

Carer Spotlight - Lyndsey Clark



I may be in my early 50s but I have only been working in the care environment for almost a year and honestly wish I had made the move into caring a long time ago.

It is only now with the satisfaction I get every day that I realise how unhappy I was becoming in my previous job.

I had been self-employed working from home for 12 years but decided that when my youngest child started high school I would take on a whole new career. I had been around care workers through a care package that my mum was receiving and I decided to look into the different types of care work. It was then that I decided that I wanted to work in the community to help support people who wanted to remain at home for as long as possible. Due to my own parents situation I knew how important this was to people. I am so glad I took the step. I love everything about my job!

I love the ongoing training I receive and the fact that I know I have the correct knowledge to carry out my job. I love talking to my customers and finding out about them. I am so glad that Bluebird didn't think that I was "too set in my ways" to take on a new career and have helped my development every step of the way.

Customer Spotlight - Iain Gray AFIMA



One of our valued customers has written a book and he has kindly given us permission to share it with you through this newsletter. His book called "Snake Charming - the Musical Python" is a textbook on music and computer programming. It is due to be published by Springer Verlag at the end of this year. Springer are the largest worldwide publisher of university textbooks.

Edinburgh Care Forum ECF

Jane Perry is a member of the Edinburgh Care Forum ECF. They are a group of passionate individuals – all experts in their fields sharing a common goal.



This goal is to provide a high level of advice and support to those in need of specialist care. This can be at any point in the process where they are required and have to pay for their care, whether in their own home or a residential care home. From financial planning, letting out the family home to making a will they have experts available to discuss your needs. Please visit their website www.edinburghcareforum.com or contact Jane on 0131 258 5005 email jane.perry@bluebirdcare.co.uk for more information.



Edinburgh Council plan changes to current care arrangements

If you are receiving care through the Council via Bluebird Care, then you will be aware that there are certain changes that may affect your current provider and are due to take place before the start of October.

As Bluebird Care Edinburgh are not part of the framework agreement and your package of care will be re-assigned to another care provider who covers the particular area you reside in. This will be genuinely upsetting for customers who want to maintain their relationship with Bluebird Care and their staff and feel that they have no option... YOU DO!... Self Directed Support (SDS)

You should have had by this time, letters from Jane Perry, Director & Registered Manager, informing you of the imminent changes and what you can do going forward, but if you are in any doubt whatsoever, please contact the office and ask to speak to Janes' co-director John on his direct line 0131 659 9443.

As a 'local authority' customer, Edinburgh Council will be writing directly to those concerned, outlining the various options which are open and available to you.

Scottish Care National Awards

Bluebird Care Edinburgh & Glasgow were recent winners at the annual Scottish Care National awards, where we won the Personalisation & Partnership award for Scotland due to our work with the Dementia training partnership developed between NHS Lothian, EVOC (Edinburgh Voluntary Organisations Council), City of Edinburgh Council and Third Sector; The training was established to deliver Promoting Excellence in Dementia Care. Utilising Promoting Excellence, we successfully empower our staff to an informed level, to deliver person centred care to customers and their families who live with dementia at various stages of their journey. In addition, Bluebird Care have introduced a smart phone application (PASS system) empowering people to have more control over the support they need.

Sam Martinez, Scottish Cup Winner!

James Lawrie took it upon himself to organise a Scottish Cup final day out for our oldest customer Sam Martinez, aged 106 who has supported Hibs since he came to Scotland from his native Belize in 1945. Between James, Linda, (our support co-ordinator) and Angie (our co-ordinator) they managed to get free tickets, transport and a gift of £100 for something to eat at the game. Sam had 'one of the best days of his life' – especially after the result of his beloved team winning the cup for the first time in 116 years! Sam finally got his hands on the Scottish Cup last month as James then organised a trip to Easter Road. James modestly commented that 'it's something I love doing and to see the difference this makes to someone's life, makes the job so worthwhile'.

Pushing up the Daisies

Another service we thought you might be interested in is Pushing up the Daisies. Jane met with Kate Clark the founder of the Charity and had an extremely illuminating conversation around death, dying and bereavement. It started as a response of a group of women in Moray, Scotland to their experiences of death and dying and is developing into a Scotland wide support network. It is part of a growing movement of people who have a heartfelt human need to bring death back into our lives and into our homes.

We want to ease the suffering of dying and grieving and bring people closer to the tenderness, intimacy, awe and wonder possible beside and around death.

There is an abundance of information on their website and whilst most of us find conversations around death difficult, making informed choices while we are alive are very important. Why not have a read for yourself? <http://pushingupthedaisies.org.uk/>

Action on Elder Abuse Scotland

If you're experiencing harm or abuse, or you know an older person who is, call their free and confidential helpline. 080 8808 8141. Action on Elder Abuse Scotland works to protect older people from harm and abuse. They support those experiencing or (at risk of) harm and abuse, as well as raising awareness and advocating effective prevention. They are part of the UK-wide organisation, Action on Elder Abuse, who were the first charity to address elder abuse and the only charity in the UK working exclusively on this issue today.

Their helpline is operated by a team of dedicated and experienced staff and volunteers across the UK, and we've been working hard over the last year in Scotland to recruit a new team of Scottish based volunteers to offer a local voice and specialist knowledge of the unique Scottish support system.

Call us today for free and impartial advice and support on:

- financial harm or exploitation
- physical harm or abuse
- emotional or psychological abuse
- sexual harm or abuse
- neglect

Their helpline is entirely confidential, free to call from a landline or mobile, and won't appear on your phone bill.

Experienced helpline operators can help you make the best choices to keep yourself safe, and put you in touch with appropriate local agencies. If you don't know what to do or can't talk to anyone, don't suffer in silence. Help is just a phone call away.



Their mission is to improve the quality of life for people in Scotland affected by chest, heart and stroke illness, through medical research, influencing public policy, advice and information and support in the community.

Providing care and support throughout Scotland for people affected by chest, heart and stroke illness through their services:

- Advice Line: An award-winning helpline providing confidential, professional advice, information and support from specialist nurses: 0808 801 0899 (Free from landlines and mobiles).



"We should remember that just as a positive outlook on life can promote good health, so can everyday acts of kindness." — Hillary Clinton



openPASS is the latest development by the makers of the PASSsystem – Family App. We are soon to introduce openPASS to all our customers who wish this.

It allows you, members of your family, care professionals (with your approval) access to the care notes and get updates on the care the person is receiving. We will be sending you more information about this innovative and exciting addition to your service very soon.



FREE EYE TESTS AT HOME

The Opticians at Marchmont are an independent opticians offering a friendly, professional service and value for money where all the family can benefit. Boasting over 40 years of experience and having built up a vast clientele through their fabulous reputation and word of mouth. Offering free eye examinations with the option of having this in your own home.

Bluebird Care customers can benefit from 30% off the total cost of any glasses required. Call owner Steven Hislop on 0131 662 9440 to book your appointment or visit their website www.theopticiansatmarchmont.co.uk

"Macmillan Coffee Morning"

We are holding a coffee morning at our offices on the 30th September from 10:30am to 11:30am to help raise funds and awareness for MacMillan Cancer Support. Let us know if you would like to come along and/or if you require any assistance. We look forward to seeing you all on the day for a nice cuppa and a piece of lovely cake!



STAFF NEWS

Congratulations to Nina MacLean our HR & Training Manager has passed her CIPD Intermediate level in HR Management and Nick Perry our HR Support, passed his CIPD foundation level in HR Practice recently after a lot of hard studying over the last year... Well done to them both. Further congratulations go to Lindsey Clark who has recently completed a course on End of Life Care via BeSmart. Linda Cramb has switched rolls from business support to support co-ordinator working with Angela Young. Rosalie Johnson has returned from maternity leave and is now our Business Support.



New Deputy Care Manager

Liz Pryke our Trainer / Mentor has been promoted to the role of Deputy Care Manager. Liz started with Bluebird Care just under 2 years ago and her professional development and promotions is a great testament to our Career Pathway for all staff.



Carers passing probation



3 of our care staff, Debbie McBeath, Sylvia McIlhoney and Donna Wilson have been promoted to the Lead Care Assistants. This brings our lead carers to 5 including Julia Hood and Nikki Lee Crombie and you will see them in the field distinguished by their navy blue tunics. All were chosen for their different qualities to support both the front line staff and you, our customer.

Carers passing probation - Donna Wilson, Tracey Martin, Erin Mclean, Jean Smith, Julie Clee, and Holly Monaghan who all successfully passed their 12 week probation recently, with Jane Perry, Director and Liz Pryke, Deputy Care Manager. Next probationary graduation is later this month.

"As you grow older, you will discover that you have two hands, one for helping yourself, the other for helping others." —Audrey Hepburn



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"Where staying at home means living at home."



Customer Newsletter

Summer 2016

Long Service Staff Awards



We recognised staff who have worked for us from 1 year up to 6 years and awarded them with various accolades. Special mention goes to Hazel Storey (third from the end far right) who has been with us for 6 years. We feel it is important to recognise the incredible work that our staff do, and staff retention is a key element in both carer and customer satisfaction. Thank you all for your professional commitment and your continued service.

Carer of the Year 2015



Our carer of the year for 2015 was Pete Jensen and here is a photo of the very happy-chappy with his award and a case of his favourite tipple... Well done again Pete, a popular and worthy winner.

Bluebird Care Edinburgh Carers of the Month

January – Amie Bah	April – Nikki-Lee Crombie
February – Liz Pryke	May – Ishbel Mullen
March – Donna Wilson	June – Mel Lothian
	July - Lindsey Clark

If you wish to nominate your carer for the monthly accolade, either write, email or call us at the office and tell us why you think your carer deserves it.



Hello again from everyone at Bluebird Care Edinburgh to our 10th bi-annual customer newsletter, in this edition, among other interesting features, we highlight the people who organise & deliver the care to you, our customers...

Any successful organisation relies on its people, and we are no exception. We have, as you know from personal experience, some incredible people working for us; people who are committed to providing a care service second to none and it's to them we are extremely thankful.

We hope you find this edition useful/helpful/interesting, your comments, both positive and negative are welcome. Perhaps you have something to share with us that you would like to be included, we would love to hear from you, contact John at the office to discuss your thoughts.

Thank you all once again from both John and I and all the staff at Bluebird Care Edinburgh for using our services, we fully appreciate the faith you put in us and we never forget, that you have a choice of which care provider you use, and for that we are very grateful.

With best wishes,
 Jane and John Perry,
 Directors



"The best and most beautiful things in the world cannot be seen or even touched — they must be felt with the heart."
 — Helen Keller

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