

BLUEBIRD CARE Today



Care in YOUR Community

News from Bluebird Care
Stafford | Winter 2019



Recent Care Quality Commission Inspection 2019

You may be aware we have recently been inspected by the Care Quality Commission (CQC).

CQC monitor, inspect and regulate the overall quality and provide a rating for each care service under the Care Act in England. The process also involves interviewing some of our customers, members of our care team as well as other health professionals.



We are exceptionally proud to announce Bluebird Care Stafford received an 'OUTSTANDING' for Caring with an overall rating of 'Good'. Inspectors found our customers and their loved ones, are at the heart of our care.

The service we offer was also found to be remarkably safe, effective, well-led and responsive.

Outstanding for Caring

Rated **Good** Overall



Their comments and observations have been extremely encouraging and positive.

We at Bluebird Care take great pride for what we do in the Staffordshire community.

We are honoured and humbled with the comments received from our customers, their family members and our care team.

Overall Good	Safe	Good
	Effective	Good
	Caring	Outstanding
	Responsive	Good
	Well-led	Good

Bluebird Care Stafford are supporting Elf Day and raising money for the Alzheimer's Society.



We are excited to announce our Christmas party will be held at our office on Friday 6th December. All our customers, friends, relatives and care team are invited.

We will also be raising money for the Alzheimer's Society by holding 'Elf Day'. All our team will be dressed as Elves in order to help raise money. To find out more about the day, how to get involved or would like help with attending, please speak to our office team.



We have been named one of the Top 20 home care providers in the West Midlands!

We are extremely proud to announce we have been named one of the West Midlands top 20 home care providers by leading review site, homecare.co.uk.

The award is based on reviews from Bluebird Care Stafford's customers and their loved ones. Reviews were analysed by homecare.co.uk, before a top 20 list was drawn up out of 532 home care providers.

Each care provider is rated on:

Overall Standard & Staff, Care and Support, Management, Treated with Dignity and Value for Money.



Bluebird have been nothing but supportive since the first phone call I made to them enquiring about their services. They have endeavoured to accommodate all the increasing support we needed over the weeks. From the initial assessment meeting to the ongoing business of arranging rotas, the administrative personnel were professional, efficient, patient and reassuring. The carers themselves were all, without fail, punctual, compassionate, friendly, incredibly competent and made the whole family feel our father was in good hands.

The fact that Dad felt this too, was the most important thing.

We have had a great time with Bluebird. They have helped my wife a lot with getting her out and about plus the care. The carers are more like friends that can be trusted. It's more than just a job for them."

Bluebird Care came into our lives and relieved us of our worries. Thank you."

"Enjoy talking to carer. Very happy with care. Thank you.

Coffee Morning



The entire team at Bluebird Care Stafford would like to thank everyone who supported us at our Macmillan Coffee Morning on Friday 27th September 2019.

We are proud to say we had yet another successful Coffee Morning with our customers, friends, family and community. What an enjoyable day it was, full of fun and games as well as lots of tasty treats.

It was lovely to see everyone enjoying themselves whilst supporting this important charity.

We are extremely grateful and would like to thank everyone for their amazing support and generosity, as a result we managed to raise £124.50 for this great cause.

MACMILLAN CANCER SUPPORT



Top Marks in our Annual Surveys!



We are always working hard to ensure that the care we deliver is to the highest of standards.

Customer Survey

We conduct Annual Customer Surveys and would like to thank all our customers who responded. This really does help us to get a picture of how we're doing and where we need to improve.

Please see below a summary of the results from our customers:

- **100% Satisfaction** that care workers support their independence and show commitment to their role.
- **100% Happy** that their care plan reflects their needs.
- **100%** are **Satisfied** with the care they receive
- **92%** found their care workers are **polite** and treat them with **dignity & respect**.

The overwhelming result has been extremely positive, with very generous comments from customers and family members. Here are some of the replies when asked

“What do you like about Bluebird Care?”

**“prompt & pleasant” “efficient”
“polite” “organised and professional”
“willing” “reliable” and
“committed to their clients.”**

Care Assistant Survey

We value the excellent work of our care team who do a fantastic job in supporting our customers and have carried out a survey to give them an opportunity to share their views of how we are doing.

We are pleased to announce that our latest Care Assistant Survey indicates positive results, with 100% of respondents indicating they receive sufficient support needed to carry out their roles.

In addition, 100% of respondents indicated they enjoy their role and they would recommend us as an employer to their friends.

Below are some of the comments from our team members:

**“I enjoy meeting new people”,
“I love making people feel happy and safe”,
“I love seeing all my customers regularly”,
“I enjoy helping and supporting people”**



New Service Offering - Health and Wellbeing Checks



THE KEY VITAL SIGNS THAT OUR CARE CHAMPIONS TRACK INCLUDE:

Blood pressure and pulse

Temperature

Breathing and oxygen saturation

Alertness

General wellbeing, which is assessed through a questionnaire

HOW CAN YOU OR A LOVED ONE BENEFIT FROM THIS SERVICE?

Results are recorded digitally using Bluetooth enabled equipment

Results can instantly determine if any action needs to be taken using the NEWS2 matrix

In certain circumstances, it could mean that a hospital admittance is avoided

Bluebird Care can quickly notify a family member or a health professional

Our Health and Wellbeing Checks service is the perfect way to start or upgrade your care journey.

It involves a 30-minute visit from one of our professional care champions to track your key vital signs. This can help support you by alerting you, a family member and your key healthcare professionals to any changes that could show something isn't quite right.

This unique service can spot early signs of a decline in a person's physical, mental and emotional wellbeing.

Getting help quickly could prevent further deterioration and the need to go to hospital.

How often does a Health and well-being check take place?

The visits can be as often as you need. They would usually take place once a week, every week at the same time.

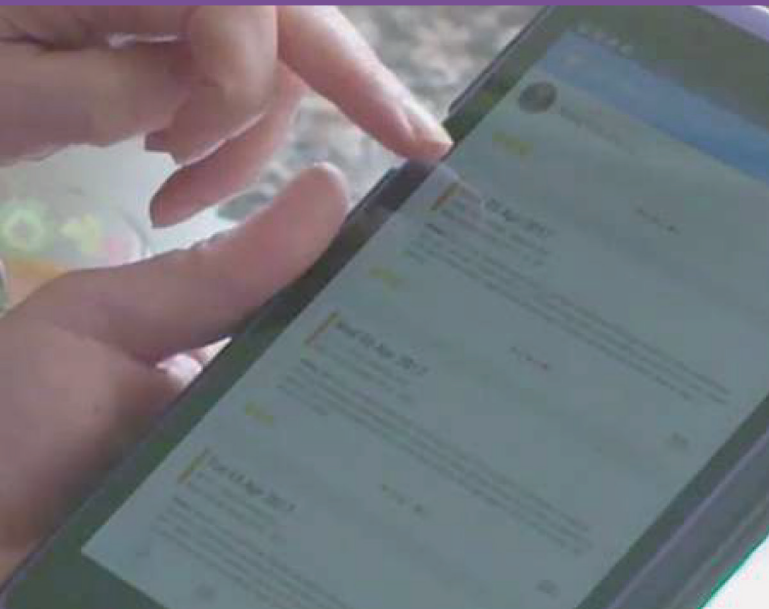
We can provide the Health and Wellbeing Checks as a stand-alone service, part of a new tailor-made package of care or as an addition to an existing package of care.



Bluebird Care

Health & Wellbeing Checks

Bluebird Care Stafford have launched the PASSsystem



We are extremely pleased to inform you that we at Bluebird Care Stafford have recently further digitally enhanced our care systems by implementing The PASSsystem.

The PASSsystem is an award winning, mobile based system which our care staff have access to through a secure app on their mobile device.

The app allows our care assistants to tag into a visit and log all notes in real time as well as, receive live information regarding changes to a customer's care plan, for example changes to medication or additional tasks to be completed during a care visit.

Once the visit has been completed all care notes and medication records are entered via the PASSsystem app on their mobile device to allow 'live data' which will continually improve our service.

This marks a substantial improvement in homecare and we are proud to be leading the way, striving to continually improve our customer service.

What's also great about the PASSsystem is that family members can sign up to have access to their loved one's care notes.

For more information about the PASSsystem, please contact our office team.



CARE ASSISTANT OF THE MONTH



We are very proud of our care assistants and we continually strive for the very best team to support our customers. To recognise the fantastic work that they do each month we have a 'Care Assistant of the Month Award' for a member of staff who has excelled in their role. Each Care Assistant of the Month receives a bottle of wine and chocolates.

We would love for you to get involved and should you wish to nominate a carer then please contact us.

Please see below our Carer of the Month from June to October 2019:

OCTOBER

***Congratulations to Sam Townsend
Care Assistant of the Month!***



SEPTEMBER

***Congratulations to Laura Lawson
Care Assistant of the Month!***



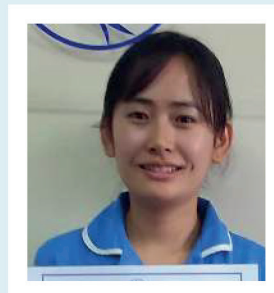
AUGUST

***Congratulations to Sadie Wardle
Care Assistant of the Month!***



JULY

***Congratulations to Nisha Limbu
Care Assistant of the Month!***



JUNE

***Congratulations to Jim Erdwin
Care Assistant of the Month!***



Did you know we also offer Live-in Care, Respite Care and Night Sits?



Our Live-in Care Service

At Bluebird Care we believe that the best care is delivered in the comfort of your own home, where you feel safe and secure. Our bespoke live-in care service is personalised to meet your individual needs, requirements and can be a great alternative to residential care.

Our dedicated care assistant's will be with you 24 hours a day, providing one-to-one support whenever you need it.

Live-in care can be a short-term care solution if you have recently been discharged from hospital and need support in regaining your independence and confidence, or on a longer-term basis if you have some complex care needs and health challenges.

Our Night-Sit Service

Homecare doesn't have to stop at night and Bluebird Care's overnight service can be put in place so that our customers can rest comfortably throughout the night too.

Our night-sit service can either be a sleeping night or waking night to suit our customer's needs.

Our highly trained and reliable care team ensures there is someone at hand to assist whenever required.

Our Respite Care Service

In order to take good care of your loved one, you need to also make time for yourself and at Bluebird Care we understand that time to rest and recharge is essential.

With our Respite service in place you can relax knowing that your loved one is in safe hands, being supported and cared for in the comfort of their own home.

We can provide a service that is just how you want it, giving you the peace of mind, you need to take that well deserved break.



Care in your own home



More than care



Friendly service



We're good at what we do



One size never fits all



PUZZLE CORNER!



WORDSEARCH

Can you find all the words above in the grid to the right?

H	X	Q	Y	O	D	Q	U	O	Z	S	X	S	C
E	T	R	B	Y	I	F	U	C	H	A	P	P	Y
L	V	X	P	T	D	W	A	A	G	B	E	Q	F
P	V	I	N	S	Q	R	A	I	L	S	L	Q	D
S	D	S	S	E	I	K	I	B	X	I	Y	E	S
G	N	I	D	N	A	T	S	T	U	O	T	H	T
N	X	H	G	O	O	T	O	H	S	T	S	Y	A
E	M	O	H	H	R	P	O	X	I	A	E	Q	F
Q	B	R	T	O	T	M	S	M	N	S	F	B	F
T	C	E	P	S	E	R	M	E	K	R	I	E	O
P	A	P	I	C	C	O	N	T	R	O	L	N	R
M	U	S	A	A	C	B	L	U	E	B	I	R	D
S	S	R	E	E	R	A	C	Y	L	F	K	T	N
A	E	T	R	M	G	C	D	X	W	B	K	A	W

ASSIST
 BLUEBIRD
 CAREER
 CARING
 COMMITTED
 CONTROL
 HAPPY
 HELP
 HOME
 HOMECARE

HONESTY
 LIFESTYLE
 OUTSTANDING
 QUALITY
 RESPECT
 RESPONSIVE
 SAFE
 STAFFORD
 SUPPORT
 TEAM

CHRISTMAS SUDOKU

Can you complete the Christmas sudoku?



We Are Recruiting / Job Opportunities



Due to our ongoing success and growth **Bluebird Care Stafford** are now recruiting for

Full & Part Time Care Assistants.

We are known throughout Staffordshire for the high-quality home care and support we provide and the secret to our success is our fantastic **Care Workers**, who go the extra mile for our customers every day!

Are you a kind, caring and compassionate person?

Can you make a difference to a person's life and are looking for a rewarding career?

If so, we want to hear from you!

This position would suit individuals living in and around Stafford and surrounding area.

No previous experience is needed as we provide the very best training, support & development.

ALL APPLICANTS MUST HAVE FULL DRIVING LICENSE & OWN CAR

For more information contact us today!

Contact, visit or telephone us on:

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