

Bluebird Times

December 2023



Welcome to the fifth addition of our monthly newsletter, the content is put together by our team of care mentors monthly, with the aim of keeping you up to date with news, events, and other useful information. We hope that you find the content both informative and fun! The newsletter is available via post and email and can also be provided in large print if required.

Staying Warm & Well this Winter...

As we approach the colder winter months, it's important that we all look after ourselves and keep warm. Cold weather can make some health problems worse and even cause health complications, especially if you are age 65 and over or have underlying health conditions.



Here are some top tips to keep warm and well in winter:

- Try to stay as active as possible, take a short walk each day if you are able (either outside or around the home).
- If you are less mobile, try doing chair exercises, raising your arms and legs in the air periodically.
- Heat your home to at least 18 degrees.
- Keep your bedroom to 18 degrees at night if you can and keep bedroom windows closed.
- Use a hot water bottle or electric blanket to keep warm in bed at night, but don't use both at the same time.
- Eat at least 1 hot meal a day.
- Drink hot drinks regularly throughout the day.
- Ensure your heating system is serviced regularly by a professional.



Customer Survey Results...

We recently sent out a customer satisfaction survey to all our customers, the results have been analysed and published on our website: www.bluebirdcare.co.uk/east-staffs-south-derbyshire

We are delighted with the results; and we would like to take this opportunity to thank you for your feedback. If you would like a copy of these results printed and posted, please do not hesitate to contact us.



Merry Christmas...

All the staff at Bluebird Care, would like to wish all our customers a very Happy Christmas and a Prosperous New Year!

Our office opening times over Christmas are as below:

23/12/2023 CLOSED

24/12/2023 CLOSED

25/12/2023 CLOSED

26/12/2023 CLOSED

27/12/2023 8.30am – 5pm

28/12/2023 8.30am – 5pm

29/12/2023 8.30am – 5pm

30/12/2023 CLOSED

31/12/2023 CLOSED

01/01/2024 CLOSED

01/01/2024 8.30am – 5pm

During closed periods please contact the on call for emergencies **07377 522244**



Gifting Policy...

With Christmas fast approaching we recognise that customers and relatives may sometimes wish to express their gratitude to employees, by making gifts to them. To prevent misunderstanding and boundaries becoming blurred I would like to highlight some of the key points from our company policy regarding gifts.

- ✦ *Giving or receiving gifts and favours can blur the line between a personal relationship and a professional one.*
- ✦ *Some customers may feel that there is an expectation to offer a tip when a good service is provided. Bluebird Care delivers its service for an agreed fee. We do not accept 'tips' on top of these fees.*
- ✦ *Our employees must never seek, invite or accept an offer of any form of a bequest, in cash or kind, either for themselves or their family or friends.*
- ✦ *If gifts are offered employees are made aware that these should be politely refused explaining this policy.*
- ✦ *The only exception is at Christmas when employees may accept a small gift providing it is no more than £10 in value and is not in the form of a cheque, cash or gift voucher.*
- ✦ *Employees are required to notify the office and document in their care notes any gifts offered, this is then also logged by the care manager on the Gifts, Hospitality and Favours Log.*

I would like to reiterate that there is no exception to provide employees with gifts, however, should you wish please adhere to the above.



Puzzle Corner



CHRISTMAS

Word Search



| | | | |
|-------------|-------------|-------------|-----------|
| CANDY CANE | GATHERING | PRESENTS | STOCKINGS |
| CAROLS | GIFTS | REINDEER | TREE |
| DECORATIONS | GINGERBREAD | RUDOLPH | TURKEY |
| ELVES | MISTLETOE | SANTA CLAUS | WINTER |
| FAMILY | NORTH POLE | SLEIGH | WREATH |
| FRIENDS | ORNAMENTS | SNOWFLAKES | YULETIDE |

Employee of the Month

Employee of the Month for November has been awarded to **Jackie Hawksworth**. Jackie has recently been supporting a customer with companionship visits. Jackie downloaded the old movie White Christmas on her iPad for her and the customer to enjoy together. We have also received a number of compliments regarding the care Jackie provided. Well Done, Jackie!



Christmas Crafts...

A big thank you to our customer GG, who has very kindly crafted us another decoration for our tree., it sits pride of place in our office!



Joke Corner..

Why shouldn't you throw false teeth at your vehicle?
Because you might denture car!

What do you get if you cross Santa Claus with a duck?
A Christmas Quacker!

Top Tips...

If you place banana peel in your soil it will make a good fertilizer for roses!

Thank you to our Field Care Supervisor Rachel

Do you have any top tips? If you do, we would love for you to send them in so we can add them in to our monthly newsletter!

