

Dear Customers,

We're already in to February of this new year, and it's lovely to see the evenings are getting a little lighter as we slowly head towards spring.

We're all hoping for a much more positive year after what feels like forever living through a pandemic. As the world starts to recover and get back to normal, please remember we are here to support you and your family through any changes you may be experiencing with your care needs. The office team are always on hand to talk, either by phone or email.

There are a few updates in this newsletter and I hope you enjoy the read.

**Gabi,**

*Director, Bluebird Care Fareham*

### Do you have something to share?

We would love to hear your stories, see your pictures and share your news. Email us to be in the next newsletter.

Email: [fareham@bluebirdcare.co.uk](mailto:fareham@bluebirdcare.co.uk)

### In this issue...

- Office update
- Gwen's award win
- Latest staff news
- Tips on staying warm
- Live-in Care



### Join our Quality Action Forum

If you have an hour to spare we would love for you to join us!

The Quality Action Forum is a way for customers, their relatives and staff to come together and discuss ways to improve the overall service that we offer. Your feedback is invaluable in helping us to ensure that we are delivering an excellent service that meets your needs. Therefore, we welcome you to join either the next meeting in May, or future meetings. Please let us know if you or your family members would like to attend, or email [jaspreetkang@bluebirdcare.co.uk](mailto:jaspreetkang@bluebirdcare.co.uk) for more information.

## Office update

With many new customers and staff joining us, we thought the below update on the roles of the office team may be useful. We will endeavour to update you with staff changes as and when they happen. We also have a 'Meet the Team' section on our website if you would like further details of everyone's roles. Please continue to use the main office number and the main office email address [fareham@bluebirdcare.co.uk](mailto:fareham@bluebirdcare.co.uk) if you need to contact us.

### The Office Team

**Gabi Sprechert** - [Owner/Director](#)

**Louise Richards** - [Registered Care Manager](#)

As many of you know, Louise is expecting her first child soon and will be going on maternity leave in April. We are currently recruiting for maternity cover and will keep you all posted when we have someone in place.

**Becky Simpson** - [Care Coordinator \(newly appointed\)](#)

**Sharon McLoughlin** - [Carer Supervisor](#)

**Louise Morgan** - [Customer Supervisor](#)

**Rachael Kellet** - [Finance Manager](#)

**Jas Kang** - [Marketing Manager](#)

### Meet Becky!

Becky has recently joined our team as the Care Coordinator. Having worked in care since 2015, Becky offers a wealth of experience gained from her previous roles as Care Assistant and Care Coordinator.

"I find that my experience as a care worker puts me in a strong position to understand both the needs of customers, as well as care assistants. I understand how vital coordination is to ensure a positive experience for both parties. Although it can sometimes be challenging to get the logistics right, I take pride in knowing that I perform to the best of my abilities and find it such a rewarding role. I'm really looking forward to getting to know everyone."



We are so pleased to have Becky join the Bluebird family and wish her all the best. Welcome to the team Becky!

## Staff News

### Good luck to Gwen!

Last year, long-standing Care Assistant Gwen, attended the regional 2021 Great British Care awards after being nominated for the Home Care worker award. Unsurprisingly, Gwen won the award and will now be heading to the national awards ceremony in Birmingham in March. She will be up against many other regional winners for the national Home Care Worker award, so we wish her all the best and to us she is already a winner!



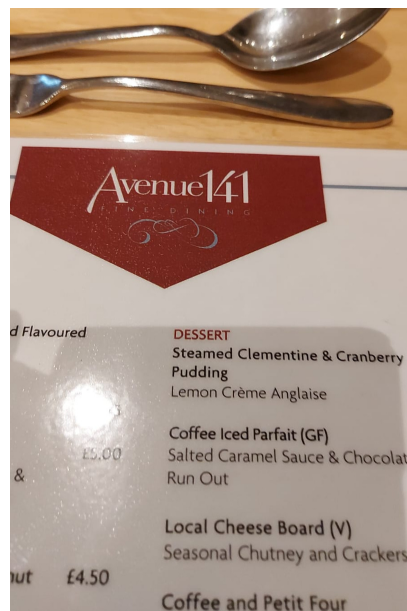
Gwen, regional winner of the Home Care Worker Award



The care team at their Christmas meal back in December at Cams Mill, while the office team covered their shifts so that they could all enjoy a very well-deserved evening out.



The office team enjoying their Christmas meal at the Spinnaker Tower.



A glimpse of the restaurant menu that Sharon enjoyed as her son Michael, is currently training to be a chef. It was definitely a 'proud mum' moment for Sharon and we can't wait to see some of Michael's future dishes!

# Keeping well and warm this winter



With the rising energy costs of late, it is understandable that many people are nervous about using the heating to stay warm when it's cold outside. So below are a few useful tips that may help you to stay warm in the colder weather.

- Set the heating so it comes on just before you get up and switches off after you have gone to bed.
- If it's particularly cold, set the heating to stay on longer rather than turn the temperature up.
- Ensure the house is well insulated such as draft proofing doors and windows. There are grants available for loft/wall insulation. Insulation can also help keep your house cool in the summer and help reduce overall energy costs.
- Switch off radiators in rooms that are not used and draw curtains in rooms to help retain the heat.
- Electric blankets are great to use when it's cold, however they do need to be checked by an expert regularly to ensure they are safe to use.
- Wear extra layers during the day but also long underwear under your pyjamas and use extra covers.



There are further useful tips and information on various websites, including Age UK and the NHS.

We understand it's not an easy time for many that are struggling with rising fuels costs, so if you are concerned please do speak with us and we will help to keep you and your home as warm as we possibly can.



# Do you know what Live-in Care is?

Our live-in care service has given many of our customers a new lease of life. It could be an ideal solution for you or a loved one for many reasons and we would be happy to discuss this in more detail with you.

- Live-in care is having a dedicated carer living with you in your home, this could be for a short period of time or long-term.
- A Live-in Carer offers you comfort, companionship and friendship. Many of our customers build strong, trusting friendships with their live-in carers.
- A Live-in Carer will help you to be as independent as possible in your home, and will assist you in living your life the way you want to.
- It could be an ideal short-term solution for when family members are on holiday.
- It may be perfect for those that require respite care or more help and assistance with their care needs and around the house.
- It is often a more cost effective solution than living in a care home.
- You will have the reassurance of being in the comfort of your own home with your belongings.

Want to know more? Speak with one of our friendly team today, we can also give you examples of how it has helped some of our current customers.



“She's my lovely blue angel”



Try Live-in Care for a weekend and see if it's for you!

We are offering all of our customers the opportunity to experience our Live-in Care service for a weekend to see if it works for you.

Interested? Speak to the office team to find out about costs and availability.

Safe at  
**Home**



## We are here!

Feel free to contact the team if you have any queries.

**Call 01329 832681 or email [fareham@bluebirdcare.co.uk](mailto:fareham@bluebirdcare.co.uk)**

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