

Portsmouth Customer Newsletter

October 2019



Dear Customers,

This is my first newsletter as the Registered Care Manager at Bluebird Care Portsmouth. I would like to welcome you all in our Bluebird Care Family! Over the last year, there have been lots of changes to our team as well as to the services that we provide.

At the start of this year, we launched our **Bluebird Care Assist service**. This is where we check vital readings such as blood pressure, heart rate, temperature, oxygen levels and general wellbeing using an NHS recognised scoring system. These scores are used to detect early signs of deterioration and can be reported to any health care professional for monitoring and treatment in the hope that we can prevent hospital admissions.

A few months later, we introduced our **Bluebird Care Support service**. This enables individuals to access the community on an **ad-hoc** basis with the help from a car driver to places such as GP or hospital appointments, to the shops, to the hair dressers and much more – the lists are endless! It is your choice as to whether the care assistant stays with you for the duration or whether they just drop you off and pick you back up again. Flexibility, independence and no contracts!

Recently Bluebird Care launched **Nail Cutting Services**. This service is carried out in the comfort of your own home saving you the trips to and from external clinics. Our trained care assistant will issue you with your very own nail cutting kit which will remain yours to be used at each appointment. The care assistant will check the feet for any problems such as ingrown toenails; corns and calluses and then cut and file the toenails. This is aimed to prevent any problems occurring with your feet if kept in good condition. You can enquire about any of our new services by calling us at the office.

Moving on to staff, we are sadly saying goodbye to our Care Supervisor Stacey who has found a new opportunity in a management position. We have appointed a new supervisor to assist Barbara. We will introduce her in due course.

And last but not least – new Care Assistants'. Thank you to everybody who allows new team members to shadow your visits. This really helps with their progression and enables them to fully understand your routines.

Again, a **BIG thank you** from myself and all of the Portsmouth team for your great patience and support over the summer months. We hope you will continue to enjoy our care services and community events.

Becky Taylor
Registered Care Manager

Annual Bluebird Care Christmas Lunch



Christmas season is coming around. Our team is very excited to organise another Christmas lunch. We hope that you will save the date in your diaries

This year, the lunch will be held on **Wednesday 18th December 2019** from **12.00pm to 14.00pm** at **Cosham Baptist Church, 48 Havant road, Portsmouth, PO6 2QZ.**

If your family members would like to help, please let the office know. If you know what your diary looks like in December and you would like to come along please let us know.



CONTACT US

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6Tel: 02392006218 Email: portsmouth@bluebirdcare.co.uk Website: www.bluebirdcare.co.uk/portsmouth

Employee Spot light!

Meet Alysia Cunningham our Live-in Care Manager.



Just a bit of background : Alysia went to University and got a degree in Sports Science. After University, she decided to follow the path of care as she enjoyed looking after people and making a difference. She flourished in her role and rapidly ended up as a deputy manager at a Residential Care home before she joined our team as a Live in Manager.

Q. What is Live-in Care and how can it work for our customers?

Live-in care is the alternative to residential care. You do not need to go into a residential home as long as you are relatively fit . Often one can stay at home longer with the re-assurance and support of a person who lives with you .The Live-in Care Assistants are there to encourage your independence but also work with you on dietary issues, exercises given, medication prompting etc , everything you & your family member would want to see in place . This is a life Choice ! We provide long term and short term (minimum of 2 weeks) respite packages.

Q. Who can have Live-in Care?

Live-in care is suitable for people who are getting anxious of living on their own, for people living with Dementia , Parkinson's ,MS, for people with sensory impairments or disabilities etc. Effectively you can decide the choice to have your end of life in the comfort of your own home. As long as there are no severe Nursing Care needs, it is all possible.

Q. Why choose Bluebird Care Live-in Care Services?

We directly employ our Care staff what means they are fully vetted, police checked and annually trained. Also they are properly monitored and regulated by the CQC as well a regularly supervised by our local teams to ensure that you are looked after in the way you want. We recognise that not everybody gets on with each other. The first few weeks , it is trial and error and we will place people together who we think will match.You will be assured that we endeavour to ensure full person-centred care with the person you feel comfortable with.

If you would want to hear more about our Live in services, please call the office team on 02392006218 or email portsmouth@bluebirdcare.co.uk

Wellbeing Programme

Every 2nd Wednesday of the month we host a wellbeing session in the **Milton Village Hall, Portsmouth, PO4 8PR 10.30 to 12.30pm**. Our program is for elderly in the community and all our customers. These sessions provide a relaxing friendly environment for you to enjoy a cuppa, meet new people, arts and crafts, games and puzzles. This is an excellent opportunity to meet new people. The next wellbeing session will be on **Wednesday 13th November 2019**

If you'd like to come along to our Wellbeing sessions but need extra support in getting there, please let us know in advance. We may be able to help. You are more than welcome to come along with a family member or elderly friends. The sessions are currently free of charge. If you are interested please contact the team by emailing portsmouth@bluebirdcare.co.uk



Bluebird Care Word Search

F O T G F O A I B P R I V A C Y S I
 Q S R F A C O M P A S S I O N E Q N
 P A U U M B L U E B I R D C A R E D
 B F S Z I R E A S S U R A N C E C E
 Q E T N L C O M M U N I T Y D O R P
 F T W M Y C O N T R O L B S X W D E
 T Y O E P F W D I G N I T Y M D C N
 P E R S O N C E N T R E D Z K O M D
 Y A T M N D E M E N T I A C A R E E
 N I H R B F K W A H O M E C A R E N
 H U Y W E L L B E I N G A V R V W C
 O R D P N L I V E I N C A R E H J E

Find the following words in the puzzle.

BLUEBIRD CARE
 COMMUNITY
 COMPASSION
 CONTROL
 DEMENTIA CARE

FAMILY
 HOMECARE
 INDEPENDENCE
 LIVEIN CARE
 PERSON CENTRED

PRIVACY
 REASSURANCE
 SAFETY
 TRUSTWORTHY
 WELLBEING

WHO IS WHO in the Portsmouth Office?

Registered Manager
Becky Taylor



Care Supervisor
Barbara Tarakan



Care Coordinator
Teri Alton



Business Development Officer
Sophie Emmess



Live-In Care Manager
Alysia Cunningham



Live-In Care Administrator
Rita Mihailova



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Brand New Service



Nail Cutting Service

All in the comfort of your own home

Bluebird Care Portsmouth
02392006218
portsmouth@bluebirdcare.co.uk



Nail Cutting Service

Bluebird Care Nail Cutting is a service provision for the elderly and vulnerable in their own homes in the Portsmouth community.

Healthy, comfortable feet are essential. As we grow older it can become increasingly difficult to be able to maintain the feet independently as one cannot reach. Long toenails can result in increased instability and falls.

Proper maintenance can prevent hospitalisation. Nail cutting is a very important aspect of your weekly care routine. You only get one pair of feet so it is vital that they are looked after!

Our staff are trained in the following:

- Nail Cutting
- Nail Filing
- Health & Safety

You will receive your own nail cutting equipment which will stay with you in your home ready for any future appointments.



Find out more about our telehealth service



Health Monitoring at home

Health Monitoring in the comfort of your own home.

Bluebird Care Assist is a health & wellbeing check that allows us to monitor your general health. Our Bluebird Assist team will check the following:

- Blood pressure
- Temperature
- Breath & oxygen saturation
- Alertness

Our Care Champions will visit once a week to build a health time line. Each visit will take no longer than 30 minutes.

All results are recorded and taken using an NHS recognised scoring system. These scores are used to detect early signs of deterioration. If there are any concerns Bluebird Care can quickly notify health care professionals for monitoring and treatment in the hope that we can prevent hospital admissions.

For more about our Bluebird Care Portsmouth services call 02392 006218 or email portsmouth@bluebirdcare.co.uk