



We are delighted, once again to welcome you to our Customer & Community Newsletter.

As you know, there have been quite a few changes over the last few months, both in the field staff and office (some of which are included in this newsletter); we hope that the recent communication regarding these and the challenges we have faced, has given you a better understanding of what we are doing to find solutions to the issues, but also to keep you informed of the plans we have going forward.

It is only through continued communication that we are made aware of any concerns/issues/ideas/compliments etc. that you would like to share with us. Let your carer know or call us at the office.

2 way communication is key and we understand that a problem only exists if it doesn't get sorted!

We are still as passionate about what we do as we were when we started the business 8 years ago and we are determined to deliver a service that you are happy with and we are proud of.

We do very much appreciate your patience and understanding and never take for granted the trust you put in Bluebird Care's services and never forget that it is an honour to be of service to you.

Please let us know if you have any plans in the coming weeks and months and would like your carer to take you out for a trip (weather permitting) to go shopping, visit friends & relatives, or perhaps a visit to the countryside, let us know by contacting the office.

We do hope you enjoy this issue and as ever, if you would like us to add anything you feel would be of interest, please get in touch.

With best wishes,
John & Jane Perry, Directors

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Carers of the Month

January 2015 – **Liz Pryke**

February 2105 – **Csilla Gubisza**

March 2105 – **Caitlin McColl**

Well done ladies, keep up the fantastic work!

These will all be entered into our Carer of the year in December ... Watch this space!

Carer of the Month: Just a wee reminder to all staff, that if you feel one of your colleagues deserves special recognition for something they have done, then we would like to hear about it.

Pop in or call the office to put them forward for Carer of the Month.

Question & Answer with Claire McKay



Q. Who is Claire Mackay?

- A. Registered Care Manager for Bluebird Care Edinburgh. Fife born and bred
Passion for working with people and making a small difference every day to someones life.
Making people smile.

Q. What do you bring to Bluebird Care Edinburgh?

- A. Trained Registered mental health nurse with 16 years experience in mainly the private sector. Knowledge of residential and care at home services provision. Previously worked with Elderly, mental health, physical disability, Acquired brain injury, Adults and rehabilitation... a passion to succeed and maintain good grades with care Inspectorate. Work as part of the team empowering and motivating them. Passionate about individualized person centred care delivered how the customer wants it to be.

Q. What is important in your role?

- A. Enabling people to remain in their own homes and live as independently as possible is paramount, giving them the choice and allowing customers to take safe risks. Listening to customers thought and feelings, what works for them and what doesn't. Supporting customers to fix things when it doesn't go right. Having competent and experienced, well trained carers to deliver the care to the customers specification. Being available for both the staff team and customers. Going that extra mile to deliver what is expected.

Q. Why Bluebird Care?

- A. Loved and embraced the idea of person centred driven service striving for excellence in Social care whereby the customers are at the heart of what we do.

Q. What do you like to do in your spare time?

- A. I have a family and 3 dogs and a bearded dragon. I enjoy walking my dogs along the beach near where I live. I used to compete at Kickboxing when I was younger, although I don't compete anymore I still enjoy the sparring and training element of this. I enjoy reading and relaxing at home with my family.

Claire MacKay, Care Manager
Bluebird Care (Edinburgh)



New Carer Committee

We have elected four Committee Members; one for each area of the City. These are Leslie Cecchi in the East, Debbie Armstrong in the North, Hannah Burns in the South and Lynn Rose in the West.

Liz Pryke will head up the committee meetings putting any suggestions forward to our management team. Each member will listen to any concerns our care staff in the field have and ensure appropriate action or feedback is received.



New starts at Bluebird Care Edinburgh

Nick Perry – HR Support

Cat Bell – Co-ordinator

Linda Cramb – Business Support

We are delighted to welcome these 3 new members to the team and wish them long and happy careers with us.

Kris Witkowski

It is with a heavy heart, that we are losing a very important member of our care team.

For purely personal reasons Kris has decided to focus on his personal health and family at this time and we wish him well for the future.

Testimonials

What our customers say about Bluebird Care Edinburgh

“We simply cannot speak too highly of the help and support given by each and every carer as also the support given and continuing to be given to my mother at this difficult time.”

“I can assure you when it is the turn of my 90 year old husband and me to require loving and understanding care we know where to come.”

“A great big thank you and a small token of our appreciation for everybody at BLUEBIRD for all your patience (you needed plenty!) and thoughtful care whilst looking after my mother.”

“Grace sets the gold standard in caring, the standard by which other carers are judged.”

“I, along with all of my family, would like to express our genuine gratitude for all that the Bluebird Care team have done to ensure that Mum has been able to live at home for as long as she has been able to.”

“We had 3 separate recommendations for the company.”

“I am filling this form in on behalf of my husband who has had Bluebird carers for more than a year now. We are both delighted with the standard of care. Each carer comes with a smile and treats my husband very well. It is very good for me to know my husband is in good hands if I am not available.”

“I have already recommended Bluebird Care to other people.”

Charity Events

Cancer Research UK – Race for Life: A team from Bluebird Care will be participating in the Race for life 5k run (or most likely walk) on Sunday 14th June 2015



And also a charity Abseil down the Fort Rail Bridge for the Chest Heart and Stroke foundation on the following weekend Saturday 20th June 2015.



Very best of luck everyone and get lots of sponsorship!

Happy Birthday!



One of our valued customers, Sam Martinez celebrated his 105th birthday in February this year. A lifelong Hibs fan, Sam knows more than most, how long it's been since they won the Scottish Cup! Many congratulations Sam, roll on 106!

New arrival at Bluebird Care!



One of our carers Iwona Wiszowata gave birth to a bouncing baby boy called Xavier. Congratulations to all concerned. Both mother and baby are doing very well!



Customer participation

Sarah Clark one of our valued customers came along to our carer open day recently and met with some potential recruits, sitting in on interviews and generally relating her experiences of the care sector.

It was a valuable contribution to the process and would welcome Sarah and anyone else who would like to be involved at our next interview day, to call the office to arrange.

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www.theopticiansatmarchmont.co.uk

The Services we provide all in the comfort of your home:

Every Customer receives an individualised package of care which is designed around your own care needs.

PERSONAL CARE VISITS:

- Help getting up and going to bed
- Assistance with washing and dressing
- Assistance with getting into the bath and shower
- Assistance with meal preparation
- Assistance with medication
- Assistance with mobility issues

DEMENTIA CARE AND SUPPORT:

This can include all aspects of personal care, one to one (reminiscent work), companionship and social outings?

HOME FROM HOSPITAL SERVICE:

We can collect you from hospital and organise everything for you to settle you back into the comfort and familiar surroundings of your own home.

RESPITE CARE:

This Service can provide a break for family members as a one off, or ongoing and can be from as little as 30 minutes a week to full days.

Tell us what you think of our new format newsletter and if you have any ideas going forward what you would like to see in it.

OVERNIGHT CARE:

We can provide staff who will be awake throughout the night, or sleep ins, which is when someone stays with you and is available to you, when you need them.

END OF LIFE CARE:

We can be part of your palliative care team to support you in the comfort of your own home.

LIVE IN CARE:

As an alternative to residential care, whereby we have a personal assistant provide care and support in the comfort of your own home.

Please contact your local office, if you are interested in any of the services we offer.

Bluebird Care - the story so far

Bluebird Care started as a small family business in 2004 and today we are proud to be one of the largest providers of homecare services in the UK. In less than eight years we have grown from one business to 200 delivering 20,000 customer visits every day.

The story of our success is a testimony to the high quality homecare and support services that we provide to each of our customers each and every day.



Remember, our pool cars are available to you if you need to go out shopping, visiting friends, Doctor/Hospital appointments etc etc. Just contact the office and let us know as soon as you can and we will book them for you.

Tel: **0131 258 5005**

www.bluebirdcare.co.uk

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