



Our Charity Raffle Is A Huge Success...

We held our very own charity raffle in support of Katharine House Hospice and what a great success it was!

With the amazing prizes up for grabs, we are extremely proud to have raised a whopping £1470 for a charity that is very close to our hearts here at Bluebird Care.

The Hospice provides a range of services that offer holistic care and support for people with advanced life-limited conditions across mid-Staffordshire as well as providing support to their families and carers. All the services offered are free of charge and they rely on the kindness and generosity of the local community to help generate the funds needed to continue the care.

Speaking on the funds raised, Mary Worsdale, Marketing & Communications at Katharine House, said:

“We are really thrilled that Bluebird Care supported the Hospice with their raffle. It’s through the efforts of individuals and businesses in our local community that Katharine House can continue to care as we need to raise around £6000 every day to ensure our services continue. We would like to say a huge thank you to Bluebird and all those who donated prizes and took part in the raffle for their tremendous support!”

Director at Bluebird Care Stafford, Rick Parekh, added:

“We’re delighted with the success of this raffle. To be able to donate this amount to a fantastic local charity that we know well here at Bluebird Care is amazing. The services they provide are essential and to support them in any way possible is so important. Thank you to all who purchased tickets, and the local businesses who generously donated prizes!”

We would like to congratulate all the winners as well as thank every person and business for their amazing support and generosity in helping us to raise money for such a worthwhile organisation. We are extremely grateful!! For a full list of all prizes and winners please see the news section of our website.



your
Home
your safe place

About Bluebird Care Stafford...

We believe that care matters and we are committed to providing the highest quality home care so that our customers can remain in their own homes.

What makes our homecare services different is that we put our customers first. We aim to provide the same standard of care that we would expect for our own families. This means valuing each person's unique qualities and seeing them as an individual, and not as a list of care needs.

We work alongside families and individuals to tailor our services to help our customers stay in control of their own care for as long as they can. Delivering the very best homecare is our passion, and we strive to achieve this every day.

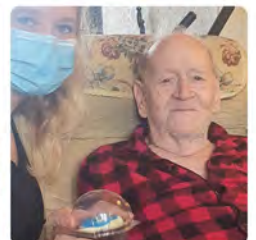
For more information about our award winning home care services, please contact our friendly team.



This past year has been somewhat a little different and despite not being able to join together, we still wanted to be able to mark the occasion, so we decided if you cannot come to the cake..... the cake will come to you!



In October our care team delivered personalised cupcakes to all our customers in the help to raise money for Macmillan Cancer Support. Not only did we raise an amazing £120 for this great cause but our customers also had some well-needed company over a cup of tea too. We can safely say the smiles say it all!!





10 Year Anniversary

We have been celebrating a special milestone with Carer Louise Brown and Registered Care Manager, Emily Jones, as they mark their 10th Anniversary with Bluebird Care Stafford.

Louise has been part of our Bluebird Care family since its doors first opened. Since then, we have seen Louise care, support and dedicate her time to our customers like they are her own. She revels in the rewarding nature of the role and does not shy away from its difficulties. But above all else, she takes the opportunity to learn from the generation she cares about. Louise is a credit to our team and a role model to all our Carers.

Emily joined our team in 2011 and over the 10 years, she has risen through the ranks, from starting as a Care Assistant to reaching her current role as Registered Care Manager. Her loyalty, hard work, commitment, and dedication has, without doubt, contributed to the success of Bluebird Care Stafford. She is so incredibly passionate about her career and is always working to provide the very best. Her support and guidance over the past ten years have been so valuable to us here at Bluebird Care Stafford.

All of us here at Bluebird Care Stafford would like to congratulate Louise and Emily and thank them both for their continued commitment.



How Are We Doing?...

We seek the feedback of our customers at every possible opportunity, at customer reviews, over the phone, via our social media platforms, google, and annually via our customer satisfaction survey.

Your feedback is the key to us building on and improving our services. If you have any issues, concerns, complaints, or want to give us a pat on the back, you can contact us anytime via telephone, post, or email. We are here to listen!

The Silver Line

Have you heard about The Silver Line? If you or someone you know is missing the joy of regular conversation, The Silver Line could help.

They offer a free telephone friendship service for people aged 60 and over who would like to talk to someone on a regular basis.

The Silver Line 0800 470 8090 is available 24 hours a day, 7 days a week.

Sometimes it's just nice to talk.



Pride Month...

The Stonewall Riots took place in June 1969, these protests changed gay rights for a lot of people in America and beyond. On the back of this June is the chosen month to celebrate PRIDE each year. Pride is a celebration for people to come together in love and friendship, and to show how far gay rights have come.

Sexuality is no longer a taboo subject, and this goes for the elderly community too.

Age UK has put together several resources to help support older people to be open about their sexuality, these resources can be found at www.ageuk.co.uk.

Bluebird Care fully supports this ethos and we want our customers and employees to feel comfortable being "themselves" no matter what their sexuality.

There are several local support groups and confidential helplines available below should you require.

- ✓ **Gay Staffordshire** <http://www.gaystaffordshire.co.uk/>
- ✓ **Gay Life Staffordshire** 0300 123 0970, Switchboard
- ✓ **LGBT+ helpline** 0300 330 0630 or email at chris@switchborad.lgbt.

If you require any assistance in contacting or accessing these services, please feel free to ask your care worker or contact us directly at our Bluebird Care office.



Combating Loneliness...

Combatting loneliness and isolation is something that we at Bluebird Care feel extremely passionately about. Our Field Supervisor, Sally has been looking at loneliness and ways in which we can help our customers to combat feelings of loneliness and isolation.

In our combined efforts to stay safe and save lives during the pandemic, our usual ways of seeing family, friends or just familiar faces have been put on pause. This means we have had to adapt how we connect with people and find new ways to stay in touch during this time. We recognise the importance of maintaining good interaction to help promote a happy and healthy wellbeing.

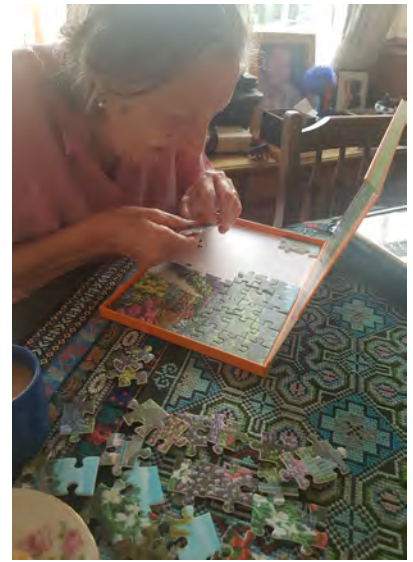
At Bluebird Care, we will work with our customers, focusing on what they can do, rather than dwelling on what they can't. If the fear of walking longer distances is a worry that prevents you from getting out and about, we will look at ways to overcome this, for example hiring a wheelchair or mobility scooter may be an option. Our companionship service is tailored to you, and we will carry out a personalised assessment to ensure you are safe, and that your time is used effectively, and that all your likes and dislikes are considered.

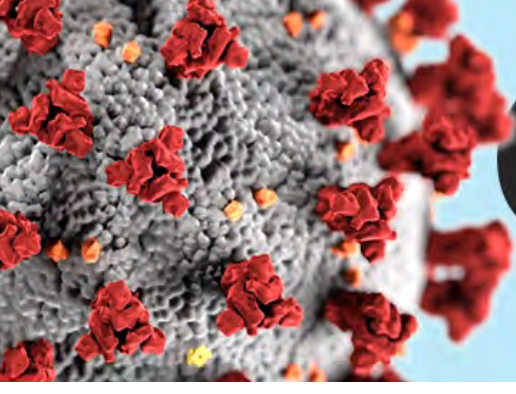
On some of the outings we have previously carried out, our carer assistants have accompanied customers on days out to the farm, the local pub and even accompanied a customer to their hometown where they grew up. Some customers simply wanted to chat over a cup of tea, bake a cake or have their hair cut and styled by some of our talented care assistants.

We have also created a lending out box containing a selection of jigsaws, books, knitting and many more items which we are happy to loan out to customers should they wish to enjoy them at home either with a relative or a Care Assistant.

We want as many customers as possible to gain the benefits from this service in a bid to combat loneliness, and that's why we have introduced a special reduced hourly rate for all existing customers who wish to include companionship or social sits visits to their package.

If you would like more information about this service, ask you care worker or contact our office team who will be happy to discuss all the options available.





COVID-19

CORONAVIRUS PANDEMIC

Since March 2020 the whole world has had to pull together in an attempt to battle against the Covid19 pandemic, and although it is far from over, I think it's safe to say we have all done our bit to allow us to hopefully take the next steps from 19th July 2021, once Boris gives us the go-ahead!

Since the start of the pandemic, we have continued to provide the highest level of care and support to our customers. We have kept abreast of government guidance to ensure we are always adhering to best practice. There are several measures we have taken to ensure we protect our customers, our staff, and members of the public including (but not limited to):

- ✓ **Conducting a COVID-19 office risk assessment following government and HSE guidance.**
- ✓ **Investing in additional Personal Protective Equipment by government guidance.**
- ✓ **All employees take part in weekly Covid PCR testing.**
- ✓ **Regularly checking on the wellbeing of our care team and signposting them to mental health support groups, should they require.**
- ✓ **Providing all employees with all relevant information on receiving the Covid19 vaccination to allow them to make an informed decision.**

Covid19 Vaccinations...

At Bluebird Care we recognise the importance of the Covid19 vaccination, we understand that the vaccination is a safe and effective way to prevent disease and save lives – now more than ever. From January 2021 our care staff began receiving their first dose of the Covid19 vaccination.

We are delighted to report that now almost 91% of our care team are fully vaccinated. (With the remaining percent either opting not to receive the vaccine due to personal preference or on the advice from their health care professional).





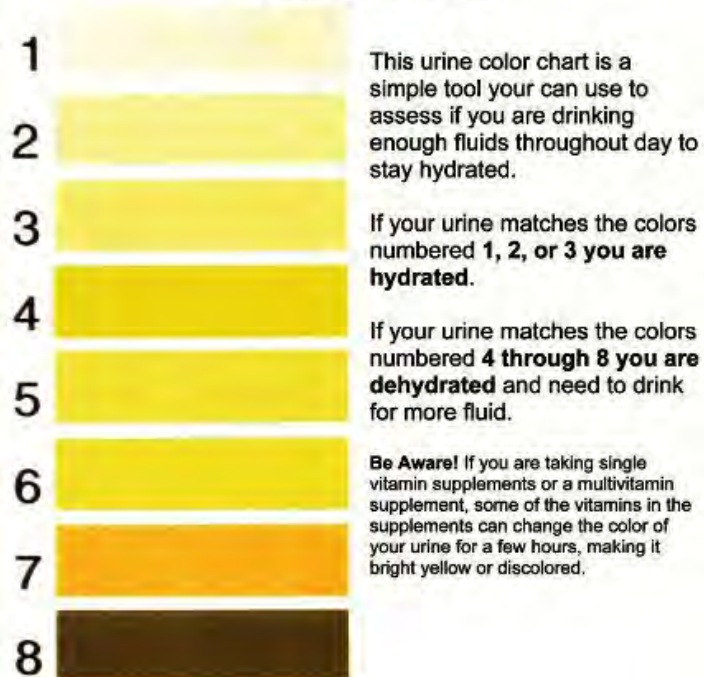
Staying Well This Summer...

We are encouraging older people, their families, friends and neighbours to think about staying hydrated this summer and how we can support vulnerable people in the community, who may be at risk.











Water makes up nearly two-thirds of our body and is essential for us to function properly, and has a wide range of benefits for our bodies. It does everything from removing waste products in urine to lubricating the joints. It is important to keep hydrated and increase fluid intake in warm weather. Eating foods that contain water is also a good way of keeping hydrated, these could include fruits such as melon, grapes, cucumber, and ice lollies.

With the frequent and sudden changes in British weather, Bluebird Care wants to issue a reminder for people to get prepared for the hotter weather. Signs of dehydration include tiredness, dark-coloured or strong-smelling urine. The chart below is a guide to help you identify if you become dehydrated. If you are concerned that you are not getting enough fluids speak to your care assistant, they can offer advice on ways to help keep you hydrated.

Am I Hydrated? Urine Color Chart



TOP 10 HYDRATING FOODS

	CUCUMBER 96% Water		GRAPEFRUIT 90% water
	CELERY 95% Water		COCONUT WATER 99% water
	TOMATOES 94.5% Water		LEMON 90%+ water
	WATERMELON 96% water		LETTUCE 95% water
	STARFRUIT 92% water		LIME 90%+ water

Our Night Care And Respite Service



Night Care at home is an essential part of our offering at Bluebird Care. Our dedicated team of people work through the night, so that our customers can feel and remain well supported and cared for whatever the time.

Sleeping Night

The care assistant sleeps at the property for a minimum of eight hours and is on hand if required. This option will suit if you don't require regular support, but feel uncomfortable when left alone throughout the night. Anxieties and sleep deprivation can soon be improved with a sleeping night care professional there to support you.

Having that extra night care at home can really help you remain healthy and happy. If assistance is needed more than twice during the night, this will be considered a waking night.

Waking Night

The care professional is on duty throughout the night for a minimum of eight hours. This is the best support option if you or a loved one wakes several times perhaps being disorientated or needing to go to the bathroom. If you wake at regular intervals during the night to change position due to injury, or if you have to administer medication at regular intervals, this is likely to be the best choice for you.

The waking night care professional is there at your side as and when you need them for the duration of the night, providing a high level of expert support.

Our Respite Care Service

Caring for an elderly, ill, or disabled family member is not an easy job and at times is extremely demanding. No one is equipped to do it alone and there should be support in place to relieve the carer when needed. Finding respite care services can provide the necessary break you need.

Our service can enable you or your relative to continue to live at home in a familiar environment, surrounded by the things that matter, with the peace of mind that comes from knowing you are in safe hands.

Our friendly, professional care assistants are fully trained and checked. They can help around the home, support with personal care, meals, and medication, and just as importantly, assist or help organise and support medical appointments and social events and activities. Ultimately, you're in control so you tell us exactly what you would like and how.

Word Search Time

See if you can find the words that best describe the service we provide at Bluebird Care, and feel free to ask our team if you need any help :)



Y D N W O H W J C H O I C E A X J S O D
 V J J C A R E R F A E C A R I N G A J V
 O I C O S P R C P E R S O N A L J F C G
 U H O W I N D E P E N D E N C E Y E X A
 T O M A K I P P R B W N I G H T S I T S
 I N P L P E K R E S P O N S I V E V S N
 N E A I K P V T E A M B L U E B I R D K
 G S N V S I O H O B B I E S R O L K M P
 Q T I E J R N I S Q Y A H N W X H U W V
 S Y O I C G Q D N O V U X L I X Y V V Y
 P Y N N T O E U I T C D S W A C N P N J
 E V S C H B M C A V M I O H K F U R X U
 C H H A P O X P U L I E A C O M F O R T
 I E I R S S M M A S I D N L O P S U V H
 A A P E X T U E E S T T U T I G P D I O
 L L C U U D R P C L S O Y A S S N I X M
 I T Q Z K V W U P A R I M M L O I Q N E
 S H F J G D Y K S O R U O E J J J N S G
 T R U R E S P E C T R E C N R F N U G D
 Y L I F E S T Y L E N T C M W S E H S X

- | | | | |
|---------------|--------------|--------------|-------------|
| COMPANIONSHIP | APPOINTMENTS | INDEPENDENCE | SOCIALISING |
| COMPASSION | INDIVIDUAL | LIVE INCARE | RESPONSIVE |
| SPECIALIST | LIFESTYLE | CUSTOMERS | NIGHTSITS |
| HOMECARE | SHOPPING | PERSONAL | COMFORT |
| QUALITY | HOBBIES | HONESTY | SUPPORT |
| RESPECT | CARING | CARER | BLUEBIRD |
| CHOICE | TRUST | TEAM | HEALTH |
| OUTING | PROUD | HOME | SAFE |





EMPLOYEE OF THE MONTH....



At Bluebird Care we love nothing more than rewarding our staff. Each month we announce our “Employee of the Month” we shout about them to anyone that will listen and we give them 20 points which they can convert to cash.

JANUARY – AGNIESZKA SERWADCZAK

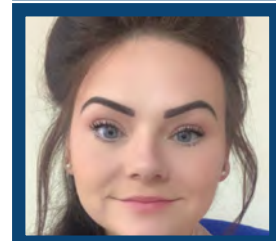
Aggie is dedicated to the needs of her customers and consistently delivers excellent care. As well as her outstanding level of care, the support she provides to new carers is second to none, as she helps them gain the confidence needed to provide excellent care.



FEBRUARY – KELLY MUNCASTER & SALLY KIDD

Sally is one of our Care Supervisors and part of Sally's role involves providing support to our new and existing carers. She is always willing to go out of her way to ensure our carers are given the support they need, whether this be based within their care role or in their personal lives.

Kelly is our amazing Care Co-ordinator and a key part of our Bluebird Care Team. Having to manage a large team of carers is a challenging task and she strives to ensure carers are content within their work, their preferred areas of work and working patterns.



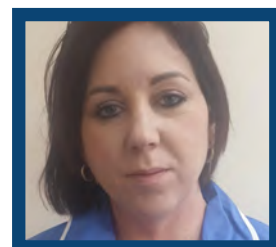
MARCH – CATHERINE EDGE

Since joining us here at Bluebird Care, Catherine has shown a huge growth in confidence and has become much more self-assured. Not only has Catherine demonstrated an excellent commitment to her role but is always willing to go the extra mile for the care team and her customers alike showing support, commitment, and pride in her job.



APRIL – LISA KENYON

Lisa always ensures she gives her best to provide person centred care to each of her customers, always making them smile, laugh and putting them in a good mood.



MAY – JESSICA CLOWES

From the moment Jess walked into her role, she has gone from strength to strength, showing a huge growth in confidence, learning new and different aspects within the office environment. As well as her outstanding level of support, she has also gone the extra mile by setting up several fundraising events to help raise awareness and funds for local charities.

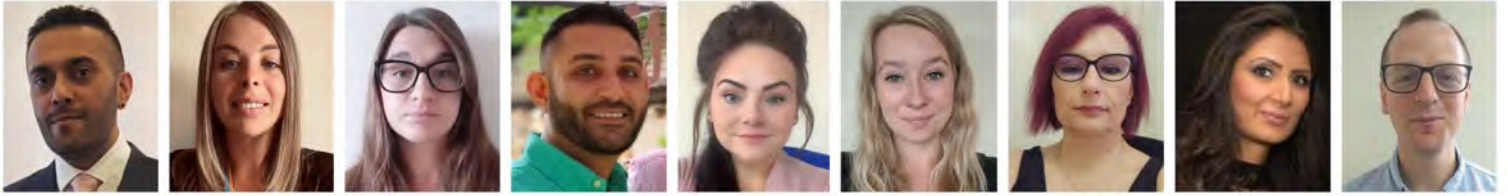


JUNE – PIP WEBSTER SMITH

Pip has demonstrated true commitment and dedication as she has continued to deliver care under very difficult personal circumstances. This past year has not been the easiest for Pip, however despite her ongoing health issues she has continued to maintain a wonderful approach in supporting customers.



MEET THE TEAM



*Rick
Director*

*Emily
Registered
Manager*

*Sarah
Care
Supervisor*

*Rav
Business
Support*

*Kelly
Coordinator*

*Jess
Recruitment
Coordinator*

*Sally
Care
Supervisor*

*Dee
Finance
Coordinator*

*Will
Care
Supervisor*



WE'RE THE
**DREAM
TEAM**

We Are Recruiting / Job Opportunities



WHOSE LIFE
DID YOU
CHANGE TODAY?

Bluebird Care Stafford are now recruiting for

Full & Part Time Care Assistants.

We are known throughout Staffordshire for the high-quality home care and support we provide and the secret to our success is our fantastic **Care Workers**, who go the extra mile for our customers every day!

Are you a kind, caring and compassionate person?

Can you make a difference to a person's life and are looking for a rewarding career?

If so, we want to hear from you!

This position would suit individuals living in and around Stafford.

No previous experience is needed as we provide the very best training, support & development.

ALL APPLICANTS MUST HAVE FULL DRIVING LICENCE & OWN CAR

For more information contact us today!

Contact, visit or telephone us on:



Bluebird Care Stafford
8 Marconi Gate
Staffordshire Technology Park
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ST18 0FZ

Tel: 01785 337711

Email: stafford@bluebirdcare.co.uk

Website: www.bluebirdcare.co.uk/stafford

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