



Gloucestershire North

Autumn

Newsletter

Introducing our newsletter

Welcome to our new seasonal newsletter! We will be producing and sending you a newsletter every season moving forward. We hope you enjoy the newsletter, and find the information shared useful and informative.

Welcome!

We are pleased to welcome Sarah-Jane Jones, Katrina Willcox, Nicole Beard, Selina Gardener, Leela Shepherd, Hayley Parker, Rachel Marshall, Alicia Meredith & Zoe Fellows to the Gloucestershire North team!

Please expect to meet these ladies for shadowing over the next couple of weeks, or you may have already met them!

We really value your opinions, so please do let us know if you have any feedback on our new starters





Remembrance Day

*They shall grow not old,
as we that are left grow old:
Age shall not weary them,
nor the years condemn.
At the going down of the sun,
and in the morning,
We will remember them.*

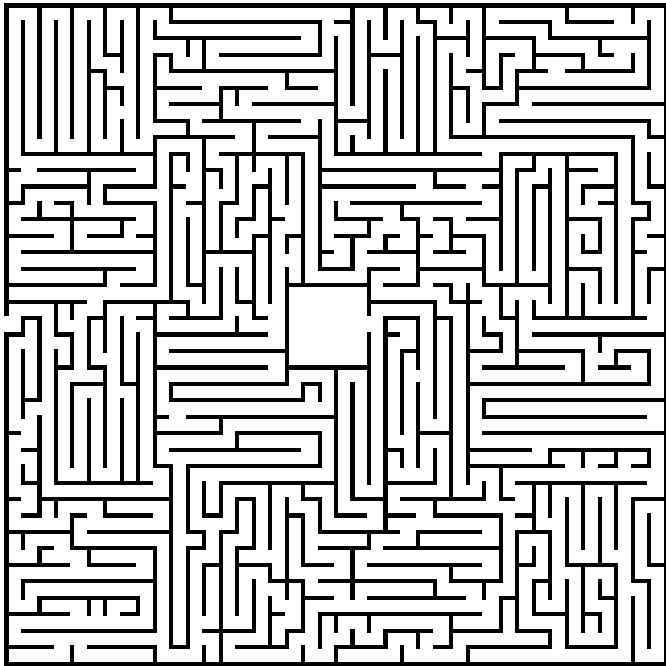
Season's Greetings

*Wishing you a Very Merry Christmas,
a happy New Year,
and a trouble-free 2020.*

This year we are holding a Christmas event and presentation evening for our staff – stay tuned for our next seasonal newsletter to see the winners and pictures!



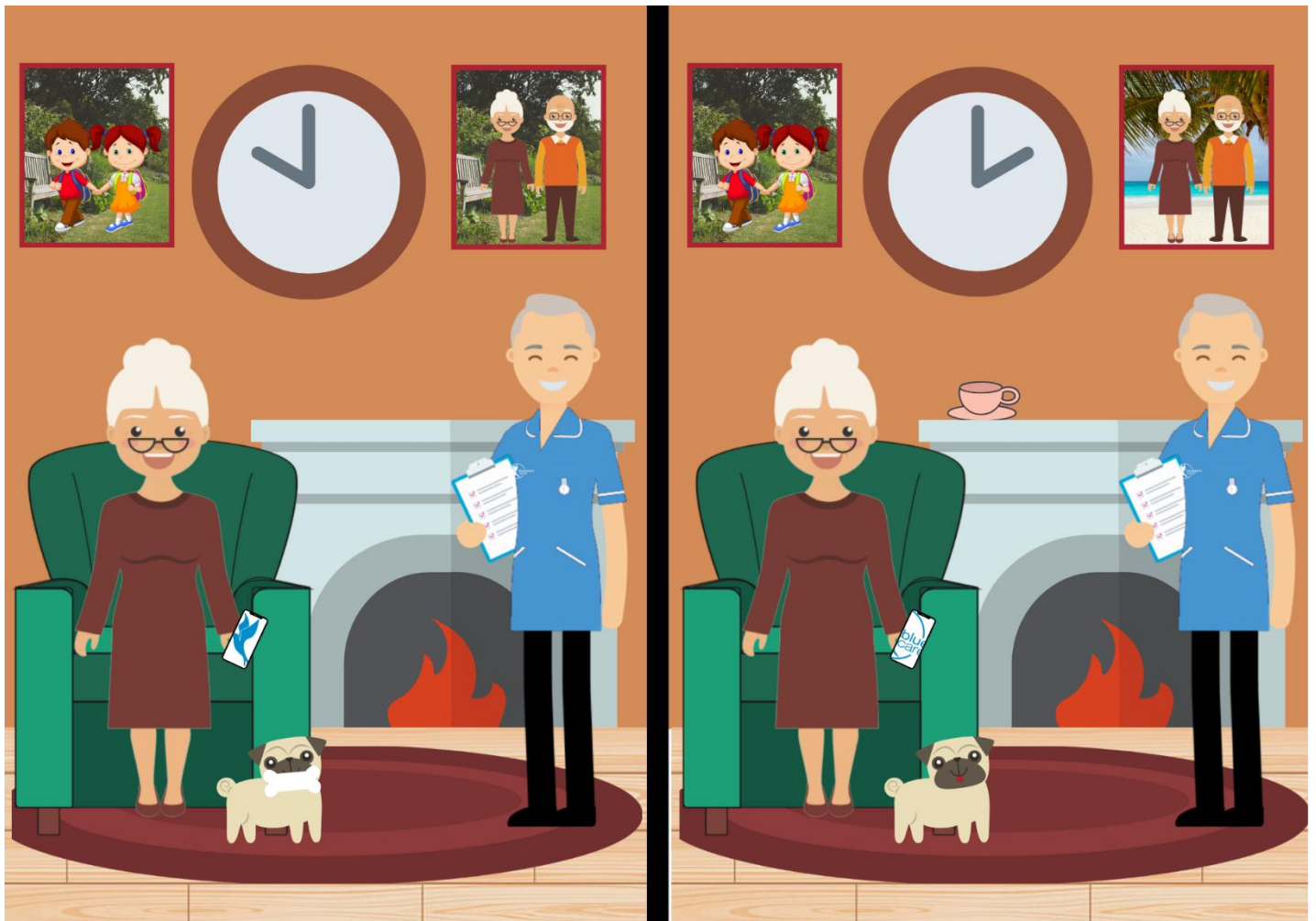
Maze



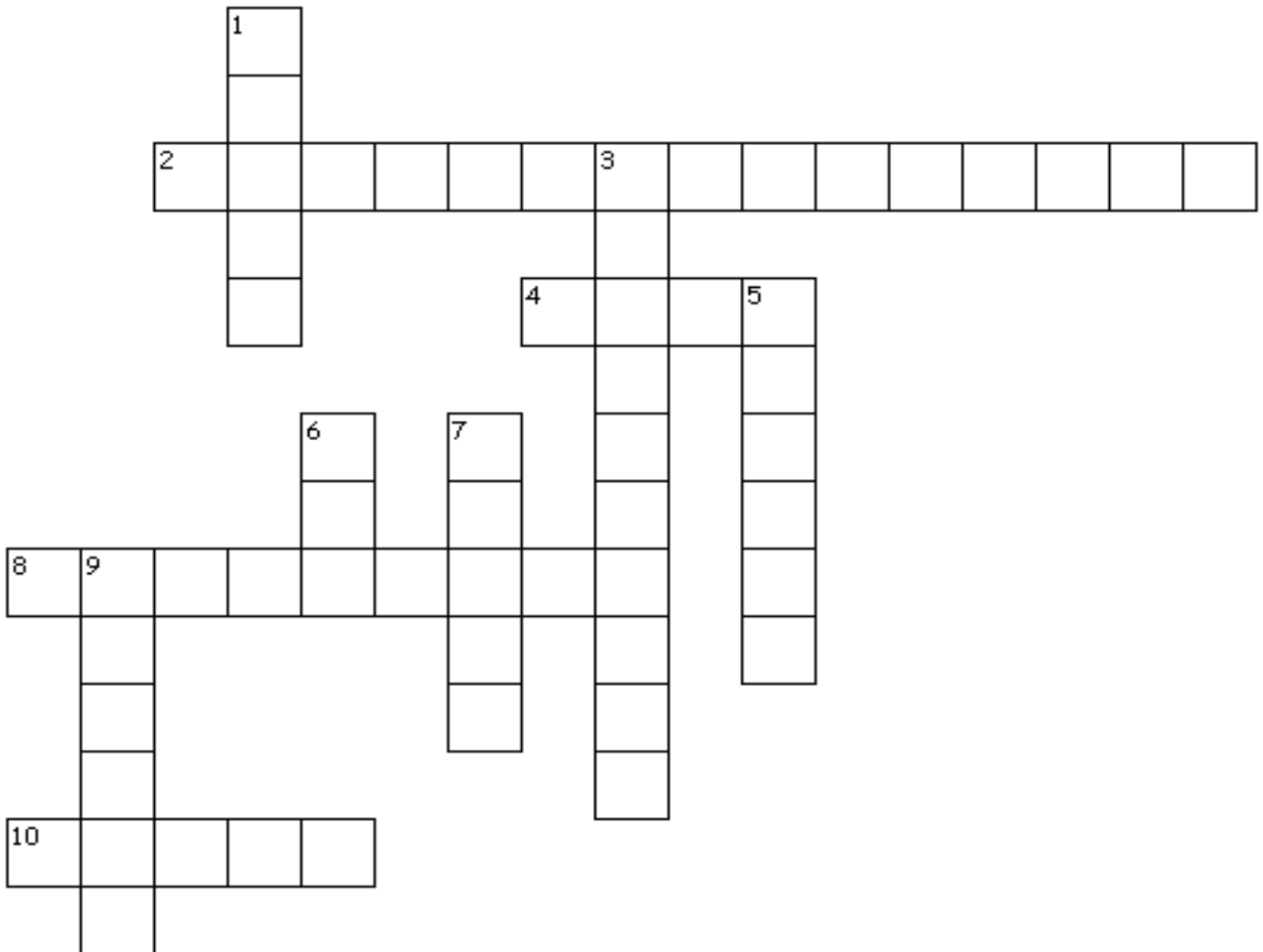
Sudoku

5	3			7			
6			1	9	5		
	9	8					6
8				6			3
4			8		3		1
7				2			6
	6					2	8
			4	1	9		5
				8			7
						7	9

Can you spot the 5 differences?



Criss Cross Puzzle



Across

- 2. County in England (15)
- 4. It falls in the fall (4)
- 8. Important church (9)
- 10. a facial expression characterized by turning up the corners of the mouth (5)

Down

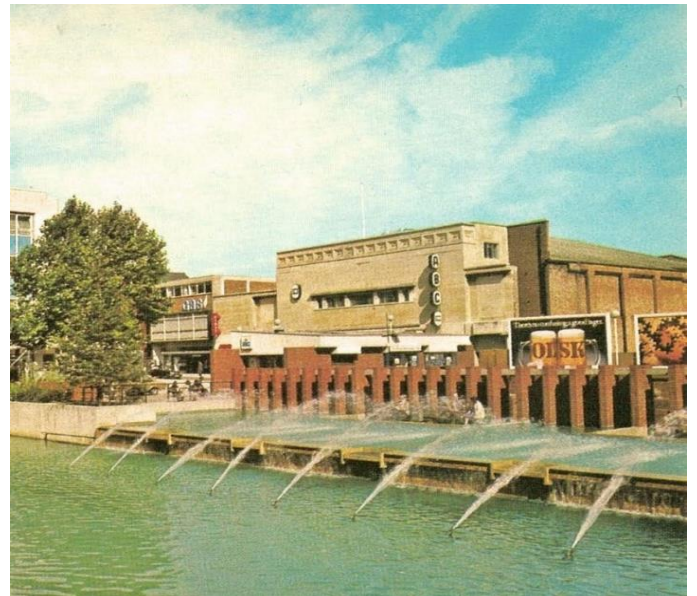
- 1. Worth (5)
- 3. Expert in a particular field (10)
- 5. Companion (6)
- 6. River to the Severn (3)
- 7. Helper who looks after another person (5)
- 9. Season of the year (6)

Gloucestershire Back in Time



**Eastgate Street, Gloucester
1953**

The Coronation of Queen Elizabeth II in June 1953. Eastgate Street,



**Kings Square, Gloucester
1970**

King's Square has seen some drastic changes over the years.



**Tewkesbury, Gloucestershire
1965**

Tewkesbury Station in 1965.



**Cheltenham, Gloucestershire
1960**

Cheltenham, The Centre in 1960

Staying Well This Winter

Cold weather can be seriously bad for your health. If you start to feel unwell, even if it's a cough or a cold, don't wait until it gets more serious. Seek advice from your pharmacist.

Flu is very infectious, to reduce the risk of spreading flu, use tissues to trap germs when you cough or sneeze, wash your hands often with warm water and soap, and bin used tissues as quickly as possible. Catch it. Bin it. Kill it.

You are eligible for the free flu vaccine if you are pregnant, are aged 65 years or over, have a long-term health condition, or you are a carer.



Winter Fuel Payment

A Winter Fuel payment is a one-off, tax-free payment of between £100 and £300 made during the winter to help with heating costs, it is made to households with someone over Pension Credit age.

Most people born on or before 5 April 1954 will usually qualify for a payment in 2019/20. Most payments are made during November and December. If you apply for the first time, you should receive your payment before Christmas.

The amount you can receive each winter can vary according to your personal circumstances. Your age or other people living with you who are also eligible can affect the amount you receive.



Oral Care

Oral health has a big impact on our quality of life. We express ourselves by talking or smiling. We can take immense enjoyment from what we eat or drink and pride in the state of our teeth and gums.

Older people are now more likely to retain their teeth than previous generations, and those teeth need daily care and regular check-ups. Good oral care helps keep people free from pain and can help make sure they can take the medicines they need to prolong health. Good oral health can also reduce the risk of malnutrition and can reduce the risk of acquiring aspiration pneumonia.



If you or someone you care for is having difficulty accessing dental care, The NHS offer a number of services which may help. Should a person be unable to leave their home, Gloucestershire Community Dental Service can arrange home visits for anyone who has registered with a Gloucestershire dental practice. There are also dementia-friendly services, anxiety-friendly services, a plus-size service and a dentistry for the physically disabled service.

If you would like help getting dental care, or advice on oral health, visit the Gloucestershire Community Dental Service website at – <https://www.gloscommunitydental.nhs.uk/>

If you have difficulty accessing the internet, please contact your local Bluebird Care office. We'll be happy to help!

Care Assistant of the Month

Care Assistant of the Month – August

Jackie has been with Bluebird Care since April 2009. Jackie is very dedicated and passionate about being a care worker and always gives 100% to the customers she visits. Jackie is very reliable and provides the highest standards of care to everyone she visits; she is very vigilant and reports any concerns regarding the customers well-being quickly to ensure they get the appropriate support to meet their needs. Some feedback from customers - Jackie always does a thorough job on every visit and does it with a smile, Jackie is always cheerful, her caring and thoughtful nature makes her visits a pleasure, Jackie carries out all tasks quickly and efficiently, with a cheerful smile, each task is completed properly, nothing is too much trouble, Jackie is brilliant with my mum and I am very happy with the care provided for her thank you. New members of staff who have been mentored by Jackie have always given very positive feedback about Jackie saying she is an amazing carer and really supportive to them. Thank you, Jackie, for all your hard work and dedication over the years.



Care Assistant of the Month – September

Juliet is always very calm and never flustered even when she is faced with challenges and emergencies, she is gentle, and patient and we have been told that she makes customers feel special and well cared for. Nothing is too much trouble for Juliet, and she will go out of her way to help and support people, she is very dedicated. Feedback from customers - Juliet is consistently kind and cheerful and always remembers all of my little ways. I could not think of any improvement that could be made on this very special carer, Always so kind, pleasant and cheerful and always so efficient, her visits are something i always look forward to, Juliet is consistently good at anticipating my needs, always gentle, kind and cheerful, it is a pleasure to welcome her into my home, always caring nothing is too much trouble. Thank you, Juliet, for your hard work and dedication.



Care Assistant of the Month – October

As a care worker, Sian is very dedicated and passionate about her role as she is particularly passionate about supporting people to live well with dementia. Sian provides high standards of care and reports any concerns quickly to ensure the needs of the customers are met. In the last year or so Sian has progressed in her career with Bluebird care and has developed excellent skills in working with people living with dementia, she has successfully completed her dementia link worker qualification and supports the service to deliver specialist dementia care to our customers. Sian is also a support supervisor and has developed some good leadership qualities, she is very supportive to new members of staff and is able to help them grow in confidence and guide them to provide the highest standards of care. Sian's colleagues have given very positive feedback about her, saying that she is very supportive and takes time to explain things properly. Thank you, Sian, for your hard work and dedication, not only as a care worker but also as support supervisor as well.



Care Assistant of the Month - November

Sarah-Jane is fairly new to our Bluebird care team, and we are very pleased to welcome her. In the short time Sarah-Jane has been with us she has shown herself as a very capable care worker. Sarah-Jane is very bubbly and always smiling, she brightens up the people she comes into contact with days. Sarah-Jane has already shown a natural ability and passion for delivering excellent standards of care to all of our customers and in particular our customers living with dementia. Customer and carer feedback has been very positive saying that Sarah-Jane is caring, kind and is fun to have round. Welcome to Bluebird Care Sarah-Jane you are a great asset to our team and we look forward to seeing how you progress in your career with us.



Note – We will not be continuing with carer of the month after this, and will be focusing on our more annual awards, which you will see in the next seasons newsletter!

Events

Carols in the Cathedral with Age UK

Join Age UK for festive carols, seasonal readings and musical performances celebrating Christmas and Friendship across the generations in Gloucester Cathedral. This event is free and is always popular. If you are interested ring them on 01452 422660.



Life Changes Springboard Groups with Age UK

Springboard Groups are free to anyone over the age of 60 living within a Gloucester postcode and provide lots of opportunities, such as space to talk about your feelings, meet new people, take part in activities, one to one support, etc. For more information please contact the Life Changes Project Manager, Stephen Moore - Tel: 01452 422660

Reengage – Gloucester, Cheltenham and Tewkesbury

Re-engage arranges monthly Sunday afternoon gatherings for small groups of older people aged 75+. Once a month, each older guest is collected from their home by a volunteer driver and taken to a volunteer host's home where they join a small group for refreshments, talk and companionship. acquaintance turn into friends and loneliness is replaced by companionship. If you or anyone you know could benefit you can freephone 0800 716543



CQC Inspection Results

Mutual Benefit Care Limited t/a Bluebird Care - Suite 4, Westgate House known as Bluebird Care (the service will be referenced as Bluebird Care throughout this report) is a domiciliary care service that provides personal care and support to people living in their own homes. The service supported 66 people at the time of the inspection.



Not everyone who used the service received personal care. CQC only inspects where people receive personal care. This is help with tasks related to personal hygiene and eating. Where they do we also consider any wider social care provided.

People's experience of using this service and what we found

The vision of Bluebird Care was to promote a service in which people 'have maximum control over their lives and remain at home for as long as possible.' All staff and senior management demonstrated this clear vision and a positive person-centred culture was seen throughout.

Staff worked hard to meet people's complex needs in the community and worked creatively with partner agencies to enable people to remain living at home. We heard many examples of how skilled staff supported people with complex needs at home, who would otherwise have required residential care. Staff had set high standards for themselves and this promoted an exceptionally person-centred service tailored to people's individual needs.

People and their relatives spoke of the positive support, guidance and healthcare interventions people had received. They were full of praise for the staff in terms of their kindness and compassion. People were 'very happy' with the service they received. We received positive comments about their views and experiences.

People told us they felt safe because the staff were kind, caring and compassionate, and had an excellent understanding of the needs of the

people they supported. People and their families viewed the staff as experts in their knowledge and skills when supporting people with complex health needs. Risks to people's health and wellbeing had been assessed and plans had been developed to minimise risks to people. People were supported to have maximum choice and control of their lives and staff supported them in the least restrictive way possible and in their best interests; the policies and systems in the service supported this practice.

The registered manager and extended leadership team offered strong leadership and had a clear vision about the direction of the service. They were committed to improving people's lives and ensuring people could live in their own home for as long as possible. The management team were an integral part of the overall care team at Bluebird Care. The registered manager worked closely with partner agencies and services to promote best practice within the service and make a positive impact to people's lives.

There was an effective quality assurance system in place to ensure people received the best possible service. The registered managers had developed a strong leadership team within the service to ensure the high standards implemented were sustained in their absence. The service benefitted from a positive culture which challenged perceptions, improved the confidence of people and had a positive impact on the lives of the people using the service.

Please see the full report which is on the CQC website at www.cqc.org.uk

Rating at last inspection

The last rating for this service was good (published 4 March 2017).

Why we inspected

This was a planned inspection based on the previous rating.

Follow up

We will continue to monitor information we receive about the service until we return to visit as per our reinspection programme. If we receive any concerning information we may inspect sooner.

Your house in 1975

To mark Christmas, Argos has released all of its catalogues dating back into 1974! Do you recognise any of these items?

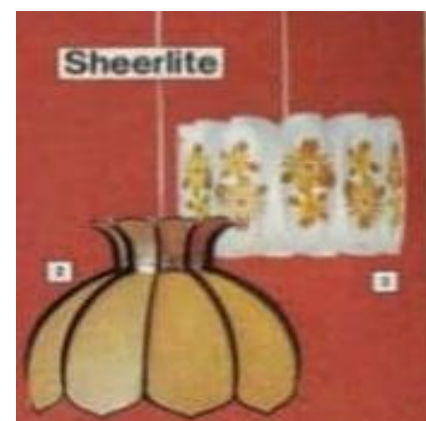
Did your kitchen feature these tea and coffee pots? The set could be purchased back in Christmas 1975 for only £2.75



'Eternal Beau'

Many households owned the Johnson Brothers "Eternal Beau" fine English tableware! The distinctive octagonal shape and delicate pink flowers are a familiar sight to many. The full sets ranged from £29.99-£39.99 back in 1988!

Sheerlite lampshades were very popular in the 70s, here we have the "Tiffany Regal" and "Carnival Autumn" lampshades which featured in the 1975 Argos Catalogue for only £3.40 and £2.30 respectively



Anniversaries

Congratulations to the following people on their anniversaries with us:

7 years - Sylvie Pollard

Sylvie has officially been with us for 7 years as of the 8th October! Sylvie is always reliable, reports concerns appropriately and carries out her duties in a caring, calm reassuring manner. She is very efficient and hard-working, and will always help out with covering extra calls and shifts when she can. Sylvie always has a smile for the customers and has very good working relationships with her colleagues.



6 Years - Donna Jones

Donna has been with Bluebird Care for 5 years, starting out as a care assistant, then being promoted to supervisor, she has gradually evolved her current roles as Dementia Lead and Recruitment Lead. She reaches out beyond her role, putting herself out to ensure staff are happy and supported in their roles. She wants the best for everyone, staff and customers. Her open, friendly, and calm nature encourages staff to go to her if they have any concerns or worries. She is supportive to the whole office team, as well as the care teams and customers.



3 Years – Poppy Barr

Poppy has now been with us for 3 years, as Quality Assurance Coordinator, in this time she has had a really positive impact, meticulously auditing our working practices and record-keeping, and ensuring that driver documentation, and staff development training qualifications are kept up-to-date. As well as being super-efficient, Poppy has a lovely manner, and gets on well with everybody. She is a pleasure to work with and is a real asset to our team.



2 years - Lyubomira Ivanova

Lyubomira has been with Bluebird Care for 2 years as of 21st September! completed her first year with Bluebird Care. She is popular with customers, colleagues, and the office team, and is always cheerful, and willing to help, and she puts the customers' needs first. Lyubomira always likes to try and find the best way to support our customers to make it easier for them. She communicates changes and issues to the office well, ensuring that issues are dealt with at an early stage, and care plans are kept up to date.



2 years - Lisa Scott

Lisa Scott has now been with us for 2 years as of the 6th December! She has built up great working relationships with colleagues and customers. She is very competent and wants to do a good job. She is very keen to up-skill herself and is always looking for opportunities to learn and develop. Lisa has also become a Proud to Care ambassador for Bluebird Care and represents Bluebird Care in a positive manner.



1 year - Abigail Hales

Abi has now completed her first year at Bluebird Care as of the 31st October! Abi relocated from another Bluebird Care area. Abi is very conscientious, and always willing to learn, and develop her skills and knowledge. Abi has developed very good working relationships with both customers and her colleagues and has shared her experience and knowledge in team meetings and training sessions. Abi provides excellent standards of care to all the customer's she visits



1 year - Kirsti Mace

Kirsti has been with us for one year! Kirsti loves to learn and develop. Kirsti has achieved the level 3 Diploma in Health and Social Care, and the Dementia Link Worker award. We can really see that she puts her skills and knowledge into practice. Since joining us Kirsti, has shown great commitment, and is willing to cover for sickness, annual leave etc. when she is able. Kirsti is reliable and caring and always reports any concerns for the wellbeing of our customers. Customers have said Kirsti is friendly and caring, and puts a smile on their faces



The Great Bluebird Care

Bake Off



This year we held a cake sale in the Gloucestershire North Office, raising money for Breast Cancer Now. Thank you to everyone who bought a cake in for our 'Great Bluebird Care Bake Off'

The winner is Sian!

We also managed to raise an amazing £103.06 for Breast Cancer Now – Wear It Pink selling our cakes!

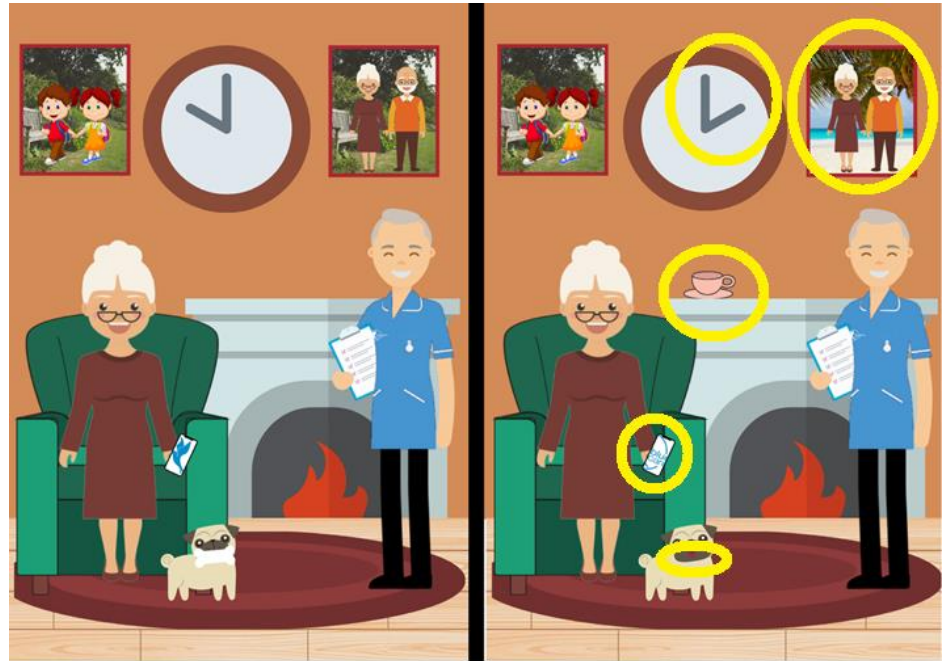
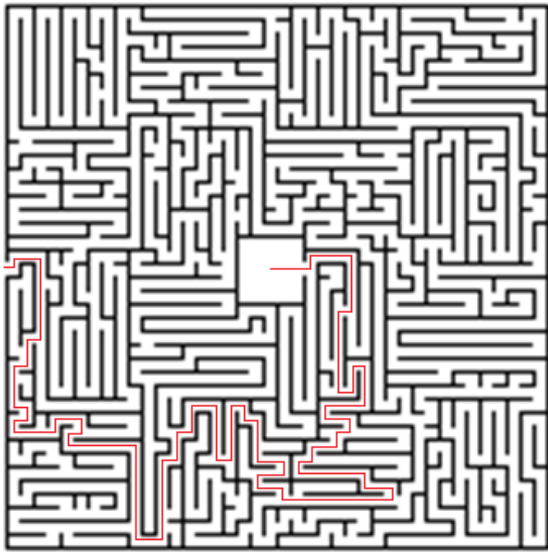
Professional Care Workers Day

This year we wanted to show our staff how much we appreciate all of their hard work, commitment and dedication.

All members of staff had their very own personalised good bag, as our way of saying thank you!



Answers!



5	3	4	6	7	8	9	1	2
6	7	2	1	9	5	3	4	8
1	9	8	3	4	2	5	6	7
8	5	9	7	6	1	4	2	3
4	2	6	8	5	3	7	9	1
7	1	3	9	2	4	8	5	6
9	6	1	5	3	7	2	8	4
2	8	7	4	1	9	6	3	5
3	4	5	2	8	6	1	7	9

