



A word from our Managing Director, Bernadette

Ten years and one branch in the New Forest

As our first business meets its 10th anniversary, I want to capture what has struck me most about these fantastic years. This little branch in Lymington is my first love, and with this “love” comes all the highs and lows we had. I founded this branch in 2012 from my cupboard at home and opened the doors of the new office in August for trading. We have looked after more than 600 customers and delivered more than 227000 care hours over these years. Over the 3650 days, we have managed to get an “Outstanding” rating from the CQC. We supported many care assistants in their new roles and developed them throughout their careers. We said goodbye to talented people who moved on to the top of their careers, supported hundreds of families by looking after their beloved from afar, as well as supporting our own staff with going through their own difficulties. So, it has not really been all work, but more like a play, involving a talented cast. So I think through this journey, I am qualified enough to give some insights into what makes a good business and good leadership. Here are some thoughts;

- **Work with people you love being with.** We work with teams and need to be able to trust each other to drive the business forward and help out. Have one person in the mix who is not on board with this, and then you are not able to execute. By” Love”, I do not mean that you are friends outside work, but you have an appreciation of their commitment and ethics.
- **Humility is number One.** When you work with talented people, arrogance has no place. You lead by example. There is no room for smugness as it does not work out in the long run.
- **Real supporters help you to succeed.** I could not have achieved this if it was not for these amazing people who had no agenda, who were not in it just for the money, but because of admiration and respect and belief in us, who grew in their roles and stuck with us through thick and thin. I am indebted to so many who have given their time for no ask.
- **Never give up.** Running a business takes its toll on your personal life. We have spent many evenings and weekends sorting things out to ensure our customers are safe and looked after and helping our staff. By doing that extra, that might be the difference in times in keeping the lights on, paying our staff always on time and recruiting the right people.
- **Integrity and honesty.** Treat people the way you expect to be treated. It is a small world, and you should be comfortable on every level with the decisions you make.



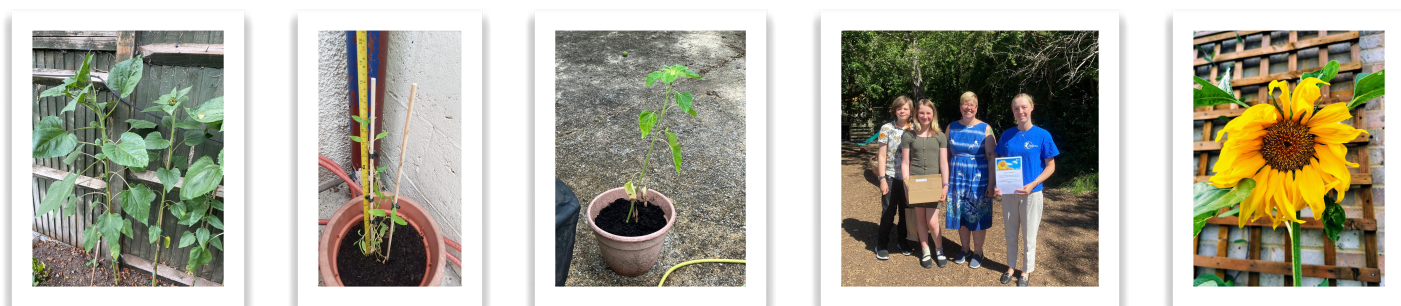
With all this in mind, I hope to continue another ten years and take our talented people under our wing and fly further. Our branches in Southampton, Portsmouth, Totton and Ringwood and our live-in care division have further potential. We hope to celebrate our first decade with you all. Please read our newsletter with all our events and join us to celebrate.

Extension of deadline for our Sunflower Competition!

At Bluebird Care, we are always up for having some fun. In 2021, we had a very successful "Grow your Sunflower Competition", and we managed to raise more than £400 for the Food banks across the South. This year we wanted to support the Solent Dolphin Charity. We want to support causes like this as the charity will suffer from rising fuel prices in the current economic environment. So through our fundraising efforts at various fetes, we have already managed to donate money. With our sunflower competition, we can top it up even more. Some of you have taken one of our grow pots; hopefully, your magic fingers have managed to nurture these little seedlings.

These Giant sunflowers can grow up to 2 meters (taller than Mr Mills, Our Managing Director).

The final measurement of sunflowers was initially scheduled for 31 July. However, various colleagues have shown their sunflower pictures, and they need to get a bit more fully grown. So, therefore, we have extended our deadline to the end of August. Ask your carer to take pictures of the progress of your green ambition, and we would love to be kept in touch.



Our little branch in Portsmouth has moved!

This month we decided to move our branch more centrally. We had a short deadline to move out. With all hands on deck and help from the office team and their family members, we successfully moved location within the old Nat West Bank in North End. We are opposite Lidl on 70 London Road, and we are so pleased with the new premises. It is a great, happy space to welcome visitors. (With air-conditioning!!)

If you are in the area, do pop in. Our team would love to see you.

We hope to invite you all on Thursday 8 September for our Grand Opening Day from 10.30 am till 2.30 pm. We want to celebrate the tenth anniversary of our group and the new office!

We will have some cakes and coffee ready to share. We are now on the ground floor, with easy access for all.



MacMillan Coffee Mornings in the new office!

Get your diaries out for our fun coffee, cakes and chatter morning. We are hosting a Macmillan coffee morning in our new Portsmouth office.

Various companies host coffee mornings for the Macmillan fund that supports people living with cancer. Last year, over £11 million was raised.

This year, we are hosting several coffee mornings and afternoons, so our carers and customers can bake their hearts out for a good cause.

The event will take place on Friday 23rd of September.

We look forward to seeing you!



What a great success, our Tea dance in Portsmouth

At the end of May, we held our Tea Dance in the Cosham Baptist Church. It has been more than two years since we got everyone together. It was an excellent experience for us all. This time we invited our carers and their families to join in on the celebrations. Sophie and her team had organised it perfectly. We had lots of sandwiches, cakes and drinks. Plenty to share around. The music was provided by Hannah Clarke, who engaged us all with her beautiful voice. Some of our customers even took the opportunity to dance away on the dance floor. For us, it was also an opportunity to recognise the strength and compassion of our staff and meet our lovely customers and their families.



We used the opportunity to host our annual awards ceremony. The awards given were much deserved, and the following people were our winners:-

Carer of the Year; Kelly Hall. Kelly works well with the team and often goes beyond her duties to ensure the safety of our customers. She is well-liked overall; nothing is ever too much for her.

Office worker of the year; Jade House. Jade has been amazing and supportive to her manager and her team. She is diligent, caring and hard working. Jade has grown in her confidence and is an excellent Care Supervisor to her care staff and customers.

Care manager of the year; Sophie Emmess. As owners, we seldom come across someone so talented as Sophie. We have five branches across the South, and Sophie excels on all levels. She is enormously compassionate in working within the rules and regulations of the CQC (which is not always easy) and ensures that we provide a high care standard. Sophie is innovative with solutions when families struggle with looking after their beloveds. So the management of the overall group decided to reward her for her hard work.



We had several other Fun Awards, such as:-

Early Bird Award - Mandy, always early up to ensure she can support her customers

Miss Natter a lot - Belle, loves a good chat with all our customers

Class Clown - Andy, appreciates for his fun spirit and good sense of humour

Pretty in Pink - Phoebe, one of younger ladies who always make sure she is well dressed and she loves her pink !

All in all, a great afternoon and we thank all our care assistants and teams who helped us with this day.



Not a typical British summer Or will it be the future for us all ?

Currently, in the UK, we have reached abnormal high temperatures. Previous temperature records have been broken. Whilst people have welcomed the sunny weather after two years of Covid, and the newspapers are all full about whether this will be our future. It concerns everyone. From our prospect, we are concerned about our customers and fluid intake. It is essential to keep drinking lots of fluids and stay hydrated. Maintaining healthy fluid levels lowers the risk of contracting infections, decreases the risk of getting consequential accidents, or can lead to more severe kidney problems. Going into hospital is what we need to try to avoid as often recovery from dehydration can take up more than three days. The first signs of dehydration are often dizziness and feeling light-headed, confusion and headaches.



So how can we help you to avoid this?

Often when our care assistants take you to the bathroom, they can observe the colour of the urine as it goes dark. The office team would encourage the care assistants to get a urine sample and send it to the doctor for you. Before you know, we pick up the prescriptions, and we have it under control.

Whilst we all talk about drinking lots of fluids, sometimes you really do not feel like it as the weather makes us lethargic. But If you take any medication, try to drink a full glass of water or squash with it.

20% of our fluid intake comes from food. If you struggle to drink fluids, we think getting some watermelons or honey melons will do the trick. You can ask the carer to cut it into little chunks, keep it in the fridge and then regularly have some in a small dish aside from you, and you pick as and when you feel like it. The other trick is to freeze grapes. They become like little ice cubes and are very refreshing to eat.

In India, they drink tea throughout the heat of their seasons. It is proven that hot drinks have a better cooling effect on us overall than cold drinks. So if you do not want tea as such, try something savoury. You might prefer having hot chicken bouillon or broth instead of a sweet drink or tea. Even a cup of hot water with a teaspoon of chicken stock can give you a savoury taste. It also does replenish your much-needed electrolytes. Green tea is not everyone's cup of tea, so to speak. However, this tea is full of antioxidants (it contains magnesium and potassium), and it will give you a little boost. Put a teaspoon of honey in the mix and some mint for extra flavour, and you have a great energising drink.

Or, if you do not want the fancy hot tea mixture, drinking plain squash or fruit juices will be a good resourceful solution..

Overall, in this weather, try to keep the curtains close to keep the heat out when the sun is full-blown on the windows and when the sun is away, open the windows for a bit of fresh air.

We hope you will enjoy the nice weather but be vigilant and ask for help from your carers if you feel faint.

How to Stay Hydrated

			
Drink Water & Drink Often	Set Routine Cues to Drink Water	Supplement with Juice	Supplement with Fruits

Signs You May Be Dehydrated

			
Thirst	Fatigue	Faintness	Cramps

If you are feeling prolonged symptoms, seek medical attention.

Having a passion for something and taking it to the extreme!

We often get asked about Bluebird Care's background, and I want to write a little bit about that. Being passionate about doing a good job, doing the right thing, and doing a sport well, takes a specific personality.

In 2000, having worked in the care sector for several years, Paul and Lisa Tarsey founded Bluebird Care, wanting to seriously improve the care standards overall. Paul's work attitude was always one of tenacity and getting it right to the finest detail. In his spare time, Paul was so passionate about land speed racing; this is where he got the name for his second passion; Bluebird Care.

His favourite story was about the two daredevils, father and son, Malcolm and Donald Campbell. Malcolm was the first land speed record holder in the world between 1924-1935. He broke it nine times with specially designed cars named; Bluebird. Malcolm was passionate about speed on land and even water, where he broke the speed record four times.

His passion was passed over to his son Donald who started building different prototypes of hydrogen speed cars. Every car was called Bluebird and then the next model type.

They would try to do the record-breaking on flat salt plains in Utah and Australia. Donald travelled at speeds over 360 miles per hour. In 1964, he finally broke the record with a speed of 403.1 mph. Malcolm and Donald Campbell lived for the thrill and challenge of record-breaking and wanted to leave a legacy. It was a fantastic pursuit for father and son. And tragically, it was the son's end as he died during another attempt in 1967.

The current holder of the World land speed record achieved almost double the speed that Donald did in 1964. It was an incredible speed of 763 mph. To give you an idea about the fastness. Compared with the average plane speed, most commercial aircraft fly around 460-575 mph.



Did you know? Some Summer Fun Facts

Summer is the season for outdoor fun and relaxation. Here are some fun facts.

• Olympic Games

The first modern Olympic games were held in the summer of 1896 in Athens, Greece. Originally 3000 years ago, these games were held in honour of the god Zeus on a 4 year cycle. When they revived them in Athens, they had 280 participants, 12 different nations competing. In 1994, they split winter and summer games on a 2-year cycle.



• The first summer's day 21 June



The first day of summer is called the summer solstice, and the day varies yearly due to the Earth's rotation not reflecting our calendar year. A solstice is when the sun appears to reach its most northerly or southerly point versus the equator. There are two solstices a year. The other one is on 21 December, the shortest day of the year in terms of daylight hours.

•Eiffel Tower expansion

The Eiffel Tower grows in the heat of the summer. The iron expands by around 6 inches. The Eiffel Tower was constructed in 1889 to celebrate the 100th anniversary of the French Revolution. The construction took 2 years and 2 months to finish. The tower is about 330 meters tall.



• Mosquitoes

We all do not like these little creatures but mosquitoes have been on Earth for more than 30 million years. Probably before us, humans. There are more than 3000 species in the world. Mosquitoes need water to breed and are a reliable source of food for birds, bats, dragonflies and frogs. They are attracted by smell, by blood type, and by dark colours. If you drink beer and eat burgers, they tend to like that too!

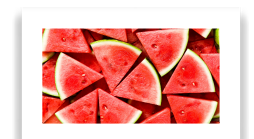


•Ice pops

In 1905, Ice pops, were accidentally invented by an 11-year-old boy, called Frank. Frank left his soda and a stirring stick out on the porch and overnight it froze up. Frank named the concoction "Epsicle". It became a hit with school kids. 18 years later, he patented the concept as a Popsicle as his own kids renamed it.

•Did you know that a watermelon is a vegetable?

Watermelon is a vegetable, not a fruit! They belong to the cucumber family of vegetables. They consist of 92% water. And originally come from Egypt, where they were left in the burial tombs of kings to nourish them in the afterlife.



Summer

word search

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



TRAVEL	SUN	CAMPING	HOT
POOL	PICNIC	SANDALS	SUNGLASSES
HAT	BALL	PARK	ICE CREAM
BEACH	VACATION	CAMPFIRE	SHELL

BLUEBIRD CARE PORTSMOUTH

02392 006 218

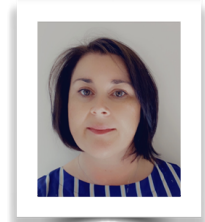
portsmouth@bluebirdcare.co.uk

Meet the Team - Bluebird Care Portsmouth



Sophie Emmess

Registered Care Manager



Rachael Benn

Head of Care



Jade House

Lead Care Supervisor



Laura Ewen

Coordinator



Mihaela Popescu

Care Supervisor

Live-in Care team



Alysia Cunningham

Live-in Manager



Jacqui Avery-Orman

Live-in Care Coordinator

Team Leaders



Kim White

Team Leader



Andy Mitchell

Team Leader



Belle Barlows-Portugal

Team Leader