

Bluebird Bulletin

The Home Care Newsletter for Customers



MAY 2019

Rushcliffe
and
Melton

Tel: 01159 333114

Issue 7

IN THIS ISSUE



Care Quality
Commission

CQC Inspection Report – pg. 2

Health & Wellbeing Service – pg. 2



A Celebration of Services for Older People

In April 2019, Bluebird Care hosted a free special event open to existing customers and the general public, to celebrate the many charities and groups who work so hard for older members of our society. The goal was simple - to have a positive impact on the local community by helping improve lives for older people throughout the Borough of Rushcliffe.

During the course of the event, which ran from 10am-1pm on Wednesday 10th at Grange Hall (Radcliffe on Trent), guests had the opportunity to walk around 22 different exhibits and engage with a diverse range of services and charities, including:

- Versus Arthritis
- Notts Fire & Rescue
- Tunstall Healthcare
- Radcliffe Library
- Parkinson's UK
- Metropolitan Connect
- Rushcliffe CVS
- R. Sharp Solicitors
- Diabetes UK
- W. Bridgford Solicitors
- G. Sharpe Foot care
- Notts Police Service
- Rushcliffe All Ears
- Wiltshire Farm Foods

In addition to the many exhibits on show, guests enjoyed complimentary refreshments whilst being entertained by a wonderful live performance from the Radcliffe on Trent Male Voice Choir. Those also looking to work off that second slice of cake could take part in a chair-based exercise class run by Everyone Health.

All in all it was a fantastic morning, providing Bluebird Care with an opportunity to say thank-you to some familiar faces, and also to 'meet-and-greet' some new ones. We aim to host more of these informative, friendly social gatherings in the future, which can help combat the loneliness and isolation often experienced by older people in our society. These types of events also provide a much-needed platform to raise public awareness of all the incredible health and social care organisations out there available to help improve people's independence, wellbeing, and overall quality of life.



Fig 4. Bluebird's on 'drinks duty'

Welcome to the 7th issue of the Bluebird Bulletin – May 2019, the newsletter produced and dedicated to you our customers, and your loved ones.

It's been a busy start to 2019, having experienced our second CQC inspection in February alongside launching a brand new Health and Wellbeing service for our customers.

Furthermore in March, we hosted our first community event to help raise public awareness of all the fantastic charities and services which help older people to remain living independently at home.

Andrew (Bluebird Care Director) stated that "Over 65s play an important role in our society. Not only have they contributed in previous years to civic life, but they also contribute greatly to the local economy giving hundreds of hours to community groups."

This event was a resounding success, achieving its aim of giving something back to the community whilst also saying 'thank-you' to our existing customers.

Other news - we have invested in several mobility aids called 'handy bars', which assist people with getting in and out of vehicles. They easily slot into any car door bracket functioning as a support handle to push up from. Care staff can loan these to assist customers accessing the community.



Fig 1. Exhibitor's showroom at Grange Hall, Radcliffe on Trent



Fig 2. Radcliffe on Trent Male Voice Choir



Fig 3. Exercise class by EveryoneHealth

Peter Bryan
Registered Care Manager

Rushton Vale Ltd

Bluebird Care (Rushcliffe & Melton)

Inspection report

82 Grantham Road
Radcliffe On Trent
Nottingham
Nottinghamshire
NG12 2HY

Tel: 01159333114

Website: www.bluebirdcare.co.uk



Date of inspection visit:
14 February 2019

Date of publication:
09 April 2019

Overall
Good

Read overall
summary

Safe	Good ●
Effective	Good ●
Caring	Good ●
Responsive	Good ●
Well-led	Outstanding ☆

On 14th February 2019, Bluebird Care received its second CQC routine inspection. The Care Quality Commission are the independent regulator of health and adult social care in England, and look to ensure that regulated services, such as homecare providers, are delivering safe, compassionate, high-quality care to their customers.

This inspection was planned to check whether we, as a provider of domiciliary care, are meeting the legal requirements and regulations associated with the Health and Social Care Act 2008, and to look at the overall quality of the service, and to provide a rating for the service under the Care Act 2014 (shown above).

We are pleased to report that Bluebird Care received an overall rating of 'Good' with 'Outstanding Qualities', which is not only a fantastic result, but a solid improvement on the last inspection rating. The significant progress made over the past three years is a clear testament to the dedication and hard work of the entire Bluebird Care team, and we thank everyone for their valuable contributions.

Read the full report via the CQC website at www.cqc.org.uk/location/1-1216789167



Fig 5. Bluebird Care proudly hosting a community event – 'A Celebration of Services for Older People'

Introducing our brand new Health & Wellbeing Service

In February 2019 Bluebird Care launched a brand new service called the Health & Wellbeing Check. This additional service is designed to complement existing customer care packages by bridging the gap between key aspects of health and social care. The service encompasses a weekly 30 minute customer visit carried out in the comfort of their own home, where vital sign readings are taken along with a general wellbeing questionnaire.

This allows for an earlier point of detection if the customer is becoming unwell or if something within an already identified condition is changing. By proactively monitoring an individuals' physical, mental, and emotional wellbeing, we can help to prevent a serious decline in health and reduce avoidable hospital admissions.

The vital signs that are recorded include:

- Blood pressure
- Heart rate
- Temperature
- Breathing/oxygen saturation
- Alertness
- Wellbeing questionnaire



All measurements are taken through battery powered and Bluetooth enabled devices. These devices are linked to a computer system which generates an automatic report utilising the NEWS2 (National Early Warning Score), a system used nationwide to standardise the assessment and response to acute illness. The report is then shared automatically with the relevant persons in the predefined customer protocols (such as the Bluebird Care office, GP or a family member), so that immediate action can be taken if applicable.



Fig 6. Health & Wellbeing check – Blood Pressure monitoring

The Health and Wellbeing service is both suitable for existing customers looking to enhance their home care experience, or to those first embarking on their care journey. As this is a visit that takes place once a week, it is a soft introduction to care assistants visiting a customer's home.

As it is a visit that isn't time sensitive, it can be completed flexibly at any time during office hours on any day of the week. However, once established, the service will be delivered at regular intervals to maximise consistency and accuracy of the results.

Whilst it must be noted that the NHS provides a similar style of health check via GP practices, this process usually involves making an appointment at your local surgery, which is less convenient and less practical compared to having check-ups at home. GP appointments are also typically made at a point in time where the patient is already feeling unwell, delaying diagnosis and follow-up treatment. Conversely, our Health and Wellbeing checks allow for a more proactive response, presenting a better opportunity to get ahead of illness.

Diversifying our range of care services has not only given us the opportunity to professionally develop existing care staff to champion the Health and Wellbeing service, but it has also enabled us to provide an overall safer, more responsive, and effective home care service to our customers.