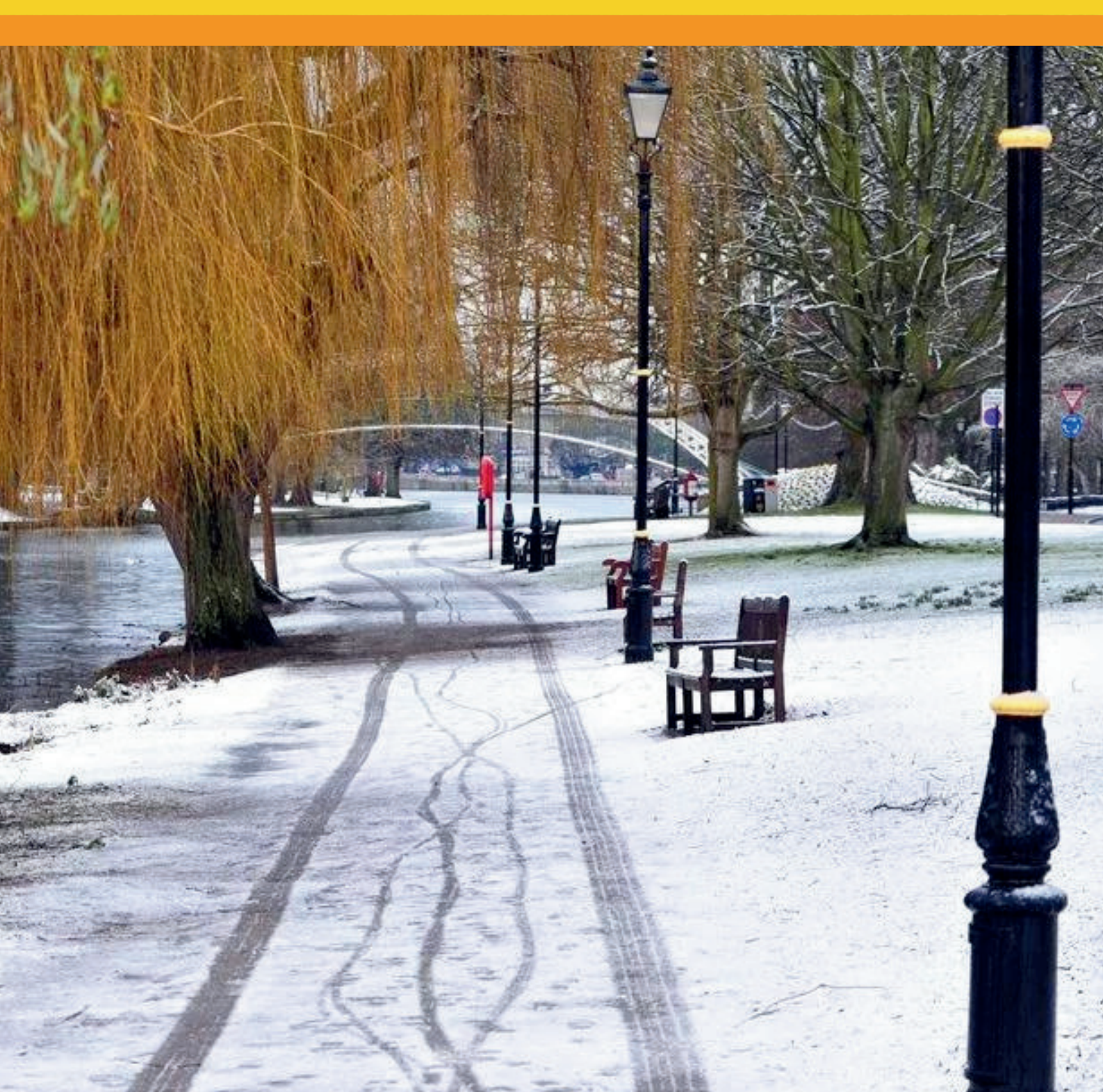




NEWSLETTER

Winter 2023



Newmarket & Fenland, King's Lynn & West Norfolk
| Cambridge & South Cambs | Bedford

Welcome to our Winter Customer Newsletter



This year is a special year for us at Bluebird Care Newmarket, Fenland, King's Lynn and West Norfolk, Bluebird Care Cambridge & Cambridge South and Bluebird Care Bedford as all three of our areas are celebrating 10 years in business!

We started in 2013 with Bluebird Care Newmarket & Fenland, King's Lynn & West Norfolk. Then in 2019 we had the opportunity to add Bluebird Care Cambridge & Cambridge South to our areas. Then in 2022 we were offered another opportunity to add Bluebird Care Bedford to our group. Our combined businesses have supported almost 2,500 customers over the last 10 years.

We would like to take this opportunity to thank every one of our customers past and present for your custom. We are proud to have supported so many people to stay in the comfort of their own homes in our local areas. We are looking forward to the next 10 years!

We have also welcomed some new faces to our office support team. In July we welcomed Jade Warwick to our team as our HR & Recruitment Manager. Jade is following in the footsteps of her Aunt and Uncle, Carolyn & Keith Dailey by joining the family business. We also welcomed Gemma Cutler as our new Supervisor for Bedford & Cambridge. In October 2023 we welcomed Sadie Deeks as one of our Customer Care Managers. Please join us in welcoming them to team!

We also have some wonderful news to share, our Coordinating Director Danni gave birth to a beautiful baby boy in October. Both mum and baby are doing very well, and we can't wait to meet the latest baby-bluebird!

Thank you for letting us know your plans over Christmas, allowing us to plan our team's Christmas rotas. The final date to let us know your plans was 10th December, any further amendments received after this date may still be chargeable. Please contact the office to discuss any other cancellations further.

Coming up in this newsletter we have put together some easy to make festive recipes to try at home, Christmas Gift Ideas for those who live with Dementia, Our latest Customer Survey results, Team achievements, and a round-up of our 10-year celebrations.

*Wishing you a very Merry Christmas
and a Happy New Year!*



Carolyn & Keith Dailey
Principal Directors

Polite Reminder:

Thank you to all of our customers who pay via bank transfer. Please use the invoice number as the reference when paying for your or your loved one's care services. If you are unsure where to find the invoice number please give our accounts team a call on 01353 883333.

10 Year Anniversary 2013 - 2023

We thoroughly enjoyed our 10-year anniversary celebrations with our customers in November 2023! Thank you to everyone who came along to celebrate with us!





Top Tips

Keeping well this winter

With the winter weather just around the corner, we have put together some of our top tips for keeping well this winter:

1. Be prepared

With the weather getting colder and the risk, in some areas, of flooding and adverse weather conditions it is always advisable to be prepared for an emergency. Emergencies can significantly disrupt our daily lives and whilst we can't always predict or prevent them from happening, we can plan ahead to minimise the impact. We advise that you keep stocks of dried milk, canned foods and some bottled water in the house, as well as keep a note of useful emergency telephone numbers:

Anglian Water

Water supply and sewerage service queries and emergencies.

Tel: 03457 145 145

Environment Agency:

General enquiries: 03708 506 506 Monday to Friday, 8am to 6pm

Email: enquiries@environment-agency.gov.uk

Environment incident hotline:

Telephone (24 hour service) 0800 80 70 60

Flood line:

Telephone (24 hour service) 0345 988 1188

Type talk (for the hard of hearing) 0345 602 6340

National Grid:

For gas and electric emergencies.

Tel: 0800 111 999

NHS Direct:

For health advice and reassurance by telephone, 24 hours a day 365 days a year.

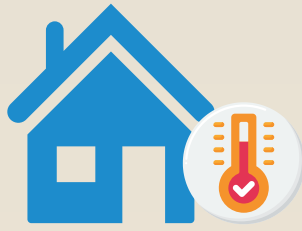
Tel: 111

**IN THE EVENT OF AN EMERGENCY DIAL 999
(112 from a mobile)**



2. Keep warm at home

It is recommended that you keep your home heated to a steady and comfortable temperature during the day between 18°C and 21°C.



Draftproofing doors and windows can help to keep the heat in and reduce heating costs. Getting your boiler serviced annually will also help to keep your heating running as efficiently as possible, further helping to reduce heating costs.

If your home is heated by oil or solid fuels, ensure you have a good supply of fuel in case of an emergency.

If you were born before 25 September 1957 you could get between £250 and £600 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'. You can find out more about the Winter Fuel Payments here: www.gov.uk/winter-fuel-payment

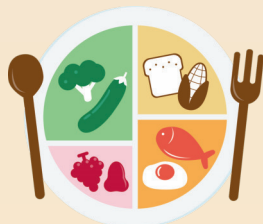
3. Eating Well

During the colder, darker months it can be difficult to sometimes find the motivation to prepare meals.

However, it is important especially during winter months to ensure you eat a well-balanced and healthy diet. Keeping your cupboards stocked with some basics is also a good idea, just in case you are unable to get out to the shops.

Take a look at page 6 in this newsletter for Christmas-inspired easy-to-make recipes!

Don't forget, our care team can also help you with shopping trips or ordering an online shop, please contact our office team for more information.



4. Up to date with your vaccinations?

At this time of year it is important to make sure you are up to date with all of your vaccinations, not just the coronavirus vaccine and boosters. Vaccinations are especially important this year as Flu and Coronavirus levels are expected to rise again. If you're aged 65 and over you might be eligible for a coronavirus booster jab. And it's not too late to have your first jabs if you haven't yet.

You're entitled to a free flu jab from the doctor or pharmacist if you:

- are aged 65 or over
- care for someone, such as a friend or family member
- are under 65 and have a serious long-term health condition.
- live in the same house as someone who is immunocompromised.
- are in long-stay residential care.

When you get your flu jab, check if you're also eligible for the pneumo vaccine, which helps protect you from pneumonia, as well as the Shingles vaccine.



5. Protect yourself from Winter Bugs

This time of year is also notorious for colds and bugs, there are some simple measures you can take to help prevent the spread of germs by:

- Regularly washing your hands with soap and water
- Avoid close contact with people who are unwell
- Catch coughs and sneezes in a tissue and throw the tissues in the bin.
- Maintain a healthy diet and have regular exercise.





Festive Recipes

Mince Pies

INGREDIENTS:

225g cold diced butter. 350g plain flour. 100g golden caster sugar. 280g mincemeat. 1 small beaten egg. Icing sugar to dust.

DIRECTIONS

To make the pastry, rub the butter into the flour, then mix in the golden caster sugar and a pinch of salt. Combine the pastry into a ball – don't add liquid – and knead it briefly. The dough will be fairly firm, like shortbread dough. You can use the dough immediately, or chill for later. Heat the oven to 200C/180C fan/gas 6. Line 18 holes of two 12-hole patty tins, by pressing small walnut-sized balls of pastry into each hole. Spoon the mincemeat into the pies. Take slightly smaller balls of pastry than before and pat them out between your hands to make round lids, big enough to cover the pies. Top the pies with their lids, pressing the edges gently together to seal – you don't need to seal them with milk or egg as they will stick on their own. Will keep frozen for up to one month. Brush the tops of the pies with the beaten egg. Bake for 20 mins until golden. Leave to cool in the tin for 5 mins, then remove to a wire rack. To serve, lightly dust with the icing sugar. They will keep for three to four days in an airtight container.



Cranberry Brie Bites in Puff Pastry

INGREDIENTS:

Puff Pastry, Brie Cheese, Cranberry Sauce, Sea Salt, Pecans, Rosemary

DIRECTIONS:

Place the Brie in the freezer for about 15 minutes to firm up, and generously coat your mini muffin pans with nonstick spray. Roll the puff pastry into a rectangle, then cut into squares. Press the squares into each muffin cup. Use a fork to prick the bottom of the puff pastry in a couple places. Dice the Brie and add one piece to each muffin cup. Top the Brie with the cranberry sauce, salt, and pecans. Place the muffin pans on top of baking sheets to catch any drips.

Bake the Brie bites for 18 to 20 minutes at 190C degrees, until puffed and golden. Let cool in the pans for a few minutes. Transfer the bites to a serving plate, and garnish with fresh rosemary.

Serve hot or at room temperature and DIG IN!



Mulled Wine

INGREDIENTS

750ml bottle red wine, 1 large cinnamon stick, or 2 small ones, 2 star anise, 4 cloves, 2 strips lemon zest, pared using a vegetable peeler, 4 tbsp caster sugar

DIRECTIONS

Put the red wine, cinnamon, star anise, cloves, lemon zest and sugar in a large pan. Cook on a low heat for 10 mins. Remove from the heat and cool, leaving to infuse for about 30 mins. To serve, heat without boiling, stir in the sloe gin (if using, see tip below) and pour into mugs or heatproof glasses.





Christmas Gift Ideas

for your loved one living with Dementia

If you are struggling with some ideas for gifts for someone you know, who lives with Dementia take a look at some of our ideas:

For those with early stage Dementia:

Day Clock:

These have a large display and often include the day of the week, the month and the year as well the time.

Simple board games:

Complicated board games may cause confusion so think of simple and familiar games such as snakes and ladders or checkers.

A Christmas Hamper of their favourite food:

Because everyone loves food at Christmas! Try to keep it on the smaller size as a larger hamper can be overwhelming and take the time to go through it with them.

For those with late stage Dementia:

Bathrobe:

Everyone loves a nice and cosy bathrobe!

Slippers:

Look for a pair with non-slip soles and have some support, to help prevent any falls.

Twiddle Muff:

These are knitted tubes with items such as buttons, ribbons, bells or anything with a distinct feeling attached to the outside. They help to keep fidgeting hands busy.

For those with mid - stage Dementia:

Colouring Books:

Help your loved one unleash their creative side! Also holding colouring pencils helps to maintain fine motor skills.

Larger Print Books:

The larger print makes the books easier to read. If your loved one is an avid reader why not think about an online book subscription?

Memorabilia:

eg. Sports, is your loved one a sports fan? Displaying an old sports shirt or looking through an old programme can help to promote long-term memory.

The most important gift you can give to someone who lives with Dementia is your time and company. You can spend some time looking at their Christmas presents with them or watch a Christmas movie. Although they may not remember everything, they will remember how you made them feel.



Customer Survey Results



In October we sent our bi-annual Customer Survey. Thank you to everyone who completed the survey, we received some lovely comments which have been passed on to our Care Teams. Although we didn't identify any key themes we have noted that some responses were asking about when their care visits are scheduled. With our use of technology you can access your care visit schedule through an online portal, please give us a call at the office so we can activate this for you.

We also identified that a few of our customers couldn't remember the names of their care team, we produce a 'Meet the Team' page regularly with pictures of all of our care teams. If you don't have a copy in your Bluebird Care folder please let us know so we can arrange for a copy to be sent to you.

We asked 'I am happy with the service that I receive from Bluebird Care.'

49.5% of respondents answered Strongly Agree, 49.5% of respondents answered Agree, 1% of respondents answered Neither Agree or Disagree.

We asked if 'Bluebird Care meets my care and support needs.'

39% of respondents answered Strongly Agree, 60% answered Agree, and 1% of respondents answered Neither Agree or Disagree.

We asked 'My care team are polite and treat me respectfully.'

64% of respondents answered Strongly Agree, 36% of respondents answered Agree.

We asked 'All my care and support task are carried out in a professional manner.'

60% of respondents answered Strongly Agree, 40% of respondents answered Agree.

We asked 'When I need to contact the office team to discuss my care needs or make changes, they are always professional and reactive to my needs.'

55% of respondents answered Strongly Agree, 35% of respondents answered Agree, 15% answered Neither Agree or Disagree.

We asked 'Are you aware of these services that Bluebird Care provides?'

40% of respondents said they were aware of our Live-in Care services.

40% of respondents said they were aware of our shopping services.

30% of respondents said they were aware of our services were we can support you to appointments or with trips out of the house.

30% of respondents said they were aware of our Companionship services.

42% of respondents did not answer this question.

We asked 'Would you like any further information on any of the above? Please state which?'

30% of respondents have requested information on some or all of our services listed in the previous question, 50% did not answer the question and 20% of respondents did not want any further information.

We asked 'What do you enjoy most about the service and the visits by your care assistants?'

We received some lovely comments in response to this question here are just a few:

'They are always friendly and treat my great aunt like a human with dignity'

'Live in care keeps my dad safe.'

We asked 'Do you have any other comments, questions or concerns?'

We received a lot of lovely comments and some constructive comments too. We have addressed any questions or concerns raised with each individual customer.

90%

of respondents said that 'I am likely to recommend Bluebird Care to friends or family.'

Live-in Care

At Bluebird Care we are **specialists** in supporting people to **stay in their own homes**, surrounded by their **familiar belongings**, pets, and community. We offer **24-hour care at home**, known as live-in care.

Our live-in care service offers the **reassurance** of 24-hour care* and support in the comfort of your **own home**, surrounded by the things that matter. The difference with live-in care is that your care assistant will live in your home with you, rather than only visiting at times when specific care or support is needed.

We never take a one-size-fits-all approach to care. Our customer's **unique needs** are considered every step of the way, meaning **you stay in control** of your care and support at all times.

Live-in care has been proven to help **slow down** the progression of **age-related illnesses** and has been proven to **reduce** the likelihood of **falls** in older people.

*If 24-hour support is required this will be provided by more than one care assistant.

What are the **benefits** of **Live-in Care**

- Stay in the comfort of your own home with your family, pets and possessions.
- A dedicated care assistant that lives with you in your home for ultimate peace-of-mind
- Bespoke care, tailored for your individual needs that can flex and change as much as you require.
- A strong and personal relationship with your live-in care assistant that is often compared to having another family member.
- Extremely high standard of support as care assistants learn and grow with their customer and can react quickly to changes in behaviour.
- Live-in care is known to lower the risk of falls and slow the development of age-related illnesses.
- A dedicated, experienced local team that can respond quickly to your needs.
- A realistic and affordable alternative to Residential and Nursing care



Team Achievements!



We have celebrated a lot of achievements over the last few months within our Care Teams and our Office Support Team. Here are the latest of our team's achievements;

September



Jemma Harley

Well done Jemma!

Congratulations to Jemma Harley who has recently celebrated passing her probation and is now a fully-fledged care assistant with Bluebird Care! Jemma said: 'I am really enjoying my new career with Bluebird Care and this was the best decision I made'



Deborah Black

Well done Debbie!

Congratulations to Deborah Black who has recently celebrated passing her probation and is now a fully-fledged care assistant with Bluebird Care! Debbie says 'I feel proud to become a fully-fledged Care Assistant with Bluebird Care!'



Elena Yordanova

Well done Elena!

Congratulations to Elena Yordanova, who has recently celebrated 2 years as a care assistant at Bluebird Care! Elena said: 'I feel pleased to be continuing to work for Bluebird Care.'



Gemma Cutler

Well done Gemma!

Congratulations to Gemma Cutler who has recently celebrated completing her probation and is now a fully-fledged Care Supervisor at Bluebird Care! Gemma said: 'I am really enjoying working for Bluebird Care!'

October



Hayley Price

Well done Hayley!

Congratulations to Hayley Price, who has recently celebrated passing her probation and is now a fully-fledged care assistant at Bluebird Care! Hayley said 'I am really enjoying my role, it's been a life-changing choice for me, to work in care. I love being a Bluebird!'



Leonie Woodhouse

Well done Leonie!

Congratulations to Leonie Woodhouse who has recently passed her probation and is now a fully-fledged Care Assistant with Bluebird Care!

November



Emily Wall

Well done Emily!

Congratulations to Emily Wall, who has recently passed her probation and is now a fully-fledged Care Assistant with Bluebird Care! Emily said 'I enjoy my job as a Care Assistant and I am proud that I make a difference in other people's lives.'



Megan Langham

Well done Megan!

Congratulations to Megan Langham, who has recently celebrated her 2nd anniversary with Bluebird Care as a Care Assistant! Megan says 'I love what I do and enjoy putting smiles on customers' faces.'



Laura Watson

Well done Laura!

Congratulations to Laura Watson who has recently celebrated her 4th anniversary as a Care Assistant at Bluebird Care! Laura said: 'I still continue to enjoy my role and enjoy working for Bluebird Care.'

Congratulations
to all of our team for their
achievements!

Team Bedford celebrates 1 year under new leadership



Franchise Owner and Principal Director Carolyn said:

"I was immensely proud to be with Team Bedford celebrating their success over the last year. Emily, Amreet, Michele, and the team have travelled through our transformation of Bluebird Care Bedford which has now resulted in a phenomenal care business that we are all so proud of. The successes are plentiful and this has been fuelled by the determination of everyone involved to make the business a great place to work which results in exemplary customer service"

OneTouch Health Family Portal

Did you know that you can access your care visit schedule and care notes through our Family Portal?

If you have already requested access you can use the link below to login. If you would like access please contact our customer care team to request your activation link.

<https://care2.onetouchhealth.net/cm/family>



Did you know we have a Facebook page?

It's well worth following us to keep up to date with any Bluebird Care events going on in your area. It's also a great place for really useful information.



www.facebook.com/BluebirdCams
www.facebook.com/BluebirdCareNewmarket
www.facebook.com/BluebirdCareBedford

The Silver Line helpline for older people

What is The Silver Line Helpline?

The Silver Line Helpline is a free, 24-hour telephone service for older people across the UK.

They offer friendship, conversation, and support for people aged 55 or over, especially those who may be experiencing feelings of loneliness and isolation.

Call free on

0800 4 70 80 90

Meet your

Office Support Team



Carolyn Dailey
Principal Director



Keith Dailey
Principal Director



Heather Porter
Care Director
(Registered)



Danni Durrant
Coordinating Director



Jo Bowman
Customer Experience &
Coordinating Manager



Katie Manson
Recruitment &
Development Manager



Virginia Zahr
Office Coordinator



Terri Evans
Training Manager



Cathy Tofts
Team Manager



Jade Warwick
Recruitment & HR
Manager



Summer Thurston
Lead Customer
Care Manager



Eloise Baker
Customer Care
Manager



Sadie Deeks
Customer Care
Manager



Hannah Mayes
Training Customer Care
Manager



Cathleen Anderson
Care Supervisor



Melanie West
Care Supervisor

Team Bedford:



Emily Orbell
Operations Manager,
Marketing Manager



Amreet Sanghera
Customer Care
Manager



Michele Quarry
Customer & Quality
Supervisor



Gemma Cutler
Care Supervisor

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