

# The Care Certificate



Health Education England (HEE), Skills for Care and Skills for Health have worked together to develop the Care Certificate, designed to meet the requirements set out in the **Cavendish Review**. The Care Certificate is a set of standards that social care and health workers stick to in their daily working life.

Introduced in **March 2015**, it is the new minimum standards that should be covered as part of induction training of new care workers. It applies across social care and health, links to National Occupational Standards and units in qualifications, but most importantly it covers what is needed to be caring - giving workers a good basis from which they can develop their knowledge and skills.

Here at Bluebird Care (Rushcliffe & Melton), we have embraced and fully support the implementation of this new umbrella qualification in health and social care for staff new to care.



Bluebird Care are confident and committed to delivering a professional, well-structured, and thorough induction process for all new starters. This covers all the essential elements of correct homecare practice, underpinned with the fundamental knowledge needed in order to carry out safe, person-centred, dignified care to all our customers.

The Care Certificate looks to strengthen this process further by providing new starters that are taking their first steps into a career in care, with a portable, recognised qualification.

In addition to completing the existing robust induction process, as this certificate is now a prerequisite for successfully becoming a homecare worker, our customers can be even more assured that they are receiving care and support from a well-trained, knowledgeable, skilled workforce.

Of course staff development doesn't stop here. We fully support and encourage all of our staff to undertake further fully funded qualifications and training in health and social care in order to continuously update and gain valuable knowledge within the care sector.

## Our Pursuit for Excellence

*Bluebird Care (Rushcliffe & Melton) is soon approaching its 2nd birthday! After almost 2 years in business delivering dedicated, person centred home care and support across the South/East Nottingham region, we would like to take a moment to reflect on the exceptional efforts of our care team who work tremendously hard to keep our customers safe, happy, and as independent as possible in their own home.*

*With that said, there is never room for complacency! In addition to our director Andrew, manager Peter, supervisor Helen, and coordinator Steph, we have recently appointed team leaders Vicky, Kevin, Sarah, and Michelle, who provide another vital level of support and supervision for our care team. What this translates to for our customers is a greater support network and an even greater confidence in the delivery of our services.*

*Looking ahead we will be inviting more staff to undertake specialist courses in End of Life Care, Dementia, Diabetes, and Parkinson's disease which they can then pragmatically apply to their day-to-day work.*

*"The Social Care Commitment is a Department of Health initiative that has been developed by the sector, so it is fit for purpose and makes a real difference to those who sign up."*



Made up of seven statements, with associated 'I will' tasks that address the minimum standards required when working in care, the commitment aims to raise workforce quality in adult social care. Both employees and employers sign up to make the pledge. The Bluebird Care team endeavour to ensure all staff are devoted to delivering high quality care and support. This is done right from the start by recruiting the right people with appropriate skills and temperament for the job role, as well as then providing continuous support and development opportunities for those who want to further their career with us.

Led by the National Dignity Council, Dignity Champions form part of a nationwide network of over **60,000**

individuals and organisations who work to put dignity and respect at the heart of UK care services to enable a positive experience of care. We have already had over 5 members of staff sign up to become a Dignity Champion over the past few weeks and more are sure to follow.



Dementia is often a misunderstood condition and many of us are unaware of what it can be like to live with the condition. That's why a number of our carers have been signing up to the 'Dementia Friend' initiative. Dementia Friends is about learning more about dementia and the small ways you can help. From telling friends about 'Dementia Friends' to visiting someone you know who is living with dementia, every action counts. Anyone can become a Dementia Friend! Please visit [www.dementiafriends.org.uk](http://www.dementiafriends.org.uk) for more information and sign up today!

One of our enthusiastic carers, Jenny, has been motivated enough to take things a step further by becoming a **Dementia Champion**. In doing so Jen has attended a course on presenting Dementia information seminars which she intends to deliver not only to staff, but to members of the public as well - something we are very proud of and fully endorse.



# Bluebird Bulletin

The Home Care Newsletter for Customers



FEB 2016

Rushcliffe  
and  
Melton

Tel: 01159 333114

Issue 1

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# Driving Homecare... ...Forward

Despite a rather pleasant and surprisingly mild winter thus far into 2016, we can still never be too prepared for what's around the corner given the unpredictable nature of British weather – especially in January and February! With this in mind, Bluebird Care (Rushcliffe & Melton) is pleased to kick-start the year by introducing a new set of distinctive wheels built for all weather conditions – The Bluebird Homecare Mini Car. This 4-wheel drive vehicle will act as a dedicated mode of transport for day-to-day Business operations including care and support for our customers, and providing staff with transport cover during emergency situations e.g. car breakdowns. Look out for the bright blue chase nipping about in your area – particularly Radcliffe on Trent! It has already proven to be very popular amongst the customers who have experienced a trip out in the new Mini Countryman, whether that's to do a bit of shopping, or to be chauffeured to a doctor's appointment at the local GP practice.

Not only is it extremely practical, with sufficient rear space for wheelchair transport, but it also delivers a smooth and comfortable drive.

**B**ringing it back to the weather, which of course we love to talk about in this country, it is important to not forget the real threat to life that our winters can cause for older and vulnerable people. Although each day is now getting noticeably lighter, bouts of severe cold weather can still strike quite suddenly catching us off guard, giving us little time to prepare and protect ourselves. By taking a few simple precautions, we can significantly reduce the associated risks...

**Plan** Minimise the risk of falls or becoming ill by taking the weather into account when you plan activity when severe weather is forecast.

**Alert** Keep an eye on weather warnings and stock up with nutritious food. Remember to speak to your GP about medicine in advance of a cold spell.

**Hot Food** Enjoying a hot meal and drink each day can help to keep you warm and keep your energy levels elevated in the cold weather.

**Wrap up** Wearing extra layers indoors can help you keep warm. When going outside, wearing sturdy shoes with good grip can help prevent falls, and an insulated waterproof coat will help keep you dry.



Welcome to this first issue of Bluebird Bulletin, the home care newsletter produced and dedicated to you, our customers. My name is Peter, the recently appointed registered manager of the Business and my first column comes at a pivotal point for the Bluebird Care (Rushcliffe & Melton) Franchise.

With the start of a new year we have introduced a myriad of new initiatives, training programmes, and staff incentives to further develop and promote our care team, which in turn will only enhance their knowledge and skills which they can then apply in the field.

We as an employer, along with many of our staff, have signed up to the government led scheme 'The Social Care Commitment' which is our promise to provide people who need care and support with the high quality services they deserve.

To learn more about what it's like to live with Dementia, and to turn that understanding into action, our carers have been signing up to the 'Dementia Friend' Alzheimer's Society initiative, look out for their tunic badges!)

Furthermore, we have been promoting dignity in care by encouraging staff to become Dignity Champions.

Regards  
Peter Bryan  
Registered Care Manager



Please call our office team for further advice 01159 333 114