

Dear Customer,

On behalf of the Mills family and all the staff of Bluebird Care, we would like to wish you a **healthy and happy 2019**.

As owners, we would like to update you about some **management changes** in the Portsmouth Office from 1st January. We are very pleased to announce that Sophie is moving into the **Recruitment and Business Development role**. With her experience of the Portsmouth area, we need Sophie to help us to introduce our new **Health Monitoring Services** as well as running the effective recruitment process.

Barbara Tarakan will be your main **Care Supervisor** to help you with your care reviews and changes of care. Barbara will get a new colleague to help her in February. Becky Taylor is currently helping with the rostering but we have appointed a **new Care Coordinator** who will start at the end of the month as well. Becky's main role is to ensure a safe service provision and our main target is to achieve an "Overall Outstanding" CQC rating" with our next inspection, which will be probably at the end of the year. We are fully **confident** that Becky and her team will be successful in developing the business as well as developing the new services offering. We hope that you all will **welcome** Sophie in her new role as Business Development Officer.

We are also pleased to announce that across our businesses we are trialing our new Wellbeing service:

- **Bluebird Care Health Monitoring Service** is about to be launched in Portsmouth. We will be offering 30 minute health checks on a weekly basis to monitor our customer's wellbeing. This service is a paid service and it will allow us to get vital statistics like blood pressure, temperature measurements and oxygen levels. The details will be reported in a summary to the family who then can alert their doctor to take action. The National Early Warning Score (NEWS) is one of the most highly regarded vital statistics one can get. If interested to hear more about this service, please contact our office on portsmouth@bluebirdcare.co.uk and ask Sophie for more details.

Finally, you will receive our care survey. We would appreciate your feedback as we can only **improve** our care service with your feedback. Enjoy reading our Portsmouth Newsletter.



Bernadette and Hugo Mills

Christmas 2018

We tried something **new** this Christmas! On the 5th December at the Cosham Baptist Church, we served 40 Christmas lunches to our customers at our first ever **Customer Christmas Lunch!** The lunch helped battle **loneliness** and **social isolation** in the community, providing an opportunity for our customers to **socialise** and **enjoy** the company of like-minded people at this significant time of year. It was **wonderful** to see so many of our customers and hear many grateful comments! One of our customers said:

"I am very glad to be here, I haven't managed to attend a community event for four years!"

We were very **fortunate** to have help from **Tesco**, **Sainsbury's**, **Aldi** and **Waitrose** who donated food for the lunch! Thank you all for attending, it was **lovely** to see you enjoying yourselves; **sharing laughter** and **Christmas cheer**. We were lucky enough to have some Portsmouth Firefighters come and help us serve the lunches, thank you for all your help. We also wanted to say **thanks** to our team who with persistence, made this all possible!



Staying Safe During Winter

As the winter months are coming, be **vigilant!** Whilst at Bluebird Care, we will endeavour to try to **ensure** you are looked after. Please be aware that once the cold sets in and our body temperature goes below the 35 mark, then one would run the **increased risk** of falls and injuries but it also will affect the heart rate and blood pressure, which eventually can lead to further complications with our heart and respiratory system.

Follow these tips to ensure you stay warm this winter:

- Stay **inside** as much as possible
- Keep your house **heated** to at least 19°C and do not turn it down at night
- If you go out, make sure you wrap up **warm**
- If it's icy or it snows, please do **not** go out. **Ask a neighbour or family** to assist you with getting essential shopping or **call our team** for extra help
- Close curtains at dusk and keep doors closed



In case of snow, we will have to put our **snow plans** in place and we will do our best to reach you. If worried about being on your own and need permanent daily assistance for reassurance, please consider Live In Care. For more info, email liveinNFSoton@bluebirdcare.co.uk.

60 Mile Cycle

In September last year, one of our carers Andy cycled **60 miles** to raise money for **The Alzheimer's Society**. He cycled from Somerly House in Ringwood and **managed to raise £541.25!**



First Little Bluebird

Meet **Florence Nicola Longyear-Jackson** born 27/11/18 at 15:27 weighing 5'5. This little lady came 5 weeks and 2 days too early. Nevertheless she is growing fast!



Great South Run

In October last year, one of our colleagues Sophie participated in **The Great South Run**, raising money for **The Rowan's Hospice**. A customer of ours who had sadly passed away enjoyed time at The Rowan's Hospice's day centre where they provide end of life care. She managed to complete the 10 mile run on only 4 weeks of training and **raise £301!**



November

In November, the men of Bluebird Care grew moustaches to raise money for **The Movember Foundation**. The Foundation works to raise **awareness** for men's health issues such as prostate cancer, testicular cancer, mental health and suicide prevention.

Altogether, we raised £565! What do you think of their moustaches?



Exciting Developments for 2019!

At Bluebird Care, the welfare of our customers is **paramount** and we have decided to invest in a new **Health Monitoring Service** which will be rolled out in Portsmouth. We are currently training our staff to come out and do health assessments in order to **prevent** hospital admissions and detect at an early stage deterioration of our most vulnerable customers. **Bluebird Care Assist** will allow us to check on a weekly basis the **vital** statistics needed for a doctor to react and take action. Our Health Toolkit will allow our Health Care Assistants to measure vital signs such as temperature, respiration and Oxygen levels, pulse, glucose levels etc. All the data will be logged onto a computer system that will produce **National Early Warning Score (NEWS) statistics** which will be available to your family or person in charge of your care. This measure allows the doctors and medical professionals to assess **deterioration** and would prompt **early intervention**.

This Tool is developed by the Royal College of Physicians and is **nationally recognised** by the NHS. The Health Monitoring Service is available from the week of 21 January 2019. If you are interested in being monitored, it is a paid service, please contact our Portsmouth office on 02392 006 218 (email portsmouth@bluebirdcare.co.uk) and we are happy to explain what it could mean to you and your family.



Bluebird Care Portsmouth



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Becky Taylor



Business Development
Officer
Sophie Emmess



Care Supervisor
Barbara Tarakan

Bluebird Care Management



Managing Directors
Hugo & Bernadette Mills



Care & Operations Director
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