



Bluebird Care Lancaster & South Lakeland

Newsletter No 9 Christmas 2020

Well, Christmas is upon us, and what a year it has been. I think we can all agree that we will be glad to say goodbye to 2020, and welcome in 2021 and a vaccine. Hopefully then we can begin to return to normality.

As a company we have had to adapt, think on our feet, and learn some new ways of working. And I hope you can agree we have done this competently and above all, safely, giving you the best protection that we possibly could, while continuing to deliver top quality, compassionate care to you all.



Feedback

We have received some lovely feedback from you this year, thank you so much. Here are just a few examples:

"The carers are diligent and friendly. Despite recent restrictions due to Covid 19, they continue to carry out their duties in a relaxed and friendly way whilst wearing appropriate PPE"

"Bluebird was like a breath of fresh air; we hadn't realised that care could be so good. When you..... want to stay in the comfort and convenience of your own home, you also want to feel safe, confident and happy with the people coming into your home to help and care for you; with Bluebird Care, you can be sure of this feeling. Friendly, kind, well presented, efficient and capable, the Bluebird carers also brighten your morning when they arrive. They couldn't be better!"

"I was so worried when Coronavirus started but need not have been, carers all had masks and gloves, aprons etc; all the usual PPE equipment. They have all been understanding, They let me know what time they are coming I know my husband is in very capable hands, so I can nip out to take our little dog for her walk. She sits in the window and watches for their cars coming up the drive".



Recognising Achievement

We have continued to celebrate our carers' milestones, such as recognising end of probation, completion of the Care Certificate, and by rewarding loyalty with awards for long service.

We have not awarded our usual Carer of the Month award during this year. It would be impossible to single any one carer out – they have all given their absolute best. Instead, each & every one of them has been rewarded this year with a special gift.

Here is just one of our 2020 heroes, Mandy (with a few friends!) receiving her gifts.



We will return to awarding Carer of the Month in January

If you would like to nominate a carer please email us at lancasterandsouthlakeland@bluebirdcare.co.uk, or write to us at Bluebird Care, Willow Mill, Lancaster, LA2 9RA.

Care Staff

We have said goodbye to some old friends and we have welcomed many proud new carers to our team. Some have come to us from different work backgrounds, all wanting to make a difference and to help people to lead fulfilling lives in their own homes.

Our care team, whether established or new, have been PHENOMENAL and we know you appreciate them as much as we do. The phrase “above & beyond” is overused these days but our team really HAS gone above & beyond in these extraordinary times.

Staff Socials

We have not had any staff socials this year for obvious reasons, but we did have a (slightly raucous!) zoom video staff get together in the summer, with a bit of a singalong.

Management Team

If you need to contact us, the number to call for any of us, as always is:

01524 388829

Allison Freedman, our Registered Care Manager, continues to steer the ship wisely & reassuringly through these challenging times.

Rachel returned from maternity leave in the summer, and her new role is Supervisor to our staff, supporting newbies & oldies alike.

Paula is our Customer Liaison officer, so if you need to discuss your care needs, Paula is your first port of call.

Becky continues to be Live-in Care Manager and our South Lakes Manager

Carys continues to head up our recruitment process, oversee quality, and ensure the smooth running of our systems



We have recently welcomed **Jess Hyde**, our new coordinator. Her task is to ensure that the right carer is in the right place at the right time for you – that's no mean feat!

Congratulations to **Claire Williamson** on her recent promotion to Senior Carer.

Many of you will already know Claire, and you will see her out and about, supporting our team, ensuring that we are maintaining standards, and helping you by ensuring that your care needs are being fully met.





Claire says: "I feel very proud to be a senior carer for Bluebird Care. After working with various care providers over the last 20 years I can honestly say our Bluebirds go above and beyond and I'm lucky to work for such a good company. From carers to management, the priority is always the customer and that's what makes working for this company a pleasure".

Move to Willow Mill



As you know we have moved into Willow Mill, and all has gone well. We are now well settled in to our new home - at 2 metres apart, naturally!.



Jess, Paula & Becky outside our new offices.

A few Christmas jokes to raise a smile:



- Why are Santa's reindeer allowed to travel on Christmas Eve? They have herd immunity.
- Why did the pirates have to go into lockdown? Because the "Arrrr!" rate had risen.
- Why is it best to think of 2020 like a panto? Because eventually, it's behind you!

Your Care Over Christmas

Of course, we continue to provide our care service throughout the period, and our out-of-hours facility remains in place too. Just call **01524 388829** if you need us urgently.

A word from our Director:

"I have always had great confidence in our team, but they have surpassed even my high expectations in this challenging year. I'm sure you will agree that they have continued to ensure we deliver the highest quality of care to you, despite the pandemic."

Even though our carers may look different, in their PPE, I feel sure that the care you have received has been of the same high standard as ever.

Sending warm good wishes to you all for a very Happy Christmas, and a vaccinated New Year!"

David Evans

Director Bluebird Care Lancaster & South Lakeland



Live-In Care

Do you know about our live-in care service?

This is an increasingly popular alternative to moving into a care home. It gives you or your loved ones the opportunity to stay in their own home and adapt to their changing needs. For some people it offers a way of continuing to live as independently as possible at home in their local community surrounded by familiar friends, family and personal belongings which are comforting.

Bluebird Care value what is important to you about the way you live your life so we can provide the care you want, the way you want it.

For an informal discussion about the options available please contact Becky Barnard at Bluebird Care on telephone number: 07494 764847, or email BeckyBarnard@bluebirdcare.co.uk

The benefits of Live in Care:

- Independence • Companionship • Couples can remain living together • High level of personal one-to-one support • Building relationships with continuity of care • Minimal disruption of chosen lifestyle • Individuals can stay in their own homes • Family pets can be kept • Peace of mind