



Newsletter

July 2020

Bluebird Care Cambridge & Cambridge South

Hello.

I would like to thank everyone for their support throughout these challenging times. Back in March when most of the UK was shutting their doors to their customers, it was the complete opposite for us. I can remember the emergency meeting I had with all of the senior team, encouraging them to be involved in innovating our business and quickly adapting our processes to ensure that we were not going to let this affect our customers and to embed the security of all our teams jobs. Our mantra, to ensure we could keep delivering our service to the highest standard throughout the pandemic, keeping everyone as safe as we could and keeping our customers and teams spirits high! I am proud that despite the immense challenges we faced, we have done just that.

Over these last few months, it has also given us all time to reflect on what's important in life and for many of our customers that has been to be in the comfort and safety of their own homes with excellent care. In the following article you can find out why we feel live-in care is so important, maybe not for now, but for your future. Live-in care has been well recognised throughout this last 3 months as an important alternative to care homes, and arguably a safer option, take a look at how we can support you to plan for your future on pages 2 & 3.

Over this time we have had some lovely, heartfelt feedback from both our customers, their family and friends and from our team members. This feedback really inspires me to new and exciting ideas to keep on improving the service we offer. I would love lots more, therefore I have launched a new way to capture your thoughts. Investing in 'Working Feedback' will allow us to gain your feedback in many different ways, whether you have email, telephone or just simply writing to us. As a thank you for giving me your time, I have set up a free prize draw with the chance to win a £100 Amazon gift card! Good luck everyone.

Carolyn Dailey
Principal Director



Safe at Home



Lead your life the way you want to

Live-in care can be a great alternative to moving into a care home and at Bluebird Care we believe that the best care is delivered in the comfort of your own home, where you can keep the things that matter to you most, close by.

Home care with Bluebird Care can be anything from a 30 minute care visit to 24 hour live-in care, helping you with everyday essentials, whilst supporting you to remain as independent as possible, living the lifestyle you choose.

Our live-in care service gives you the option of bespoke care without moving to a care home and offers the reassurance of having tailor made, one to one support from your live-in care assistant in the comfort of your own home as and when you need them and at the times you want.

Here are just some of the benefits of live-in care:

- No need to move to a care home
- A personal service where your unique needs are considered every step of the way, available as and when you need it - day or night
- Fully trained, compassionate team who respect your home and your privacy
- A flexible service, where every day can be different
- A wide range of care and support- personal care, housework, social activities – you choose
- A dedicated Bluebird Care manager to check you are happy with our service and our day care team on hand should you need further support



Our live-in care service	A care home
One-to-one care	Often 1 care assistant per 30 residents
Stay in the comfort of your own home	Leave behind family, pets, possessions
Personalised care	'One size fits all' approach
Freedom	Regulated meals & bed times
Maintain your social interaction	Communal living
Family and friends can visit anytime	Becoming one of many
Every day can be different	Limited outings, regimented routines
Leave your house to loved ones	Sell your home to fund care

For family and loved ones:

- Offers peace of mind and reassurance
- Enables family and friends to maintain normality in the relationship as the customer remains in the comfort of their own home
- Offers a relatively uncomplicated and stress-free way of ensuring a loved-one receives appropriate care and support

If you would like to arrange a free care consultation, then please **call us on 01223 643377** or let your care team member know and we can arrange a time to suit you.



Did you know?

We can support you or your loved one with temporary live-in care whilst you or your family go away on holiday. There is no need for the upheaval of moving to a respite or care home and we ensure that your usual care visits are there ready for you when you require them.

We can also help if you are looking at ways to release equity from your home through our association with Key Solutions. If you would like further information please let us know and we'll put you in touch.



Spread Happiness

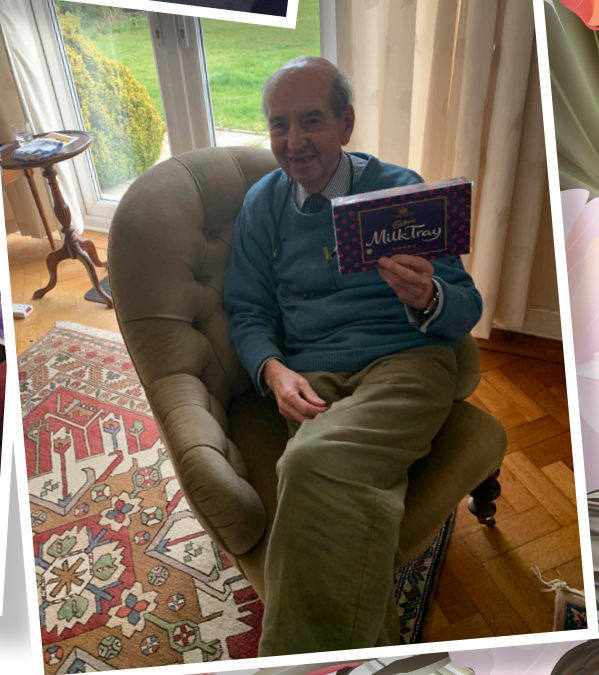
During these difficult times a lot of our customers have faced the hard challenge of not being able to see their loved ones for several weeks.

Our response to this was to launch our Spread Happiness campaign which was introduced to try and keep our customers spirits high and bring a smile to their day.

You can see from the photos some of our customers receiving a treat from our team, whilst we have been out and about.

We also helped some of our most sheltered customers to make short video messages for their loved ones who they were unable to see, we then sent these video messages to their family and friends. They then sent a video message back to us and our teams showed this to our customers so that they had visual contact with their family and friends, this was extremely popular and helped our customers stay connected which really uplifted their spirits!





Achievement Awards

We love to see our team develop themselves and progress in their career.



Heather Porter

Heather celebrated passing her CQC (Care Quality Commission) registration interview.

Heather is also now the Registered Manager for Bluebird Care Cambridge and had a regulatory interview with the CQC officer to go through her registration. Even through these difficult times, Heather passed with flying colours.

Heather has excelled throughout her career with us, so much so we promoted her to a directorship last year.

Extremely proud!
Congratulations Heather!!



Pamela Bambot

Pamela celebrated passing her probationary period and becoming a fully qualified Live-in Care Assistant.

Not only is Pamela celebrating this achievement but she was also our April carer of the month!

Pamela has shown great commitment throughout this time, keeping her customer safe and well, being consistent in her work. She has developed a great working relationship with the senior support team and communicates extremely well.

Fantastic work, well done Pamela!



Sarah Pickwell

Carer of the Month for June, Sarah has transitioned into the Cambridge team, supporting various aspects of the business and getting to know all of our customers.

The feedback has been phenomenal! Well deserved!

Sarah said " I love working in care and will always do my best to provide a high standard of care, I have enjoyed getting to know the customers and care team and I look forward to meeting more in time."

Carer of the Month

The team members who achieved Carer of the Month are:

April Lauren Booth, *Cambridge Team*

May Pamela Bambot, *Live-in Team*

June Sarah Pickwell, *Cambridge Team*



Harriet Arinaitwe

Harriet has celebrated her 1st year with us at Bluebird Care. She enjoyed her time at our care hub in Ely, refreshing her training

Well done Harriet!



Meet your Team

We have launched our well received 'meet the team' pages which can be placed within your care folder or indeed anywhere within your home. These offer regular updates and pictures of the team who support you so that you can put a name to the face!

We will update these and send them to you with every newsletter.

How are we doing?

We would love to hear your feedback and we will be shortly sending out a text or email asking you to let us know how we are doing.

The text or email will come from Workingfeedback, and we would really appreciate your help. As a little incentive if you do take part you will be entered into a prize draw for £100 amazon gift card!

Alternatively you can email us now by contacting customercarecambridge@bluebirdcare.co.uk

We look forward to hearing from you.



Meet Your Office Support Team



Carolyn Dailey
Principal Director



Keith Dailey
Principal Director



Dani Durrant
Coordinating Director



Denise Allen
Operations Director



Heather Porter
Care Director



Joanne Bowman
Deputy Manager



Natalie Moore
Quality & Development
Manager



Sarah Pickwell
Team & Customer
Liaison Manager



Katie Manson
Recruitment & Team
Manager



Karen Candler
Team Manager



Terri Evans
Training & Development
Coordinator



Jackie Manson
Customer Care Manager