



Newsletter

April 2019

Bluebird Care

Newmarket & Fenland, King's Lynn & West Norfolk

Spring has sprung!

As the winter turns into spring, everything in life seems brighter. The flowers start to bloom, the birds sing, the sun shines. It's also a time packed full of fun events.

Last year we ran a competition to name the Easter bunny, and it was great fun! So much so, we're running it again this year with a new bunny! To enter, simply let your care assistant know the name you think the rabbit should be called. The winning entry will be pulled out of the hat, and the winning customer will win the bunny!

In April, we're also planning on running the film day which was postponed due to bad weather back in the winter. If any of our customers are interested in coming along, please call us. We're also looking to run a 'knit n natter' session. If you'd like to attend, please let us know!

Already this year we have held the charity event – 'Time for a Cuppa' – in support of Dementia UK. The team brought in cakes of all sorts for their team meetings and donated money towards the charity. We raised £150.00 which our directors then matched, making a grand total of over £300.00!

Since the last newsletter, we also had great fun creating a video for the Bluebird Care network. The #CareLipSyncChallenge video was incredibly fun to make and the finished movie looks amazing.

Give it a watch on YouTube watch it here: <https://youtu.be/sm3YN-sR22w>

As well as holding events and making videos, we've also been supporting our wonderful customers to live their lives in the comfort of their own homes. In this issue, we'll be taking an in-depth look at live-in care, the alternative to care homes.

We hope you enjoy it.

If you need more information about any of our services, please do call our friendly team on 01638 718855.

We look forward to hearing from you.

Carolyn Dailey
Director

Live In Care

We believe that the best care is delivered in your home where you feel safe and secure. Our live-in Care Assistants are highly trained care professionals and are carefully matched to our customer's needs. They respect your home as well as your own space and privacy but are on hand to give professional care with the time and attention you need - something that's not always possible in a busy care home.

We understand that everyone's needs are unique and therefore, we personalise our support services to you and your family. As a leading home care provider, our business is focused on delivering quality care within the home.

Our live-in care services:

- Are flexible to suit your needs
- Mean that you can stay in our own home
- Often mean you don't need to sell your home to fund your care
- Have an individual focus
- Mean that we get to know you and maintain normality
- Mean that you can stay connected to your support circle and local community
- Offer the reassurance of 24-hour care

For nearly 15 years, Bluebird Care have been experts in delivering high quality, personalised care solutions within the home to people across the UK. Our values are centred in delivering excellence during times that most families find difficult and stressful. Our live-in care service helps to remove that stress and delivers a quality service that means people can stay in their homes they love, surrounded by their friends and family.

If you'd like to know more about our live-in care services for yourself or a loved one, please do get in touch to find out more about how we can personalise our services to suit your requirements. We're available for a confidential and considerate chat whenever you are.



Live-in Care vs Care Home

Continued independence

One-to-one care

Build a relationship with your care assistant

Couples or families can stay together

Keep your usual routine

Stress free

Unfamiliar surroundings

Can be pricey

Have to say goodbye to a beloved pet

There may be a limited choice of care homes in your area

Achievement Awards



This quarter we have been celebrating many achievements with our team, well done to everyone!



Siobhan Humphries has achieved an outstanding award. A customer complimented on how she has used her time waiting for lunch to be cooked by playing cards with her. This was an outstanding example of how our teams go above and beyond.



Congratulations Wendy she celebrated her third year anniversary at the end of January. A valued member of our team and a team mentor, we helped Wendy to celebrate with a yummy box of chocolates!



Hannah Mayes celebrating her 2nd Year with us. Hannah has become a great addition to our mentor team with her time with us along with completing further training in Health & Social care.



Mercy Mutonono was celebrating her first year appraisal with us. Mercy is part of our live-in care team. Mercy has grown from strength to strength within her role in delivering excellent customer service and additional support to our customers.

We are celebrating many of our team members becoming a fully-fledged care assistant passing their probationary periods

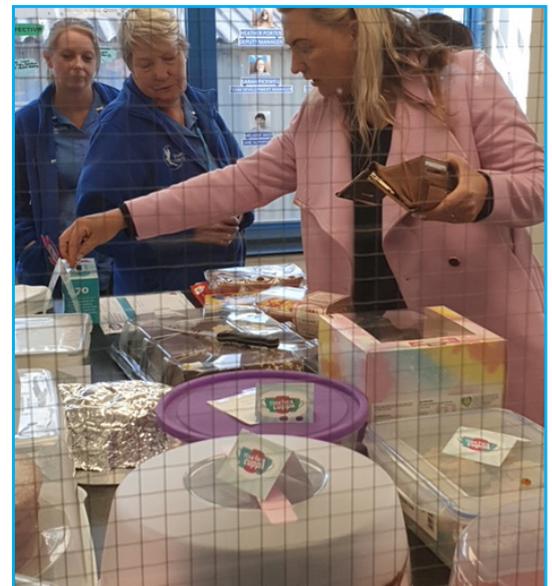


Dementia UK Charity Cake Day

Time for a cuppa is Dementia UK's annual awareness week. Aiming to raise funds to allow their specialist dementia nurses to support families facing dementia, the 'time for a cuppa' campaign is now in its 10th year.

To celebrate, our team brought in cakes of all sorts for their team meetings and donated money to the charity. Together we raised £150 which was a fabulous effort. Our directors agreed to match that amount, making a grand total of over £300!

To find out more about the campaign visit: <https://www.dementiauk.org/.../fundrai.../time-for-a-cuppa-2019/>



Carer of the Month

The team members who achieved Carer of the Month are:

January:

Georgia Blatter *Ely Team*

Pick the name of the bunny

Simply tell us what you think our Easter bunny should be called. Names will be drawn out the hat before Easter.

The winning entry wins the bunny!



February:

Hannah Mayes *Fenland Team*

March:

Harriet Sibson *Ely Team*

Upcoming Events

Film Showing – Tuesday 23rd April

For our first film showing, we have a choice of three movies.

Please let us know which is your first, second and third choice.

We'll then show the most popular!

1. The Best Exotic Marigold Hotel
2. Calamity Jane
3. The Greatest Showman

Meet Your Office Support Team



Keith Dailey
Director



Carolyn Dailey
Director



Denise Allen
Operations
(Registered) Manager



Heather Porter
Deputy Manager



Samantha Simpson
Customer Care
Manager



Natalie Moore
Customer Care
Manager



Dani Durrant
Lead Care Coordinator



Emma Sibthorp
Care Coordinator



Sarah Pickwell
Team Development
Manager



Marisa Castelo
Team Care Supervisor



Liliya Radenkova
Care Supervisor



Melanie West
Care Supervisor