resourcer Peter Stevenson, Accounts Assistant Julie Forbes, 4 New Bluebirds with our Company Trainer, Lindsey Clark (picture taken prior to lockdown)

A Word from Our People and Engagement Officer, Lindsey Clark:

“We are continuing to complete our induction training weeks for the offices of Edinburgh and Glasgow South as we still have people who are eager to become Care Practitioners in this time of COVID-19. Our training has changed slightly due to the fact that we have to adhere to head office guidance of a maximum of 4 people in the training room – maintaining social distancing - but this simply means that we are running more training sessions either weekly or fortnightly to meet the demand of our new recruits who are eager to start their career in the care sector during this time”.

E-learning will be used for all new staff as an addition to their classroom-based learning, which will help imbed what they have been taught by Lindsey. It will also be used as the preferred method for refresher training and all staff will have the option to select additional learning modules that take their interest, such as developing their knowledge in key areas such as: autism, challenging behaviour, dementia, duty of candour, food and nutrition, palliative care, person centred support, wellness and skin viability,

Lindsey summed it up by saying – *“It is amazing how in times like this everyone comes together to work as a fantastic team”.*

There have been several care staff changes which may or may not have affected the service you currently receive. The vast majority of these are completely out-with our control and unfortunately staff confidentiality does not allow us to share the reasons why people leave our service, and we must respect that. We invest a huge amount of time and resource, recruiting, training, upskilling and motivating our staff to deliver the type of service our customers expect and losing good key staff is always both frustrating and very disappointing; however on the positive side, this opens the door for new people to join our businesses and Peter (above) has been a very busy man, both before and during the current pandemic, dealing with the daily phone calls and emails from people applying to become part of our award winning, highly respected team of **Bluebird Care Practitioners**.



We have had constant stream of new carers for both businesses since the start of the year and we would like to welcome all our new recruits to the Bluebird family and we wish them every success in their chosen careers with us.

Noel Gois, Amie McLintock, Paula McKinlay, Kayleigh Wilson, Nafeesa Ullah, Kenny Shaugnessy, Louise McLennan, Colin Ross, Adele Burns, Andrea Rennie, Ross Merchant, Hannah Murdoch, Celiina Peltzer, Lucy Potter, Rebecca Bottrill, Julie Ledger, Kristen Bartlett, Marisa Ramsay, Alasdair Rimmer, Kathleen O’Growney, Craig Rennie, Julie Foulner, Violetta Janik, Jennifer Harris, Mags Geddes.

Employees of the Year 2019 - Lynn and Lorraine:



Our employee of the year 2019 for Edinburgh & Glasgow South are, from left to right: Lynn Rose (with Director John Perry) and Lorraine Slowey (with Director Jane Perry).

Both ladies were chosen for their dedicated and professional work over the year, with positively glowing comments from both colleagues and customers alike. Keep up the great work ladies and our sincerest congratulations.

Staff & Customers in the Spotlight:

Grace Denholm, Care Practitioner:



My story so far, working with [Bluebird Care](#).

"I am a 59 year old woman and I have worked with [Bluebird Care](#) Glasgow South for 14 months now. I see myself as very lucky as I love my job. It is the best employment that I have ever worked for. We are all treated as one big family which makes it a lot more personal.

All the customers I visit are so grateful for us all still coming out throughout this Pandemic, and they make *us* feel so very special, it is such a rewarding job.

People's lives have been changed so much at this challenging time and it is such a pleasure to see their faces brighten up when we arrive. I feel thankful that I can continue to care for all our customers and to assure them that it will not always be like this".

Sarah Clark, Bluebird Care Customer since 2012:

"I have been a customer of [Bluebird Care](#) Edinburgh for around eight years now.

During this time, I've experienced the quality of the care itself and the co-ordination of the office staff, which combined together makes for a high-quality service.

Each member of the staff I have had the pleasure of dealing with has treated *me* as an individual whether it be my specific care needs or with the timings of the visits.

Over years I have had different carers – which I have understood the reasons for - but without exception, they have all been of a very high standard, have all had a professional attitude to their duties, and have had a flexible approach to my personal requirements."



Big Birthday Celebrations:

Many, many happy returns to the following 3 ladies



Eileen Wilks, 103



Edith Macdonald, 101



Margaret Stule, 100



As Bob Hope once said, ***“You know you’re getting older, when the candles cost more than the cake!”***

Or as famous American actress Betty White commented,

“My mother always used to say, 'The older you get, the better you get, unless you're a banana!’” ...Wise words indeed...



New Additions to Our Bluebird Care Family:

Shabana Amir, Lisa Russell, Emma McKinnon, Abbey Rutherford & Dionne Henretty have all had babies since our last newsletter. Many, many congratulations ladies, and we look forward to welcoming you all back to work after a well-earned rest!



Care Inspectorate Report:

As you most likely know, both businesses are annually inspected by the Care Inspectorate and back in January 2020 our inspectors duly arrived unannounced to both our Edinburgh & Glasgow South offices to conduct their inspections.



After checking our processes, speaking with staff, visiting customers, we waited for our results with great anticipation. And we were suitably rewarded, when we were told that we had retained our **grade 6's (Excellent)** for both the quality of our Care and Support and the Quality of our Management and Leadership.

Here are some of the comment received from our customers...

"Consistency is very good'...'couldn't praise them enough', 'wouldn't use anyone else' and having regular staff helps a lot...reliability is this service's strength"

Our Inspector commented ***"We found this to be an exemplary service that prides itself in putting the customer first and has excellent understanding of individual outcomes"***

"At times we felt we were intruding in conversations of old friends reminiscing about family holidays, favourite cars of the past and children growing up"

Our sincere thanks goes out to all our staff, both office based and out in the field, for the tireless dedication to their roles in delivering a service that they and we would be happy to have for their own family and friends.

We are named in "Top 20 Home Care Providers" by Homecare.co.uk



Both **Bluebird Care** Edinburgh & Glasgow South branches have been named in the top 20 home care providers in Scotland by leading home care review site, **homecare.co.uk**.

The award is based on reviews from our customers, families and loved ones. Reviews from home care providers across Scotland were analysed by homecare.co.uk, before a top 20 list was drawn up. There are **764** home care providers in Scotland and to have both rated in the top 20 is a remarkable achievement.

The home care providers were rated on:

- Overall Standard
- Staff
- Care and Support
- Management
- Treated with Dignity
- Value for Money

Signs Live-In Care may be needed:

'Live-in care may be necessary when someone is unable to manage the normal activities of daily living safely.'

- **Near misses:** Burned pans, hobs left on, doors left open, baths overflowing
- **Falls:** Arthritis, impaired mobility, and failing vision can make people unsteady and prone to fall
- **Wandering:** In the later stages of dementia, people can be agitated and confused and may wander to seek familiar people and places.
- **Restless nights:** Dementia can upset the body's natural cycle of waking and sleeping. Sleep disturbance can also develop due to heart, lung disease, or urinary problems.
- **Rest and respite:** Caring is stressful and demanding. Live-in care provides essential respite for family carers so that you can enjoy your time together.
- **Memory loss:** Everyone forgets where they put their keys now and then. However, decreased short-term memory is one of the first and most common, early symptoms of dementia.

Choosing Bluebird Care means:

- No need to move to a care home
- A personal service where your unique needs are considered every step of the way, available as and when you need it - day or night
- Fully trained, compassionate staff who respect your home and your privacy
- A flexible service, where every day can be different
- A wide range of care and support– personal care, housework, social activities
- A proper introduction to make sure we have found the right person for you
- Regular follow up from a [Bluebird Care](#) manager to check you are happy with our service
- Live-in care means keeping your familiar friends, family and belongings around you. No upheaval. No stress. No trouble.

Open Pass:

We have used The PASSsystem in our businesses for the last 3 years and it has shown to be a fantastic addition to the service we offer, both in terms of cost savings and efficiencies, but also for sharing safe information with families who are not able to visit their loved ones as easily as they would want.



This new richness and volume of customer insight has meant we have also needed to bolster our real-time response to live information that our systems are giving us. We are seeing a completely new level of information about what tasks are completed for customers and by whom and when. Our investment to really dig into what is truly going on daily with our customers is really paying off in improved response times and a more proactive oversight in customer safety and satisfaction and it is worth every penny and more.

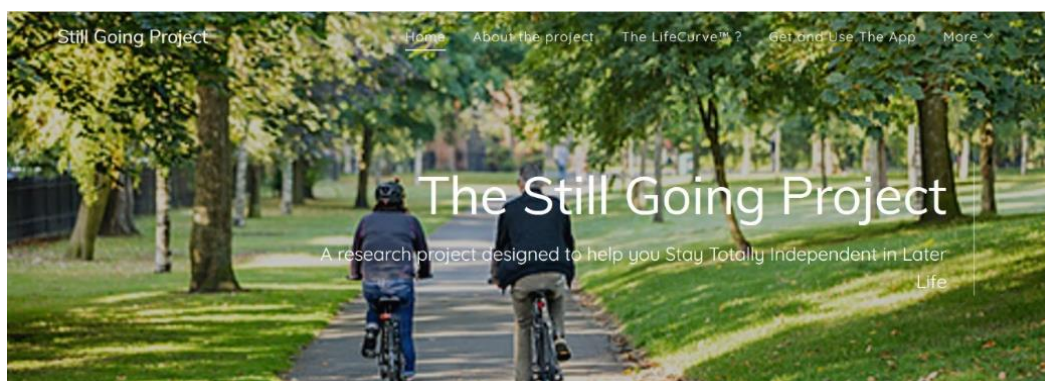
openPASS is free and anyone (who has the permission of the said customer) can view the notes at the persons home for up to 30 minutes using the QR Code within our blue care folder. openPASS access out-with someone's home costs £5 per month and that allows the person to view the notes and leave messages or instructions etc, from anywhere in the world. If you would like to know more about PASS, please contact your local office.

STILL Going Project: Research on Keeping Active:

Bluebird Care are delighted to be working with Strathclyde University and our colleagues at NHS investigating what helps people stay active and independent throughout later life. Below is a short briefing and link to the STILL (Stay Totally Independent in Later Life) Going Project web pages they have developed explaining the purpose of the project and how to get involved, the background to the LifeCurve and how to use the App - including self-help videos. In line with COVID guidance we have advised that App users only concentrate on those activities they can do safely within their own homes - these are the activities that our staff would use with you.

What does getting older mean to you? What pictures does it conjure up? Today we are living longer lives – which is changing the face of society and our communities. By 2050 there will be 5 times more people over the age of 60.

We all want to have a good quality of life doing the things that are important to us as we get older. All too often the popular image of an older person is one of inevitable decline – not being able to do simple everyday activities. Stories in the media don't help – they often talk about the 'burden' of ageing with escalating costs to health and social care. However, research tells us we have more control over how we age than we think! There are many factors that affect how we age but physical activity is one of the most important. Living with the restrictions placed on us due to COVID 19 right now makes it harder to keep moving and physically active. And it only takes as little as 2 weeks to begin to lose muscle strength – regardless of your age!



The STILL Going Project aims to investigate what helps people stay active and independent throughout later life. The project is funded by the Scottish Government and is using the free LifeCurve™ App to get

people connected, moving and active. The STILL Going researchers are inviting people aged 50 years and over to take part by registering on the App and signing up as a partner for the Project. The App is full of information, activities and advice – from the best evidence available on ageing – including keeping physically active and strong. While we are living with the COVID virus you are encouraged to only focus on the suggested activities you can do safely in your own home.

The researchers hope their findings can help shape public services in the future to promote maximum independence throughout the lifespan. And can help to challenge ageism by changing the way we think about older people and their significant contribution to local communities and wider Scottish society. For more information visit www.stillgoingproject.co.uk where you can find out all about the App and the Project and how to get involved.

The range of Bluebird Care's Services:

Bluebird Care, as you know offer a fully encompassing and flexible care at home service with visits ranging from 30 minutes up to full live-in care. For those who are not familiar with our service, here are a gentle reminder of what we can do. Our home care service can be used for short term help following an illness or because your usual carer is having a break, or as the start of your care journey where it may develop to long-term home care and support.

Our dedicated team of home care practitioners are fully trained to:

- **Help you start the day:** getting up, washed, dressed, and having a good breakfast
- **Support with medication:** remind and assist you in taking medicines, as well as collect or return medication from your pharmacy or dispensing GP surgery
- **Mealtime:** prepare meals with or for you and assist you at mealtimes
- **Outings:** collect your pension for you or with you, shop with you or help you to make a shopping list, go to the shops, plus come back, and put it all away
- **Household duties:** help with your laundry or ironing and keep your home clean and tidy
- **Social outings:** support you with social activities like going out for a walk, attending a day centre, visiting friends or family, or going to your church or club
- **Personal Care:** a little pampering when you need it – the occasional visit to organise bathing, clean clothes, fresh bedding, and a thoughtfully prepared meal before bedtime.
- **At the end of each day:** some help with getting ready for bed etc.

This is not an exhaustive list of the things we do, so if you are in any doubt, please contact the local office, where one of our team will be happy to discuss. When you need continuous care, you may not want the added stress of having to leave familiar surroundings. **Bluebird Care** gives you the option of high-quality care without moving to a care home. Our live-in care service offers the reassurance of 24-hour care** and support in the comfort of your own home.

We never take a one-size-fits-all approach to care, our customers' unique needs are considered every step of the way, meaning, you stay in control of your care and support at all-times. A member of our team will ask what is important about the way you live your life so we can provide a personal and bespoke package of care, the way you want it.



Bluebird Brain Teasers & Wordsearch (No googling allowed!):

Q: What can you never have before breakfast?

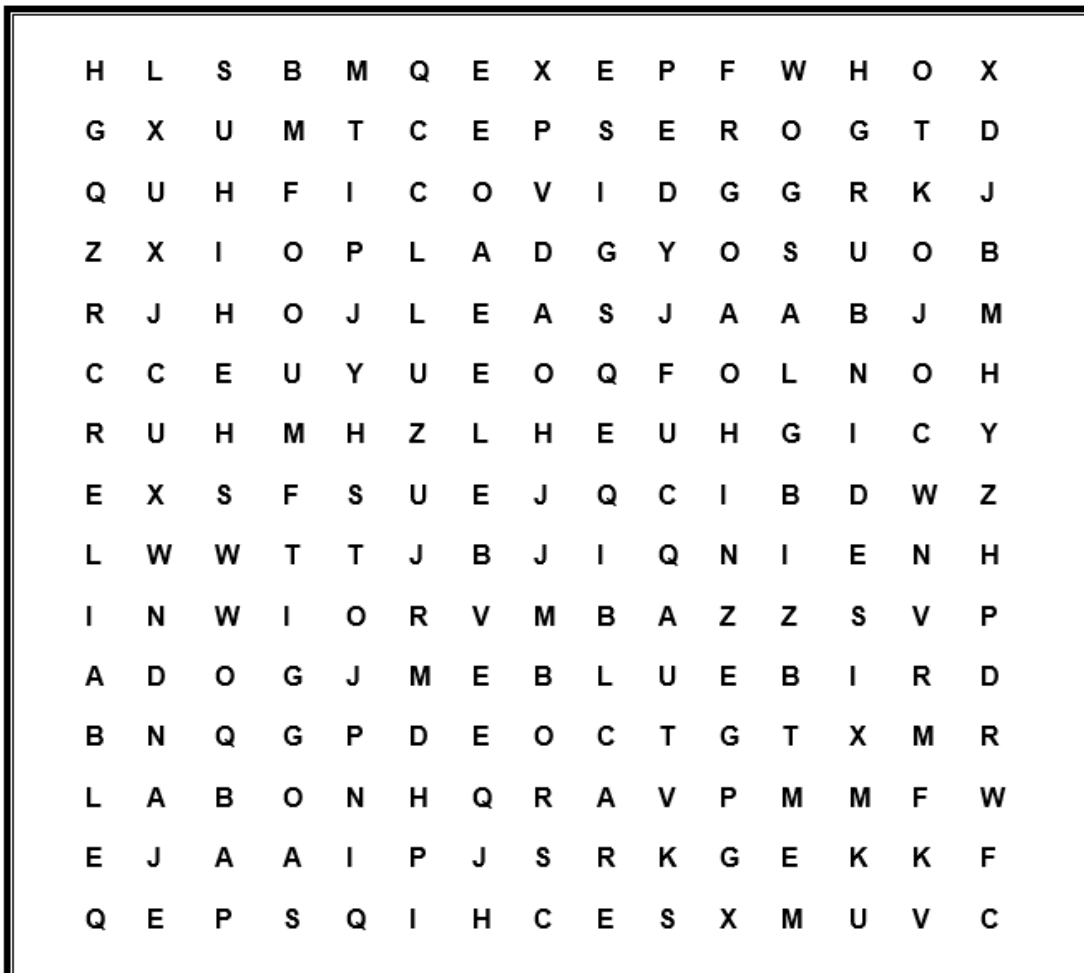
Q: What has six faces, but never wears make up and 21 eyes but does not see?

Q: When can you add 2 to 11 and get 1?

Q: Sometimes I am born in silence, other times no. I am unseen, but I make my presence known in time, I fade without a trace. I harm no-one but am unpopular with all. What am I?

Q: What can you hold in your right hand, but not in your left?

answers at the bottom of last page



Wordsearch

Clues...

BLUEBIRD

COVID

GLASGOW

RELIABLE

SMILE

CARE

CUSTOMER

HELPFUL

RESPECT

SOLUTION

CHOICE

EDINBURGH

PANDEMIC

SAFE

Edinburgh & Glasgow South Direct Dial Telephone Numbers:

• Tracie Stevens, Office Manager	0131 659 9433
• Valerie Chan, Business Support	0131 659 9434
• Lindsey Clark, People Engagement	0131 659 9435
• Jane Perry, Registered Manager	0131 659 9436
• Ange Wilkie, Business Support	0131 659 9437
• Lisa Popp	0131 659 9438
• Sally McKay, Supervisor	0131 659 9439
• Angie Young, Co-ordinator	0131 659 9440
• Nina MacLean, HR & Training Manager	0131 659 9441
• Julie Forbes, Accounts Assistant	0131 322 0963
• John Perry, Director	0131 659 9443
• Julie Clee, Supervisor	0131 659 9444
• Kim Ritchie, Co-ordinator	0131 659 9445
• Peter Stevenson, Recruitment	03455 211 621
• Shirley McKenzie, Deputy Care-Manager	0141 465 4796
• Catherine Boyd, Supervisor	0141 465 4780
• Angela Young, Coordinator	0131 659 9440
• Managers Office	0141 465 4782

✉: **Bluebird Care Edinburgh, 75a Peffer Place, Edinburgh, EH16 4BB ☎ 0131 258 5005**
Edinburgh@bluebirdcare.co.uk www.bluebirdcare.co.uk/edinburgh

✉ **Bluebird Care Glasgow South, 2 Stewart Drive, Clarkston, G76 7EZ ☎:0141 638 0167**
GlasgowSouth@bluebirdcare.co.uk www.bluebirdcare.co.uk/glasgow-south

- Office hours are 08:30 to 17:00 Monday to Friday
 - Out of Hours Emergency numbers are:
 Edinburgh - 0131 258 5005 / Glasgow South - 0141 638 0167 (17:00 to 22:00 pm 7 days per week)

“Bluebird Care, where staying at home means living at home”

Quiz answers: 1 – Lunch & Dinner 2 - Dice 3 – If you add 2 hours to 11 o'clock you get 1. 4 A bottom burp! 5 – Your left hand