

Newsletter Summer 2022



Welcome to our Summer Edition Newsletter

It is nice to finally see some warmer weather and summer springing into action. In the last 3 months since our last newsletter, we have been busy reviewing many aspects of our services which is something I like to do at least annually. The next part of our review will be asking you, our customer, for your views on our services, so please look out for this in the post or via email. If you wish to have an alternative way to give your feedback, then we will be pleased to offer this, just let us know.

Our focus page this time is around the Mental Capacity Act or MCA. This is a fundamental part of our service and is embedded within how our teams are trained and how we implement this to ensure that our customers are given their own choices at every given point. It is a subject that can seem complex and at times, difficult to understand for some people. This article will give some insight and understanding as to how we use these principals day to day.

Whilst the warmer weather is nice, it does bring some risks for some of our customers especially with staying hydrated. Dehydration is a big problem and poses a real threat of infection and risk of hospital admission. Our article will give you some helpful hints

and tips to stay well hydrated which we will also be focusing with our teams in the lead up to the warmer weather. All of our care plans promote hydration for all our customers, so our teams will always offer a drink at each care visit.

We continue to celebrate many achievements for our teams, this is such an important part of our ethos, promoting careers and attracting the very best people. Look out for some of the familiar faces!

Finally, this year marked an outstanding achievement for our Queen Elizabeth and we wanted to get into the Jubilee mood! Its been a very long time since we held a customer event due to the pandemic and we decided to open our Care Experience Zone to celebrate this fantastic achievement. Everyone who attended had a wonderful time and we have some pictures of the day on our website and also a feature in this newsletter.

I hope you enjoy reading our newsletter and I thank you for those who provided feedback. We will share the results in our next newsletter.

Take Care
Carolyn
Principal Director



How Our Carers Support the Mental Capacity Act in Bluebird Care Newmarket, Fenland, King's Lynn & West Norfolk



At Bluebird Care Newmarket, Fenland, King's Lynn & West Norfolk, we recognise how important the Mental Capacity Act is and our carers strive to follow the Act's principles. The Mental Capacity Act (MCA) 2005 relates to anyone involved in the care, treatment and support of people ages 16 and over living in England and Wales who are unable to make all or some decisions for themselves. The Act also supports those people who can make decisions and plan for their future.

About two million people in England and Wales are thought to lack capacity to make decisions for themselves. A lack of mental capacity could be due to:

- A stroke or brain injury
- A mental health problem
- Dementia
- A learning disability
- Confusion, drowsiness or unconsciousness because of an illness or the treatment for it

It is important to understand the five principles of the Mental Capacity Act and the responsibilities carers have.

Five principles of the Mental Capacity Act (2005)

1. Every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise.
2. People must be supported as much as possible to make a decision before anyone concludes that they cannot make their own decision.
3. People have the right to make what others might regard unwise or eccentric decision.
4. Anything done for, or on behalf of a person who lacks mental capacity must be done in their best interests.
5. Anything done for, or on behalf of a person who lacks mental capacity should be the least restrictive of their basic rights and freedoms.

To ensure that our carers are following the Mental Capacity Act and are enabling our customers to maintain their independence as much as possible, the following responsibilities are adhered to:

Care assistant responsibilities according to the Mental Capacity Act:

1. Always support customers to have choice and control over their care as far as possible.

2. Follow written care plans and listen to how each customer wants their support provided each and every time.
3. Explain to customers what you are doing and help them to understand if needed.
4. Give people enough time to think about what they want to happen except in an emergency when this may not always be possible.
5. If there is evidence to suggest that the customer lacks capacity to make a decision about their care report to your line manager.
6. Your line manager will review the care and support plan and if appropriate they will carry out a capacity assessment.

At Bluebird Care Newmarket, Fenland, King's Lynn & West Norfolk, we emphasise the importance for our carers to record and report any findings at the right time, in the right way and to the right people.

Recording is an integral and important part of social care and can be accessed by family members, health professional and social workers, should you choose so. Safeguarding concerns will be notified to our care managers to ensure we are providing the best health care to you. Recording is vital because:

- It supports good care and support
- It is a legal requirement and part of the care team's professional duty
- It promotes continuity of care and communication with other agencies
- It is a tool to help identify themes and challenges in a person's life
- It is key to accountability – to people who use services, to managers, to inspections and audits
- It is evidence – for court, complaints and investigations

Carolyn Dailey, Principal Director, said:

“We take the Mental Capacity Act very seriously. It is important for us to empower our customers to make as many decisions as possible and protect those who

can't. Our care assistants use the five principles of the Mental Capacity Act daily to make assessments to ensure that each individual customer maintains their independence as much as possible.

If you have any questions about the Mental Capacity Act and safeguarding, please do not hesitate to contact us and have a chat. At Bluebird Care Newmarket, Fenland, King's Lynn & West Norfolk, we are passionate about providing the very best care and support we can to our customers.”

Keep up to date!

Follow us on
Facebook



Did you know We have a facebook page?

It's well worth following us to keep up to date with any Bluebird Care events going on in your area. It's also a great place for really useful information.

www.facebook.com/BluebirdCambs

www.facebook.com/BluebirdCareNewmarket

'Stay Hydrated this Summer'

says Bluebird Care

As the weather continues to stay warm and remain humid, Bluebird Care is sending out the strong message that heat and sun exposure is extremely serious and potentially life threatening – and is urging people across the area to stay hydrated and prepare for the hotter days with some simple tips to stay safe in the sun.

Almost 900 deaths in over-65s were recorded in the summer of 2021 due to soaring temperatures in the U.K. This highlights the danger of high temperatures and the importance of being prepared. Staying hydrated is essential particularly for those in high risk groups, such as babies, children and older people. Government recommendations suggest everyone should have around 6-8 glasses a day, which can be water or sugar-free drinks (NHS Eatwell Guide, 2020).

Bluebird Care has launched their Summer Hydration initiative. As part of this they will be sharing tips across social media and sharing links to national resources to help ensure everyone is prepared for the hotter weather.

With the frequent and sudden changes in British weather Bluebird Care want to issue a reminder for people to stay prepared and alert for the hotter weather.

Tips from the NHS include:

- Keep your home cool by closing your blinds and curtains
- Avoid extreme heat where possible
- Stay hydrated with water, avoiding alcohol, caffeine and sugary drinks
- Stay alert by keeping up to date with weather forecasts

- Check on relatives and neighbours who may be most at risk
- If you need to go outside plan ahead, have plenty of food and water as well as sun protection (sun cream, sun hat and sunglasses)
- Avoid outings in the middle of the day, 11-3pm is the hottest part of the day.

(NHS Heatwave, 2021)

Carolyn Dailey, Principal Director, said:

"Many vulnerable people feel lonely and isolated and we are often unaware of the real threat to life that extreme weather can cause to at risk groups.

Staying hydrated in the summer months is vital as the sun can often catch us off guard, giving little time to take precautions against the heat. It's important to stay alert for the hotter weather now by taking simple precautions like making sure you are aware of the weather forecast, finding an hour to keep cool, speaking to your neighbours about coping with extreme heat and make sure you are drinking enough fluids.

We are reaching out to the community to ensure that they keep in regular contact with their friends and neighbours to take precautions to stay safe this summer. If anyone would like further advice or are in need of home care over the summer, please contact the team at Bluebird Care."



Bluebird Team Achievements

Megan Langham

Well done Megan on becoming a fully-fledged Care Assistant.

Congratulations to Megan Langham, one of our Newmarket team members, who is celebrating passing her probationary period with us and becoming a fully-fledged Care Assistant.

Well done Megan and welcome to the team!

Cara Whitby

Well done to Cara on becoming a fully-fledged Care Assistant.

Congratulations to Cara Whitby, one of our Wisbech and Fenland teams, for passing her probationary period and becoming a fully-fledged Care Assistant.

"I am happy to have passed my probation. I have enjoyed that every day is different. Working with Bluebird Care has been a pleasure," said Cara.

Lisa Misseldine

Well done to Lisa on her 2nd year with us.

Congratulations to Lisa Misseldine, one of our Fenland team members, who is celebrating her 2nd year with us.

Well done, Lisa, we love having you on the team.

Hayley Husson-Young

Well done to Hayley on her 2nd year with us.

Congratulations to Hayley Husson-Young, one of our Newmarket team members, who is celebrating her 2nd year with us! Hayley said: "I'm proud to have been with Bluebird Care for two years. I've had the opportunity to develop my career and would like to continue to develop it even further in the future".

Well done Hayley, we're all so proud of you.

Chloe Parfremment

Well done to Chloe on her 1st year with us.

Congratulations to Chloe Parfremment, from our Fenland Team, who is celebrating her 1st year with us! Well done!

"Over the past year I feel like I have developed really good relationships with all my customers. I have gained a lot of valuable experience and confidence during this time", said Chloe.

Corrinne Butler

Well done to Corinne on her 4th year with us.

Congratulations to Corinne Butler, one of our Newmarket team members, for celebrating her 4th year with us.

Well done, Corinne on a fantastic achievement.

Michelle O'Brien

Well done Michelle on becoming a fully-fledged Care Assistant.

Michelle O'Brien, one of our Ely team members, has passed her probation and become a fully-fledged care assistant.

Congratulations, Michelle, we're all very proud of you!

Bridget Gumbo

Well done to Bridget on her 1st year with us.

Congratulations to Bridget Gumbo, one of our Live-In Care Assistants, who is celebrating her 1st year with us.

Bridget says: "I am very happy and satisfied with my job role with Bluebird Care, it's a great organisation.



Lynda Howell

Well done Lynda on becoming a fully-fledged Care Assistant.

Congratulations to Lynda Howell, one of our Ely and Fenland team members, for passing her probationary period and becoming a fully-fledged Care Assistant. Well done!

It's great to have you on the team!

Harriet Arinaitwe

Well done to Harriet on her 3rd year with us.

Harriet is a committed member of our Cambridge team who is loved by our customers.

Well done Harriet!

Eloise Baker

Congratulations to Eloise Baker, one of our Ely and Fenland team members, who is celebrating her 1st year with us.

Eloise is well away with her career and is currently completing her NVQ in health and social care which we are supporting her with...fantastic!

We were excited to announce our first customer event since the start of the pandemic in our Care Experience Zone.

We held a Jubilee party with some of our customers who were able to attend, with an afternoon tea, music and chatting. There was lots of joy and laughter along with strawberries and cream, and an all-important toast to our Queen.

A big thank you to the team members who got involved, they also had a wonderful time!



Our Queens Jubilee Party



We have lots more events coming up! Its wonderful to spend time with our customers and we have a lot of fun So keep an eye out for more events soon!!

Newmarket & Fenland, King's Lynn & West Norfolk

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Meet Your office Support Team



Carolyn Dailey
Principal Director



Keith Dailey
Principal Director



Denise Allen
Operations Director



Dani Durrant
Coordinating Director



Heather Porter
Care Director



Joanne Bowman
Deputy Manager
(Cambridge)



Harriet Sibson
Lead Customer Care
Manager



Terri Evans
Training Manager



Emma Sibthorp
Lead Care Coordinator



Katie Manson
Recruitment & Team
Manager



Mikayla Angelo
Training Customer
Care Manager



Zita Kratki
Training Live-in
Care Manager



Summer Thurston
Training Customer
Care Manager



Cathy Tofts
Training Coordinator



Georgia Blatter
Care Supervisor



Melanie West
Care Supervisor



Hannah Mayes
Care Supervisor



Cathleen Anderson
Care Supervisor



Victoria Baniene
Care Supervisor

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