



Monthly Newsletter

November 2018

CARER OF THE MONTH

CARLA PROCOPIO



We are delighted to announce **Carla** as our winner of Carer of the Month for November!!

Carla joined us around 3 years ago, originally as a Care in the Community Carer, often travelling by bus to visit customers, but moved to live-in care assignments after a period of time. Right from her first day, she has received consistently encouraging feedback from her customers, with many remarking how much they look forward to seeing her each day, and she is now a very skilled and experienced care professional indeed.

Carla is very popular with her colleagues, as well as with her customers, which we know is really important to Carla. She is dedicated, mature and responsible and is always looking for ways that she can positively assist and 'make a difference', whatever the challenges she faces. Carla is obliging and helpful, a great communicator, and very aware of the pressure that the office team are under and has always been willing to help out, which makes her very popular all round.

Our fantastic Live-In care staff are very important to us, and Carla fully deserves this recognition on their behalf. We are delighted that she has made such a terrific impact in her 3 years with us.

With so many terrific and professional care staff, it was a close run thing again, and we wish to mention the following care professionals who have also 'gone the extra mile' in recent weeks:

Alina Ungurean and **Sonia Oprean** (also both Live-in Carers) have really helped out with their flexibility at short notice, thanks girls!

Well done all, and thank you to all of you who do such a wonderful job each and every day!!

Congratulations Carla, you deserve it, well done!



'Inspiration' award for our Alex!!

We are delighted to announce that this month we are awarding Alex Manea with an "inspiration award" following his quick thinking, common sense and initiative. Alex went into his customers' home recently and smelt gas on entering. Alex called us immediately and we advised him to call the number on the boiler and as a result, an engineer was out within two hours, thereby avoiding a potentially dangerous situation for the customer. The daughter of the customer wrote to us to say:

'I'm extremely pleased to see that Alex has been recognised for his high level of professionalism regarding Dads gas leak, it's lovely to know as a company you value your employees when they do something amazing. I have been in touch with Alex and expressed my appreciation for potentially saving Dad from what could of been a catastrophic situation. Please also thank him from us as a family, as to how grateful we are for his quick thinking'



Alex was calm and composed all along and a credit to his customer, Bluebird Care and most of all to himself. Well done Alex, you are an inspiration to us all!

Compliments corner - each month we will list some of the many compliments received from you about our care staff...

- ❖ Family told us that **Maria A** is a blessing for them. She makes their life so much better, helping them organise the house. They are extremely happy to have her around, and say she is always happy and ready to assist anyway she can.
- ❖ We received a call from the mother of a customer to tell us that **Adeela S** did a great job under difficult circumstances, and that they are so happy to have her as the carer for her daughter, she is great!
- ❖ The Physio who was treating one of our customers called us to say that **Vladimir** was so good when he was there. He added that Vladimir is very professional and excellent in everything he did.
- ❖ The husband of another customer rang to say that **Iлона** was brilliant and she managed to give a proper wash to his wife for which he is very grateful
- ❖ One of our new care staff has told us that **Gigi** has been very supportive with her, by teaching her how to do things properly, well done Gigi!



ARRANGEMENTS FOR YOUR CARE FOR CHRISTMAS PERIOD 2018

We are currently planning our rotas for the Christmas and New Year period and would be grateful if you would complete the enclosed chart to allow us to satisfy your needs. When you have completed the form please return it to us in the pre-paid envelope provided. Please be aware that there are additional charges on bank holidays. Thank you.

Our office opening hours over the Christmas period are below:

Date	Office opens at	Office closes at
Monday 24 th December	8:30am	3pm
Tuesday 25 th December (Bank holiday)	Closed all day	Closed all day
Wednesday 26 th December (Bank holiday)	Closed all day	Closed all day
Thursday 27 th December	8:30am	5pm
Friday 28 th December	8:30am	5pm
Saturday 29 th December	Closed all day	Closed all day
Sunday 30 th December	Closed all day	Closed all day
Monday 31 st December	08.30am	5pm
Tuesday 1 st January (Bank holiday)	Closed all day	Closed all day
<i>Then it's back to normal...</i>	<i>8:30am</i>	<i>5pm</i>

Our out-of-hours emergency service will be available 7am to 10pm as usual when the office is closed. The emergency number is **01628 902 455**



And last but absolutely not least, starting this month we want to recognise the work anniversaries of our staff. All staff receive a personalised email from Anne & Ian recognising their work anniversary but we also wanted to recognise these achievements in both our Staff and Customer Newsletters. We are doing so in order of length of service, for both October and up to 12 November.

Kerry Deacon	8 years
Nicky Beadle	7 years
Eunice Marimo	6 years
Tracy Cumberbatch	5 years
Carla Procopio	3 years
Gigi Miloszavlyev	3 years
Edyta Anzlik	2 years
Shanaz Ibrar	2 years
Valentina Kramar	2 years
Sharnjit Kaur	1 year



We want to thank each member of staff for their on-going commitment to the provision of high quality care in our community and for their loyalty to Bluebird Care. All of our care professionals do a wonderful job every day, helping keep our customers safe and independent in their own home.

Best Wishes as always, Anne, Nicky & Cindy