

# Autumn - Winter 2020/21 Newsletter

Bluebird Care Chichester, Epsom & Kingston, Reigate, Sussex Weald & Sutton



A very warm welcome to our latest newsletter, I hope you find it informative and enjoyable. If you have any suggestions or would like to share some news for our next newsletter please let us know.

## Bluebird Care Sussex Weald Care Manager

Hi I am Nicola and I manage the **Bluebird Care Sussex Weald** office. I joined Bluebird Care 9 years ago without an ounce of knowledge of the industry. My background was very corporate and miles away from what I do now. I fell into the industry 'by accident' but now could not imagine doing anything different. **Bluebird Care Sussex Weald** made me fall in love with the world of **care at home**, and has given me a new career path. I have laughed, cried, learnt many new skills and met some incredible people along the way. I definitely wouldn't change my journey for the world.

Three things I love: My lovely dog, travelling the world and listening to music.



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## How Bluebird Care have kept our customers safe during Covid 19

Over the initial lock down, **Bluebird Care Chichester** supported Geoff with care for all his **fundamental needs**, including washing, dressing and preparing meals, leaving him clean, comfortable and with a cup of tea/ juice to hand when they left.

Friends and family were not able to visit Geoff, especially in the early weeks of lockdown, and Geoff felt isolated. The most important element of our care was the **social interaction**, which the carers were able to provide coming into his **home** on a regular basis and allowing the chit-chat which he always enjoyed. I could tell from the carer's notes that they responded appropriately to Geoff, who could sometimes be reflective.

My concern living so many miles away was that he would not respond well to the isolation and could regress into his own thoughts. He engaged with all the carers and would often tell me who had been in and what had been said to him and done for him. One day I was on the phone and he was feeling a bit fed up and tired and after ten minutes his voice immediately lit up. His carer had arrived and waved to him from the kitchen. I could tell from his voice how pleased he was to see him.

**Social isolation** and feeling lonely is a terrible consequence of aging for many older adults. **Bluebird Care Chichester** can provide **companionship** alongside other care and support.

This was written by Geoff's niece Jane.



## Live-in-Care with Bluebird Care

You **love** your **home** and you feel **safe** there. Needing additional care and support shouldn't **change** that.

Some customers require more support in their **own homes** than we can provide through care visits alone. Live-in Care provides you with your own personal care assistant that lives with you in your **home**.

Our well-trusted live-in Care service means that even as your needs increase you can remain in your **home**, surrounded by your loved ones and beloved pets whilst still being able to enjoy your home, garden and community. You are able to live your life the way you want to.

We are a **care** company that **enhances** lives.

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

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 customers and can react quickly to changes in behaviour

Bluebird Care would love to share some of your stories about the care and support we provide to you to help other potential customers looking for homecare services. We can share your review on Homecare.co.uk or on our website. You can complete these either online or by post. If you would like further information on this please contact your local Bluebird Care office and talk to one of our friendly team who would happily help you.



### Carley from our Bluebird Care Sutton

I joined the team six and half years ago and I have loved every minute. No two days have been the same.

My career started in childcare. I then transferred my skills from the childcare sector to working with adults. I had lost my grandparents at a young age, and felt like I was missing out on the interaction with the older generation whom I found amazing and full of wisdom.

I started as a care assistant with **Bluebird Care Sutton** and they supported me to gain my NVQ Level 2 in Health and Social Care then progress to gain my NVQ Level 3. I now use all the skills and knowledge I have learnt and bring this into my work every day. On completion of my NVQ Level 3 I was then promoted in to a mentor role, this is where I shadowed our new care assistants and gave them support and guidance so they could deliver a high standard of care to our lovely customers.

I was in this position for about 3 years when the opportunity came to be our Care Service Specialist at the **Bluebird Care Sutton team**. I enjoy going out offering our services to new customers, so that they can stay in their **own homes** while we provide a high standard of care while **keeping their independence**.



**Bluebird Care Epsom & Kingston** would like to share top tips on

#### 'Keeping Warm During the Winter Months'

Follow these tips to keep you and your family warm and well at **home**

- If you're not very mobile, are 65 or over, or have a health condition, such as heart or lung disease, heat your home to at least 18C
- Keep your bedroom at 18C all night if you can – and keep bedroom window closed
- If you're under 65, healthy and active, you can safely have your home cooler than 18C, as long as you're comfortable
- Use a hot water bottle or electric blanket to keep warm in bed – but do not use both at the same time
- Have at least 1 hot meal a day – eating regularly helps keep you warm
- Have hot drinks regularly
- Draw curtains at dusk and keep doors closed to block out draughts
- Get your heating system checked regularly by a qualified professional

For further information please click/follow the link below

[https://assets.nhs.uk/prod/documents/Stay\\_well\\_thi\\_s\\_winter - large print.pdf](https://assets.nhs.uk/prod/documents/Stay_well_thi_s_winter_-_large_print.pdf)

**Bluebird Care Reigate** have been cooking '**Leek & Potato Soup**' this is a lovely meal to keep you warm during the Autumn and Winter months.

#### Ingredients

- 50g butter
- 1.2 litres of chicken or vegetable stock
- 450g potatoes, peeled and cut into chunks
- 142ml carton whipping cream
- 1 small diced onion
- 125ml full-fat milk
- 450g white parts of leeks, sliced
- Salt and pepper

#### Method

- 1) Melt 50g butter in a saucepan. When it foams, add the potato chunks, diced onion and sliced leeks, and toss them in the butter until they are well coated.
- 2) Season well with salt and freshly ground pepper and toss again.
- 3) Cook over a gentle heat for 10 mins, or until the vegetables are soft.
- 4) Pour in chicken or vegetable stock, bring to the boil and simmer until the vegetables are just cooked – about 5 minutes. Do not overcook or the soup will lose its fresh flavour.
- 5) Purée in a blender until silky smooth, taste and adjust the seasoning. Return the soup to a clean pan and stir in three quarters of a 142ml carton of whipping cream and 125ml full-fat milk.
- 6) Serve in warmed bowls.

**If you would like to contact any of our local offices to talk about the services we provide then please call or email the relevant branch:**

Bluebird Care Chichester – 01243 839 859 - [chichester@bluebirdcare.co.uk](mailto:chichester@bluebirdcare.co.uk)

Bluebird Care Epsom & Kingston -01372 822 875 - [epsom@bluebirdcare.co.uk](mailto:epsom@bluebirdcare.co.uk)

Bluebird Care Reigate – 01737 247 111 - [reigate@bluebirdcare.co.uk](mailto:reigate@bluebirdcare.co.uk)

Bluebird Care Sussex Weald – 01444 414 351 - [sussexweald@bluebirdcare.co.uk](mailto:sussexweald@bluebirdcare.co.uk)

Bluebird Care Sutton – 020 8644 5161 - [sutton@bluebirdcare.co.uk](mailto:sutton@bluebirdcare.co.uk)