

Bluebird Care

By your side



Quarterly Newsletter January 2021

Caring safely



At Bluebird Care, we have never been more focused on our role of keeping our customers safe and protected within their own homes. We continue to focus on keeping our wonderful staff and care teams safe. We're also working hard to encourage and promote the update of the Covid-19 vaccine, with over 50% of our team having already been vaccinated.

By offering support and encouragement to help promote the Covid-19 vaccination to our teams, across the UK, at Bluebird Care we know that we are playing our part in the fight against the pandemic.

We know that being vaccinated means you're much less likely to become ill with coronavirus and that the vaccines offered are licensed and approved and have gone through all the necessary stages of development to make them safe and effective.

As we find ourselves in a third national lockdown, we would like to thank our wonderful staff, care assistants and customers for their continued support.

In order to keep each other safe at home, we have implemented a number of initiatives and protocols so that we can protect one another as we look towards a brighter year.

Here are some of the ways that we are keeping one another safe.

- Staff and Care Assistants undergoing weekly COVID-19 tests

“ As we find ourselves in a third national lockdown, we would like to thank our wonderful staff, care assistants and customers for their continued support. ”



Bluebird Care Peterborough Carer, Zoe, receives her vaccine

- Comprehensive online training
- Staff beginning to receive their Covid-19 vaccinations
- Ensuring all our care staff are using full PPE including masks & visors for every care visit
- Providing our care staff with hand sanitiser to use regularly throughout their visits
- Sending regular updates to all staff advising of Government and World Health Organisation Guidelines
- Providing guidance for preventing the spread of infection and distributing 'Effective Hand Washing' posters to all care staff and offices
- Ensuring every member of our staff receives ongoing guidance and training on infection control and the use of PPE
- Providing training to spot and report symptoms in our staff or their customers
- Implementing infection control check-lists in our offices and for every care visit
- Adopting appropriate social distancing measures in our offices
- Keep our customers up to date with new actions and developments as they occur
- Delivering PPE to care staff and ensuring they have adequate supplies
- Constantly replenishing and investing in PPE stocks
- Continuing to be a trusted care provider for our customers and their loved ones.

Celebration of success

All of our team do an amazing job, however, each month, we look to recognise those as Employee of the Month, who have stood out through their reliability, consistency and care standards.



These awards are always difficult as everyone does a fantastic job and this has been doubling with difficulty since the start of the Coronavirus pandemic as the whole team has been amazing in their solidarity, courage and positivity! We could easily have awarded the WHOLE team!

Employee of the Month: awarded for consistency, high standards of care, attendance, working to and above Bluebird Care values. Each achiever receives a certificate, gift and vouchers.

| | |
|-----------|------------------------|
| Tanya W | Oakham Care Team |
| Egle | Peterborough Care Team |
| Gabrielle | Stamford Care Team |
| Patricia | Live in Care Team |
| Karen B | Stamford Care Team |
| Kezia D | Oakham Care Team |
| Asiyami | Live-in Care Team |
| Lyndsey B | Peterborough Care Team |

Training and learning

Despite Coronavirus, we continue our commitment to training, best practice, service and our Bluebird Care Career Journey through learning and development. All be it with social distancing and enhanced PPEs! This includes refreshing current skills and knowledge. Here are just some of the activity and proud achievements over the last quarter.

First Aid & Basic Life Support – members of our team have completed the First Aid at Work

Moving & Handling – keeping our skills up to date, practicing with full equipment and PPE to ensure good care practice, maintain safety and infection control.

Induction Training – we continue to fully train new members of our team to assure skills, knowledge and best practice, supporting them to deliver excellent care and be the best they can be, keeping them and you safe.



Macmillan Cake-Away

Determined to continue our six year fundraising tradition for Macmillan Worlds Biggest Coffee Morning, Bluebird Care did it another way...

Our team, colleagues, customers, their relatives and the public helped us to raise over £ 200 for Macmillan Cancer Support.

We have taken part in Macmillan's annual World Biggest Coffee Morning for the last six years. And Covid-19 didn't stop us! Our outdoor cake stall and our Cake-Away afternoon tea box, was a great success with nearly 20 orders received, baked and delivered!

Thank you to all who supported this event! It was a great success (and delicious too!).



Jumpering for joy

In support of Save the Children UK, we held a Christmas Jumper day in the office to raise monies and support this great charity. Don't we all look lovely? It certainly brightened up the day for a great cause.

**Some pictures were taken pre lockdown and with social distancing guidelines followed at the time of shot.*



Elf yourself...

Fun was had as we held our Elf Day to raise money for Alzheimer's Society And what a fun day we had but we didn't just stop at the office team...oh no!!

Our amazing Care Team and our Customers got involved too, we pledged that for every 'elfie' we received, Bluebird Care would donate a further £1.00 for the 'elfie'! and MATCH the total raised!

We raised an amazing £121 in total! Here are just some of the snaps taken!

Thank you to all those who took part and supported this good cause.

What happens when you need continuous care?

Live-in Care

When you need continuous care, you may not want the added stress of having to leave familiar surroundings. Bluebird Care gives you the option of high quality care without moving to a care home. Our live-in care service offers the reassurance of 24 hour care** and support in the comfort of your own home.

As we are local to customers, and as a CQC rated 'Outstanding' provider, our supervisory team is no further than one hour from our customers in the areas we service.

Live-in care is a 1:1 companionship based service, providing personalised support for its customers, enabling them to continue living in the familiarity of their own homes, with their own belongings and their pets.

Live-In Care allows a person or couple to stay at home in familiar and relaxed surroundings, enabled by a Live-In Care Assistant who provides one-to-one support.

The Live-In Care Assistant is there to support with physical and emotional health by offering companionship, assisting with personal care and medication support. We work closely with all our customers to create bespoke Care Plans that detail all of their preferences, likes and dislikes so that the care they receive is personal and individual to them.

“ The Live-In Care Assistant is there to support with physical and emotional health ”



All of our carers have received accredited training, and are also provided with further training opportunities, including Dementia, End of Life, Stroke Awareness and more.

We also provide support for couples enabling people to stay together.

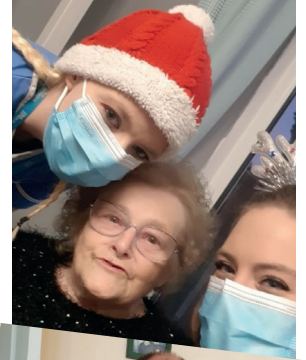
Live-in Care promotes customer wellbeing as the 1:1 element of care enables the Carer and the customer to develop a social relationship with one another, where they can engage with activities together such as puzzles, games, knitting and also enable customers to have the flexibility they need.

We also offer short term, respite care to customers if a family member needs a break. This is provided at a 10% discount for our existing domiciliary customers.

With our 'Outstanding' home care and live in care services, you can continue living safely in the comfort of your own home.

If you would like to know more about our Live-In Care Service, or discuss how Live-in care could help you, simply contact us or your local Community Care Manager on 01780 480881, 01733 459907 or 01572 729357 or email stamford@bluebirdcare.co.uk

**Care will be provided by more than 1 care assistant over a 24hr period.



Our Bluebird Community

Making smiles happen

Welcome to our Community Gallery! Here's just a selection of some of the lovely moments we have had out in the community over the last few months with our carers and our customers, including celebrating birthdays and special moments. Who can you spot?



Meet the team



Leisa MacKenzie
Joint owner and
Director of Bluebird
Care Peterborough &
Rutland



Tim Carey
Joint owner and
Director of Bluebird
Care Peterborough &
Rutland



Michelle Inwood
Registered Care
Manager



Abby Domp
Lead Co-ordinator



Sylwia Fabisiak
Care Co-ordinator



Caroline Geddes
Quality Assurance



Anita Jones
Community Care
Manager



Michelle Teeson
Community Care
Manager



Vicki Abel
Community Care
Manager



Karen Andic
Accounts & Payroll



Eleanor Knight
Accounts Department

**Bluebird Care office
normal opening hours
8.30am - 5.00pm Monday to Friday.**

We are Growing!

We are delighted to announce the following promotions and growth to our operations team

Anita Jones

A big congratulations to Anita who has successfully been promoted from Community Team Lead to Community Care Manager for Oakham & Rutland area. Anita joined us in 2018, and has been a key member of the Stamford & Oakham team caring in the community. Anita joins the CCM team and will be looking after the Care team members of Stamford care team and will lead new recruits through their probation and start of their Career with Bluebird Care.

Well Hello!

Sylwia Fabisiak – Care Co-Ordinator

Welcome to Sylwia, who joins our Care Co-Ordinator team. Sylwia has relocated having worked in Bluebird Care Bournemouth as Care Co-Ordinator.

Fond Farewells

Carolyn P and Mandy D celebrated their retirement and we gave them a fond farewell as they left their roles as Care Assistants from our Peterborough team. We wish them all the best in their retirement, we have loved having them as part of our great team and they will be missed.



We love to receive feedback of all kinds. There's lots of ways: Call us and let us know: Stamford & Rutland: **01780 480 881** • Peterborough & Oundle: **01733 459 907** • Oakham & Uppingham: **01572 729357**
Alternatively you can email us at: stamford@bluebirdcare.co.uk or peterborough@bluebirdcare.co.uk

For all the latest news about how Bluebird Care Peterborough & Rutland can provide the services you require in the comfort of your own home, visit our website at: bluebirdcare.co.uk/peterborough-oundle or bluebirdcare.co.uk/stamford-rutland