

Dear Customers,

We've had a lovely summer of sunshine, maybe a little too much at times! I know some of us would welcome the wet weather, especially with our gardens looking so parched.

Since our last newsletter we have introduced our new Social Activities Club. Our aim is to give you all the opportunity to socialise outside of your normal home environments by offering a range of activities that will hopefully suit many tastes. For those who haven't joined us yet, we really hope the pictures in the following pages may encourage you to give it a go!

**Gabi,**

Director, Bluebird Care Fareham

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Do you know someone who requires help looking after loved ones while they go on holiday?  
Perhaps a short-term Live-in Care package could be ideal for them. Let us know so we can talk to them about our service.



## We need you! Join our Quality Action Forum

Do you have an hour to spare, once a quarter or once every six months?

The Bluebird Care Quality Action Forum is a way for customers, their relatives and staff to come together and discuss ways to improve the overall service that we offer. Your feedback is invaluable in helping us to ensure that we are delivering an excellent service that meets your needs. Therefore, we welcome you to join either the next meeting in September. Please let us know if you or your family members would like to attend, or email [jaspreetkang@bluebirdcare.co.uk](mailto:jaspreetkang@bluebirdcare.co.uk) for more information.

# Social Activities Club

Bluebird Care Fareham have launched an exciting new initiative for our customers, the Social Activities Club. The club offers you the opportunity to socialise with others outside of your normal home environment.

We offer an array of activities and events for you to take part in, including a monthly lunch club. The first lunch club was held in July, in a community hall with catering provided for by a local pub. Customers enjoyed classics such as fish and chips, jacket potatoes and trifle! It was a fantastic opportunity to get to share stories and be out in a different environment for a few hours.

The August lunch club was held at our offices, and a number of you enjoyed a lovely buffet spread while reminiscing to some old classics! Other lunches are already booked in the diary, so don't forget to book on. They will be held on the first Wednesday of each month. Just call us to let us know if you would like to attend and we'll give you the details and even arrange for someone to pick you up.

We've also had a games morning, which included jigsaw puzzles, board games, music and brain teaser games. The round of Jenga became quite tense and competitive!

We also had a wonderful afternoon visiting Garson's Garden Centre, keep reading for more on this and another exciting activity planned!



## Hamble Boat Ride

We have booked a special experience for our customers on **Wednesday 14th September, 1pm - 2.40pm**. Join us for an exclusive boat ride with Wetwheels Hamble.

The Wetwheels experience is designed to give those with mobility issues the chance to experience the excitement of power boating. Wetwheels boats are truly unique by being fully accessible - not just giving you the chance to be a passenger, but also to take the helm as the skipper - everybody gets the chance to drive!

There are a total of 10 spaces available for this amazing experience, and some spaces have already been taken.

Please note, you will need to be at the location in Hamble by 12.40pm. Therefore, we advise that you have lunch before you arrive. If you require assistance getting there, please let us know.



## Garden Centre Visit



We had a wonderful afternoon visiting Garson's Garden centre recently. The visit was organised as part of our new Social Activities Club, and we had a great turnout of customer's and carers.

We viewed the range of summer plants on sale, and a few people made purchases for their gardens. The afternoon was topped off perfectly with tea and cake at the tea rooms. We even celebrated a lovely customer's special 90th birthday on the day!



## October Lunch Club

Our next lunch club will be on **Wednesday 5th October, 12pm-2pm** at the Bluebird Offices in Shedfield.

If you haven't joined us before, we would really love for you to come along. It's a nice few hours of being treated to a lunch while meeting some of the other customer's and having a chat with the staff team. We can arrange to collect you and drop you back home. All you need to do is confirm your attendance to us by Monday 3rd October. Call us on **01329 832681**.

## Baby News

Congratulations to Care Assistant, Caroline, on the birth of her beautiful boy, Reggie, born in June weighing 9lb.



## A big birthday!

Happy Birthday to our lovely customer, Nina who recently celebrated a milestone birthday, 100 years!



## New for you, The Activity Hub

A fun new feature for our customers! The Activity Hub is a collection of games and activities for you to enjoy with your carers and/or family members. We have purchased an array of items for you to borrow, but if there is something you would like to see just let us know and we will try to add it to our collection.

Select the game or activity of your choice and either let your carer know or call the office team. We will then arrange for it to be sent to you via your carer.

Games/activities available:

- Snakes & Ladders
- Connect 4
- Scrabble
- Jenga
- Various jigsaws
- Outdoor games
- Dominoes
- Brain teaser games
- Chess & Draughts
- CDs of classic wartime songs



## Complaints Procedure

We like to pride ourselves on the open door policy that we endorse throughout the company here at Bluebird Care Fareham. We encourage our customers and their family members to come to us if they have any concerns about their care package or the service they receive.

Our team consistently work hard to ensure all customer's receive the highest levels of care possible, and we pride ourselves on having some of the most professional and compassionate people in our teams. However, we appreciate there may be times that you feel your issues require further attention, and should this happen you may feel the need to make a formal complaint. All complaints will be responded to in a timely manner by our management team.

All complaints should be in writing and addressed to Louise Richards, Registered Care Manager.

## The Office Team

With many new customers and staff joining us, we thought the below update on the roles of the office team may be useful. We will endeavour to update you with staff changes as and when they happen. We also have a 'Meet the Team' section on our website if you would like further details of everyone's roles.

Please continue to use the main office number and the main office email address [fareham@bluebirdcare.co.uk](mailto:fareham@bluebirdcare.co.uk) if you need to contact us.

**Gabi Sprechert - Owner/Director**

**Louise Richards - Registered Care Manager**

**Becky Simpson - Care Coordinator**

**Sharon McLoughlin - Care Supervisor**

**Leia Torrente - Customer Supervisor**

**Rachael Kellet - Finance Manager**

**Jas Kang - Marketing Manager**

### ***Meet the Team!***

We are inviting all customers and their families to come along to our offices on

**Thursday 13th October**

Meet the office team and find out more about their roles with some coffee and cake!

More details to follow soon.



## Try Live-in Care for a weekend and see if it's for you!

We are offering all of our customers the opportunity to experience our popular Live-in Care service for a weekend, at a discounted rate. This is a fantastic opportunity for you trial the service and see if it could be an option, or future option, for you or your loved ones.

Whether it's short-term or long-term, our Live-in Care service is an ideal solution for many families. We can take over the care of your loved ones while you go on holiday, or just want a break from care duties. Or perhaps you are feeling lonely and would like a friendly companion to spend your days with, as well as help with care and domestic duties.

Speak to the office team today and see if it could be a great solution for you.



“  
She's my lovely  
blue angel  
”

### We love to hear from you!

*"I have been very satisfied with all the care that my husband has received. They are all cheerful and friendly and willing. When I have had to change the timing this has been done efficiently. My husband has enjoyed all the activities that have been provided. I am very grateful for all their support."*



### We are here!

Feel free to contact the team if you have any queries.

**Call 01329 832681 or  
email [fareham@bluebirdcare.co.uk](mailto:fareham@bluebirdcare.co.uk)**

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