

Bluebird Care Gloucestershire

June 2017 Newsletter



Race for Life

Congratulations to Naomi, Donna and Poppy on completing the Race for Life on 11th June, and also to our former employee Laura Williams, whom some of you will remember, who was part of the team. Special congratulations to Naomi's daughter Courtney, age 7, for managing the whole distance. Just to prove that they all finished, the photographic evidence is shown below.



1200 Pink Ladies took part in total – a great turnout. Our own Pink Ladies have raised £500 for Cancer Research so far, and their Just Giving page is still open for donations at:

<https://fundraiser.cancerresearchuk.org/team/pink-ladies-2963>

Carer of the Month

The Carer of the Month for June for the Gloucestershire North area is **Katie Dix**. She has been chosen for her work with one customer in an end of life situation. Debbie explained the choice:

Katie built up a really strong, positive relationship with Mike and his partner. She was not only supporting to Mike, but also a source of support for his partner, Julie. Katie was able to give Julie appropriate knowledge and information to aid her in Mike's care.

Julie said:

Katie has been wonderful, and we know we can rely on her, and Mike is safe in her hands, especially when I'm at work. Katie is always willing to help out, and sort out any problems, which gives us both peace of mind. She has such a good rapport with Mike and myself. Katie deserves 10/10 for the care she gives Mike. Thank you so much.

She also described Katie as honest, reliable and trustworthy.

Katie has chosen River Island vouchers. She is shown below receiving her certificate from Anabela.



The June Carer of the Month for Stroud and Cirencester is Ros Randall.

Customers have said about Ros:

She always listens to me and is very kind

Ros knows how I like things to be done

Ros is very conscientious and always notices the little things

Ros is always calm and reassuring

Things the office have said

She is unflappable and not easily fazed by new challenges and difficulties she encounters in her day to day practices

Ros is a solution finder and will help her customers find strategies and systems which enable them to remain independent

Ros is always willing to help out wherever she is able.



Here is Ros receiving her certificate from Poppy

Notice Periods

We would like to remind you that the facility to cancel visits without charge has been withdrawn since the last update to our terms and conditions. The decision was not taken lightly, and the change was put in place solely to protect your carers from the hardship caused by unexpected loss of income. This will be shown as a reserved visit on your roster, meaning that care can be reinstated if you have a change of plan. The carer will be paid for the cancelled visit.

The notice period for cancellation of a care package is still 28 days, except for new customers, who can cancel with 14 days' notice, within the cooling off period.

Diabetes Week

June is the month when the annual Diabetes Week takes place, so we thought we would take the opportunity to give you some facts about this condition.

It is estimated that up to 549,000 people in the UK have diabetes which has not yet been diagnosed.

Symptoms of diabetes include:

- Going to the toilet a lot, especially at night.
- Being really thirsty.
- Feeling more tired than usual.
- Losing weight without trying to.
- Genital itching or thrush.
- Cuts and wounds take longer to heal.
- Blurred vision.

If you have several of these symptoms, it is well worth going to your GP surgery and asking for a test. This will initially be a simple urine test, which will be followed by a fasting blood test if you have excess sugar in your urine. Left untreated, diabetes can lead to serious eye conditions, nerve damage, and leg ulcers which are hard to treat, amongst other unpleasant conditions. The sooner you get a diagnosis the better.

Newsletter Items

If there is anything you would like to have put in the customer newsletter next month please call or e-mail us.

Please let us know if you would like this newsletter in an audio form, or by email.