



By Your Side

Colchester & Tendring



About Us

Bluebird Care Colchester and Tendring first opened its doors in 2010. We began this journey to provide the standard of care that we would expect our own friends and family to receive. We wanted to be a company that values our customers and employees.

Melvyn, the director of the Colchester & Tendring and Braintree & Uttlesford branches, first considered moving fully into the care industry after 10 years working with Social Services.

His father was diagnosed with Alzheimer's and required care. He found it difficult to find a care provider who shared his values and would provide truly person-centred care.

He bought his first franchise in 2009; Bluebird Care Colchester and Tendring and has gone on to purchase Bluebird Care Braintree and Uttlesford. The company ethos is still very much at the heart of everything we do.

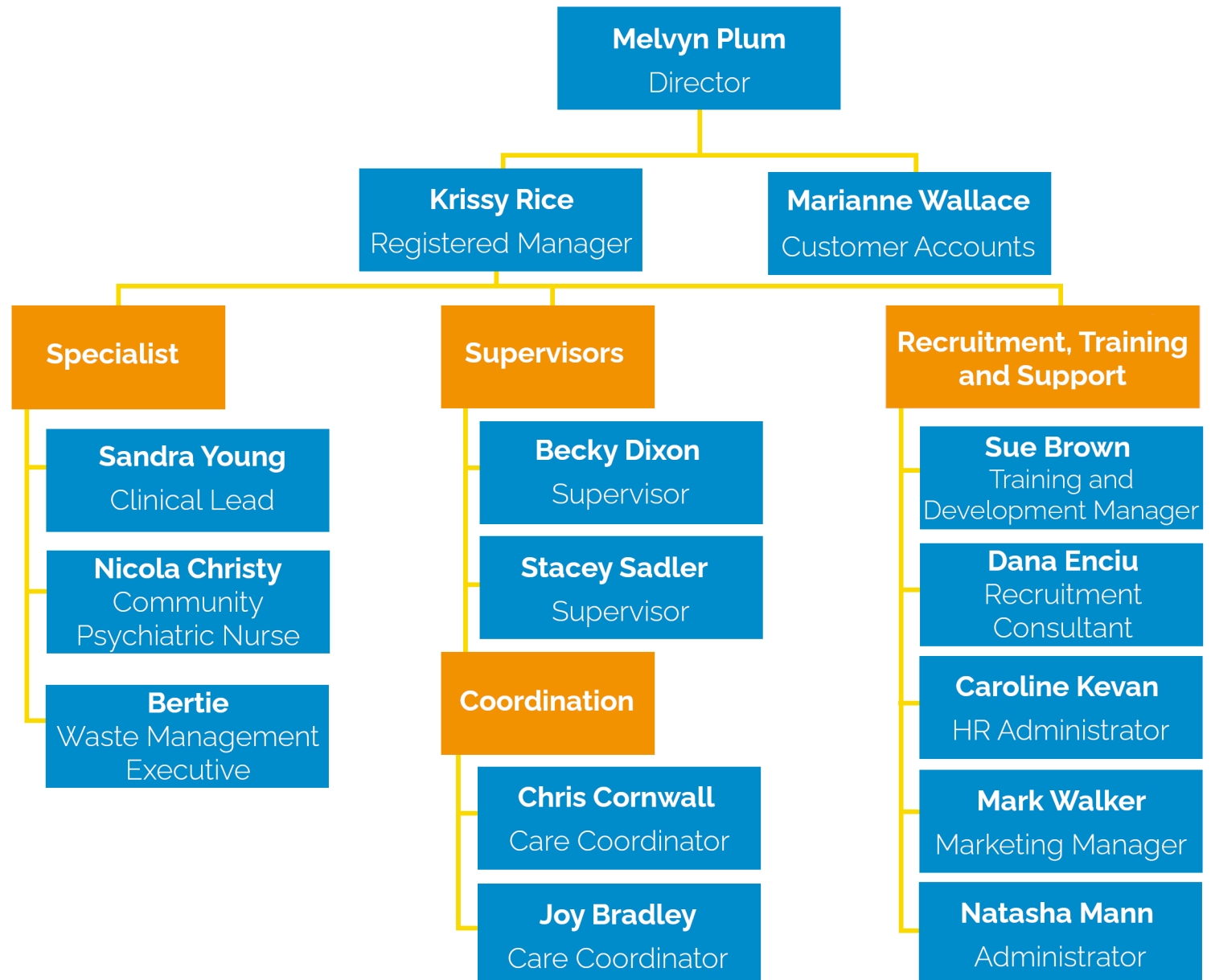


Mission Statement:

"To Set Standards of Excellence and Innovation for the Care we Provide to our Customers and for the training and support we give to our staff"



Meet the Team



More than just Care: We are part of a community

At Bluebird Care Colchester and Tendring, we find it very important to reflect on the reasons why we care. For us, our customers are extremely important to us, and so is the community we work in. This is why we try to do more than just help those in our care, but improve awareness and support for the community as a whole.

- We have a Dementia Friends Champion who works with local retailers to educate and support them in providing Dementia Friendly environments for people to shop, and the local community to bring greater awareness of the impacts and how to support people living with Dementia. Our Dementia Champion has helped over 200 people become Dementia Friends, which has been recognised by the Alzheimer's Society.
- We host charity events several times a year to support local and national charities such as taking part in the Alzheimer's Walk, and hosting coffee mornings in aid of Macmillan.
- Friendship Club – we use our minibus to pick up local residents and take them to a monthly Friendship Club and monthly Lunch Club.
- Bertie visiting customers
- Founding member of the Dementia Action Alliance working towards making Colchester a Dementia Friendly Community.



Our Vision and Values



- We operate a holistic approach to Care and believe that the customer comes first.
- We respect personal beliefs and identities and respond to diversity, choices and needs.
- We promote independence and always treat people with the upmost dignity and respect.
- We maintain open and honest relationships. We listen and respond to the feedback we receive from customers, staff and other professionals, to make sure our service is as safe and person centred as possible.
- We provide a consistent and reliable service that is expected by our community
- We treat complaints and concerns seriously and always look to make improvements.
- We respect privacy and keep all information we hold confidential.

Positive and Passionate Management

At Bluebird Care Colchester and Tendring, we are firm believers that positivity and passion in the community is inspired and maintained by the Senior Team.

We are able to draw off the expertise of a large network of over 200 Bluebird Care offices, the information and knowledge is immense. We utilise this resource to develop our own team and drive the service forward for improvement.

Our Senior Management Team are extremely proud of all of the hard work our Care Assistants do, and we value and respect our staff's career choices and development. Here, we have an open door policy at the office, and our staff know they are always welcome to pop in for a coffee, to share their thoughts or worries, or just to have a cuddle with our office dog, or grab a snack from our dedicated food table! We also have a dedicated Carers Lounge where Carers can come for their own respite.

Ultimately, our main aim is to encourage our staff to provide a high quality service, we feel proud to be able to say we are achieving this on a daily basis. For which we are very proud to be rated "Outstanding" in the "Well Lead" category by the Care Quality Commission.



Feedback from our Customers



“ It's a relief knowing that mum is receiving care from someone who not only carries out her duties but who goes the extra mile to be kind, thoughtful and sensitive.

Name: HK - Customer's Family



“ On behalf of our family, we want to say a big thank you to Beverly and her on-going kindness and support for our mum.

Name: HK - Customer's Family

“ We really appreciate the care, support and professional attitude you have shown to Dad.

We would particularly like to thank Sarah for her prompt actions on the day Dad was taken in, and for her kindness and support waiting with us well after the paramedic arrived.

Name: IB & family

“ I recommend Bluebird to anyone who enquires. You have provided an excellent service to Mother.

Mother's carers were prompt, friendly and efficient on a daily basis. The coordinators were able to accommodate extra care at short notice promptly, and always kept me in the loop.

I am grateful, thanks again for your kind attention to Mother's needs.

Name: JI - Daughter

“ To all at Bluebird who helped my Auntie Jenny.

Thank you so much for all the lovely and thoughtful care you gave Auntie. All the very best - your Bluebird area have some wonderful carers - thank you.

Name: Rosemary and Family

“ Just a little token to say many, many thanks for all your care and help over the past months.

Mum thought the world of you girls.

She passed away where she wanted to be, from her own bed, thanks to you.

Name: Joy

Always Improving Quality

We recognise the Care industry is always changing, adapting to new challenges, incorporating new technologies and building a more connected future.

Health and Wellbeing Schemes

- Dementia Champion
- Dignity Champion
- Clinical Mentor
- Red bag scheme
- Gold Standards framework
- Investors in people
- Assessing against the NICE standards
- 5 Golden Rules about Me
- Bluebird Care Assist
- Customer Falls Response
- Foot Attack Diabetes Project
- EDC Advanced Dementia Support Project



Person Centred Care

At Bluebird Care Colchester and Tendring, we believe it is fundamental to the high quality delivery of Care that people contribute to their Care planning right from the very start of the Care package.



The Customer is always present at the assessment and reviews so that they can input their views and opinions at every stage.

Each Care Plan is bespoke to the individual and designed with the customer and their family. We ask the Customer what outcome they hope for us to achieve and this is then used as the primary purpose of our Care Plans. We ask them their hopes and aspirations, their preferences and choices.

We detail each individuals personal history using the 'All about me' section in the Care Plan, giving the Care Worker a better understanding of the individual and their life.

We gather the relevant information from the people who know the customer the best such as family members, health professionals and friends.

We keep a record of Advanced Decisions and DNR's and ensure the care staff are aware of these requests in the event of an emergency.

We encourage peoples diversity by supporting them to lead a full and sociable life, taking them to clubs, meetings and assisting with hobbies.

We allow each customer to retain their choice and control, continue making their own decisions for as long as they possibly can.

Care Planning



We carry out a full assessment prior to Care commencing in the customers home with Next of Kin or Power of Attorney present (if required). This ensures our Care packages are person centred and bespoke.



We involve and include customers in all areas of the Care package and decision making process.



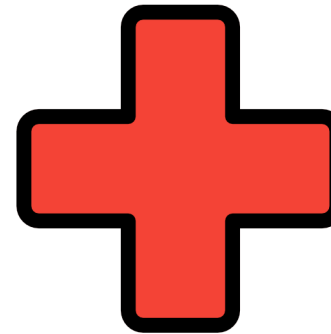
We have an emergency plan in place in case of bad weather or pandemics.



completed and regularly updated.



After a Care package has started, we carry out the following reviews: 48 hours, two weeks, three months, and then ongoing every six months.



We have designed our own "Hospital Passport" for instance when customers are admitted to hospital in an emergency.

How we Communicate

It is imperative that we communicate with people in a way that can be understood. Therefore, we always establish the best method of communication with each individual from the offset.



- We offer large print for customers who are partially sighted, and we can also visit customers to read through the documents if necessary.
- For hearing impaired customers, we send all communication via post or email to ensure that they fully understand what is being asked, if we require a written response, we include a prepaid envelope in the parcel.
- We detail any requirements around communication on Hospital Passports to allow medical professional to quickly understand the best way to communicate. We understand when someone is unwell, their communication may be different or less than usual.
- We write customer preferences for communication on the Care Plan so that all staff know how best to communicate with customers and build rapport more quickly if they are new to the package.
- Live in Care Staff carry out a full handover when they change shifts, with a member of office staff present.