



Monthly Newsletter

February 2019



Carer of the Month

Patricia Apostol

Congratulations to Patricia who has been awarded Carer of the Month for February. Patricia joined the team in the summer of 2017 and has been consistently delivering wonderful care to all her customers. She has received many compliments from not only our customers, but her colleagues also. She has been a great team player and always looks out for our new carers when they first start. A great ambassador for Bluebird Care, well done Patricia!

Our runner up this month was a tough one to choose with so many fabulous carers, this has been awarded to Blazenka Pintaric & Vanessa Jambrusic! Both have been working hard to ensure all their customers are comfortable and have everything they need, and to meet the needs of every individual customer. Well done to Patricia, Blazenka & Vanessa and to all our amazing carers who are working hard to ensure every customer receives outstanding care!

Health Monitoring at home

We have an exciting new innovative technology which we are ready to launch, and we wanted to share the details with you.

Bluebird Care Assist is a telehealth system that allows us to monitor your general health. Should there be any concerns it means we can get help to you quickly, thereby preventing further illness or having to go to hospital.

Our Bluebird Care Assist team will check Blood pressure & pulse, Temperature, Breathing & oxygen saturation, Alertness & General Wellbeing

All of the results are recorded digitally using Bluetooth enabled equipment. This means the results can instantly determine if any action needs to be taken. Our 'Care Champions' will only need to visit you once a week to build a health time line. Each visit will take no longer than 30 minutes. If there are any concerns from your results, Bluebird Care can quickly notify a family member, your GP, Practice Nurse, Community nursing teams, 111 or any others considered appropriate. We work with you in our normal manner to make sure we contact the relevant person to avoid you becoming unwell. To find out more, please contact the office and we will be happy to provide more information. A member of the team will happily meet with you to discuss in more detail.

Didn't they do well....there's 'snow' stopping them!

During the recent spell of bad weather, our wonderful and dedicated care staff demonstrated once again how they go the 'extra mile' to ensure that our service delivery remains 'Outstanding' and is impacted as minimally as is possible.



I am sure that you will wish to join us in extending a very public appreciation of their efforts and commitment. Everyone at Bluebird Care recognises and values the terrific care professionals that we have out working in the community, and we wanted to start 2019 by publicly saying 'thank you' to every member of staff who went 'above & beyond' during the bad weather.

We also want to publicly thank you, our customers, for your understanding and flexibility during times like these. Allowing us to move visit times and carers for example, and advising us if you could manage without our call when family members were on hand to step in. We are very grateful for your support and understanding.

We saw all kinds of heroics -

- Parking up and walking to calls when driving to some customers' homes was impossible in the snow...even walking was pretty hazardous in some cases...!
- Buying necessary provisions for customers who were unable to leave their homes and were running low on even the bare essentials.
- Clearing and gritting customers' paths, driveways and back doorsteps when conditions were absolutely treacherous, as well as making sure bins were being emptied and newspapers could be delivered.
- 4x4 drivers, including the directors and office staff, helping out at a time when just travelling from place to place was very challenging.

Live-In Care & Respite Services

As you probably know, we offer Live-In-Care as an alternative to residential care, allowing you or your loved one to remain at home in familiar surroundings with a high level of one to one support. It is very cost effective compared to residential care, whilst empowering you to retain control and independence, with no upheaval or disturbance.



Also, if you have ever considered respite in a care home, you will know what a daunting experience this can be, so exploring the option of having one of our carers move in for a short while to look after your loved ones may put your mind at rest.

Our Live-In Care staff are highly qualified, experienced professionals who understand your likes, routines and lifestyle choices and tailor our support accordingly. There are many benefits to having one of our live-in carers, such as one-to-one interactions, the comfort and familiarity of your own home, home cooked meals, your household duties completed and keeping your usual routine.

If you are interested in exploring your options, please give us a call in the office and one of the management team will be happy to visit you at home to discuss further.

How to keep warm this winter

We are now experiencing some much colder weather with the Met Office warning temperatures could hit a 7-year low! Cold snaps can have dramatic effects on everyday life, especially for the elderly. Cold and wintry conditions can cause illness, but by taking some simple precautions, you can be prepared for the cold weather.



Get a free seasonal flu jab. Older people and those with long-term health problems are most at risk. You can get a free jab from the age of 65. Contact your GP, or talk to your pharmacist

Try to avoid catching colds or flu. Colds and flu spread very easily, so always cover your nose and mouth with a tissue when coughing or sneezing and encourage visitors and relatives to do the same. Throw away used tissues and wash your hands regularly.

Stock up on over-the-counter cough and cold remedies, to have them to hand if you feel ill

Lifestyle can make even more of a difference when it comes to keeping well in winter.

Eating regular meals will help keep energy levels up during winter and so help to fight infection

Have plenty of hot food and drinks - Plan meals and keep your diet as varied as possible

Aim to include daily five portions of fruit and veg. Remember that tinned and frozen fruit and vegetables count towards the five a day. Stock up on tinned and frozen foods, so you don't have to go out too much when it's cold or icy

Stay active. Even moderate exercise can bring health benefits. If possible, move around at least once an hour, but remember to speak to your GP before starting on any exercise plan

Dress for the weather. Wearing lots of thin layers – clothes made from cotton, wool or fleecy fibres help to maintain body heat. Shoes with good grip help prevent slips and falls when outside.

Heating your home effectively and safely. Some energy-saving tips may seem obvious, but they can make a big difference when it comes to reducing fuel bills. The living room should be around 21°C (70°F), the bedroom 18°C (65°F) and the rest of the house at least 16°C (61°F). Set the heating to come on just before you get up and switch off after going to bed. Remember to close curtains and shut doors to keep heat in the rooms you use most

Keeping the heat in. Insulating your home not only helps to keep warm and healthy, but it will also help to keep heating costs down

- ✓ Fit draught proofing to seal any gaps around windows and doors
- ✓ Make sure that the loft has at least 10–11 inches(270mm) of insulation
- ✓ Insulate wall cavities and hot water cylinder and pipes
- ✓ Draw curtains at dusk to help keep the heat generated inside the rooms
- ✓ Make sure that radiators are not obstructed by curtains or furniture

Extra money to stay warm in winter

Most people born on or before 5 January 1953 are entitled to the Winter Fuel Payment in 2018-19 to help with heating costs. This is a tax-free payment of between £100 and £300 paid to you between November and December. Contact the Winter Fuel Payment helpline on 0800 731 0160 to find out more.

If you receive Pension Credit, or certain other benefits, you're automatically paid a Cold Weather Payment when the temperature is 0°C (32°F) or below for seven days in a row.

You may be entitled to a Warm Home Discount on your electricity bill if you receive Pension Credit or if you're on a low income. It's a one-off discount usually made between October and March. Find out more at www.gov.uk/the-warm-home-discount-scheme

BEST WISHES AS ALWAYS.....Anne, Nicky & Cindy