

Bluebird Care

By your side

Summer 2020



Counting our Covid blessings

It may be 'long time, no newsletter' but it certainly hasn't been 'long time, no hear'. Apologies and thank you to all of you who have asked about the next edition of our newsletter.



The entry of Coronavirus into the world didn't stop us from helping to support you all with care (it would take a lot more before we

would give up!) but it did bring to a halt any ability to publish. We have tried to keep in contact with you all with regular letters alongside your weekly schedules with updates on Covid-19, community news etc.

Here at Bluebird Care we focus on looking after our customers and our teams, whatever the situation, and more so during these unprecedented times.

It has been inspiring to see so many examples of warmth, love and care amongst our communities across the UK, from our businesses to their customers and teams, between our care assistants and those they care for and most importantly from the public towards our fantastic teams of care assistants.

Our objective throughout the Covid-19 lockdown was to 'Make Smiles Happen!' We set the objective to ensure that EVERY customer was 'touched' in an effort to make a smile happen despite darker or tougher days. Through working with teams in our community such as Morrisons, Waitrose, Stamford Foodbank, Helping With Headbands and more, we think and hope we have achieved it!

We wanted to share some of the inspirational stories from around our



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business. Some of these wonderful stories are reaching the news and we are pleased to be able to share them and spread some positive vibes. Covid-19 has brought with it many challenges. From lockdown, shielding and missing our friends and families as we try to stay safe, to the changes that are now in our everyday lives, I still like to acknowledge and count our 'Covid Blessings' – the positive events, new people, activities and changes that may not have presented themselves otherwise into our lives and days if this hadn't occurred. Because every cloud has to have a silver lining, right?

So in this edition of our newsletter I've looked back and counted those blessings with amazing stories, actions and support that was so evident within our Bluebird Care Community and beyond. We've recognised the work,

comradery and mutual support that we all gave each other to enable us all to keep moving forward to and to get to where we are today.

Coronavirus has changed our world as we know it for now, but I am comforted that it is and continues to have the potential to make a better world.

And so, we walk, masked, tall and with open hearts to keep each other safe, keep our customers safe and ensure that we take the opportunity to recount some 'Covid blessings', share our good news stories and to look forward at the way ahead.

Keep safe, stay safe, and keep counting those blessings!

Leisa

CAREER IN CARE PRIDE AND PROGRESS

We are delighted to announce the following promotions and growth to our operations team.

Promotion commotion

We are delighted to announce the following promotions and growth to our operations team

Vicki Abel

Big congratulations to Vicki who has been successful and has been promoted from Care Assistant to Community Care Manager for the Oakham and Rutland area.

Vicki joined us in 2018, and has been a key member of the Stamford and Oakham team, caring in the community. Vicki is known for her positivity, humour and caring, and has an absolute passion for the highest quality of care for everyone. We are so happy to see her progress with us in her Care Career and we



know Vicki will ace this role

Vicki joins the CCM team and will be looking after customers and carers, existing and new, throughout Oakham and Rutland.

Community team leads

We are delighted to announce the promotion of two members of our Care team to Community Team Lead.

Stamford and Peterborough Senior Carer, **Yvette**, and Oakham/Stamford Care Assistant, **Anita**, have both been successful and have been promoted to Community Team Lead, the highest field based position in our Career journey. A role vital for helping to support care standards in the community through mentoring, training and support of colleagues and quality assurance.

Both Anita and Yvette set glowing examples and are role models in care delivery to the highest standard and will be a great support to others.



Anita



Yvette

Probation passes, care certificate and training

Despite Coronavirus, we have much to celebrate as we continue our commitment to training, best practice, service and our Bluebird Care Career Journey through learning and development.

New carers to Bluebird Care complete a multi-day classroom induction and then have to complete a 12 week probation, during which time they work towards achieving their Care Certificate. The Care Certificate is an agreed set of standards that define the knowledge, skills and behaviours expected in the role of Care Assistant. Made up of 15 minimum standards of care, it forms part of our robust induction programme.

Katie H, Ellie H, Zoe J, Jo James, Sharon L, Heather S, Anna E, Rosalind C, Julia R, Jane S and Layla G, Gabrielle, Alison, Hayley and Elvyra are our latest successes with Care Certificates and probation passes! Well done to each of you, we're so proud to have



Zoe J



Jo James

Julia F

you as part of our Bluebird Care family.

We are also delighted to be able to congratulate Care Assistant, **Julia F**, on the achievement of her NVQ/QCF Level 3 in Health and Social Care! Well done Julia!

Celebrating success

Directors, Leisa and Tim, were proud to attend the Leicestershire Live and Rutland Carer of the Year Awards with Registered Care Manager, Michelle Inwood after Michelle was selected as a finalist in the category of Care Leader of the Year!

The award ceremony took place at the Grand Hotel in Leicester.

Michelle said, "I am so proud and honoured to have been nominated and to get to the final 3 is just fantastic!

It has been a wonderful day celebrating Care – we should all be proud to be part of this fantastic sector and how we make a difference."

Well done Michelle!



Michelle

Covid short stories - making smiles happen

We really have been blessed with acts of kindness over the last few months and thank you to everyone who has thought of us and our team!

Rainbows

A big shout out and THANK YOU to **Elaine** and her daughter **Lexi**, who handmade **OVER 100 rainbow badges** - one for everyone in our team, to wear with Key Worker pride and delivered them to our office! We love them, and so do our customers. They have brought a smile to their faces (and our Care Assistants) along with some lovely comments as they are noticed on their daily visits. Just beautiful and amazing skills.



Rainbow warriors



Thanks for the tasty treats

'Thank you' package from a customer who delivered to our office some tasty treats for the staff.

SOS Stamford

Thank you to **Support Our Stamford (SOS)** who arranged for a surprise delivery of snacks to our Stamford office as a way of a thank you for the work our team does!



More tasty treats arriving

Waitrose, Morrisons and Stamford Food Bank

Bluebird Directors **Tim** and **Leisa** along with Care Manager, **Michelle** have been out in the field delivering food parcels during lockdown kindly donated by Waitrose, Morrisons and Stamford Food Bank - to EVERY customer!



Eggsciting delivery



Food for thought



Happy Easter...



Headband heaven

Super kind donations

Local charity and volunteer service, **Helping with Headbands** donated headbands to help with wearing of masks, a face covering for EVERY customer - AMAZING!



Say it with flowers



Blooming amazing service



Food, glorious food



Thank you so much



Essential supplies direct to my door



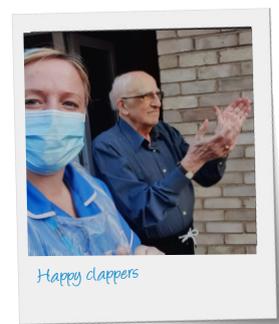
Good to go...



Carry on caring!

Car stickers and carer packs

Keeping the carers and customers safe with the PPE required including masks, visors and stickers!



Happy clappers

Clap for carers

Thursday care visit with stop outside to clap for all keyworkers.



A thank you poem

We received this lovely poem from a customer as a thank you for the care she and her partner receives from her key Carers, **Tina** and **Gabrielle**, the rest of the Bluebird Care team and the District Nurse team. How lovely! A thank you to all the Bluebird Care Stamford, Peterborough and Rutland team and to all keyworkers everywhere,

To **Tina, Gabrielle** and to a very good team (and all other nurses!)

All help is given with a smile
Makes my pain disappear for a while
Thank you very much for what you do
Life would be miserable without help from you
Hope all you customers feel the same
There more in life than just a name
And so we plod on from day to day
With help from you all, to cheer us on our way
Keep us smiling, you usually do,
And so I say a big
THANK YOU

Rita A, May 2020

CAN YOU SPOT TED

Bluebird Ted is hiding in 4 places in this newsletter. Let us know if you can find him.



Bluebird brings the PARTY

When life and the world meant our customer couldn't have the party she wanted for her special 80th birthday, we figured we'd bring the party to her! Read more about how we helped the celebrations.

For all of our customers, we love to ensure that their special days and celebrations are remembered and celebrated, with a special visit and gift for birthdays and anniversary celebrations.

For more than 5 years we have had the privilege of looking after Mrs S, each year, celebrating each birthday with her. However, when life and the world meant Mrs S couldn't have the celebration she wanted, we figured we'd bring the party to her!

Our Director, Leisa and Community Care Manager, Caroline, made a surprise visit to this lovely lady's home to deliver her a surprise celebratory afternoon tea for her very special 80th birthday! It was scones, meringues and



a cream tea delight!

It was a lovely afternoon, catch up and mini celebration. Happy 80th Mrs S. Here's wishing you many more.

Accessing the community

Health and social care has never been more in the forefront since the entry of Covid-19 into the world.

During this time, the importance of care to individuals and to their families, to help support through lockdown, became even more apparent, and for most, if not all of our customers and their loved ones. Our visits and care provided comfort, security and safety, as our team helped with not only their regular care activities, but even more so, the importance of companionship, shopping, combatting loneliness as well as day to day health and wellbeing. We have been even helping customers to stay in contact through technology with their loved ones by helping set up facetime sessions with their family members!

With the current lifting of lockdown and the reduction of shielding, these remain as important



as many of you begin to enter back into the community, and to create a new 'normal' (with necessary safety measures).

If you, a loved one or just someone you know, would benefit from a little help or support, please do not hesitate to contact our team who will be happy to help. Call **01780 480881** or **01733 459907**.

Happy work Birthday!

We pride ourselves in our team, our family ethos and love to celebrate their time with us. We have some long service to celebrate within our team this period. Congratulations to each of you and thank for being part of our fabulous Bluebird Care team!

- Senior Carer, **Maureen**, celebrated SIX YEARS OF SERVICE with us in March 2020!
- Registered Care Manager, **Michelle**, started with us 6 years ago as a part time Care Assistant in our Oakham team and has worked hard through the Bluebird Care Career Journey to now leading our amazing team.
- Community Care Manager, **Michelle T** celebrates her 4th year with us at Bluebird Care.
- **Hannah D & Hollie T**, Care Assistants in Peterborough- 3 years with us!
- **Mandy D**, Oundle team Care Assistant – 2 years!
- And 1st year completed – Thank you and well done to Stamford Care Assistants **Jane S, Michaela S, Yasmin N** and **Tina C**.

FOND FAREWELLS

We celebrated with two members of our team as they reached retirement age young!



Stamford team Bluebird Care Carer, **Brenda W** and Senior Carer, **Trudy**, both celebrated retirement and it was lovely to be able to celebrate it with them! Not one to sit still, Trudy, has opted to 'semi' retire to be able to continue to care for the customer that Trudy has been a key worker.

We also said a fond farewell to our lovely Brenda who has left us to enjoy her retirement.

We couldn't let 'retirement' go by without celebrating so flowers and fizz were called for as our Director, Leisa, presented them both with some retirement gifts.

Finally, we wished **Sarah Weston**, Community Care Manager for Peterborough 'Good Luck' as she head to pastures new.

Awards and recognition

Covid-19 stole our focus for a little while in celebrating some amazing achievements so now we are catching up!

All of our team do an amazing job, however, each month, we look to recognise those as Employee of the Month and/or Above & Beyond Award.

These awards are always difficult as everyone does a fantastic job and this has been doubled with difficulty since the start of the Coronavirus pandemic as the whole team has been amazing in their solidarity, courage and positivity! We could easily have awarded the WHOLE team!

Above & Beyond recognises

members of our team for activity and actions in their everyday duties that really were above and beyond, where small gestures made the most amazing impact on their team and customers day.



Jodie W



Luke



Congrats for going Above & Beyond

Jodie W	Peterborough Team
Anita	Rutland Team
Luke	Night Care team
Faten	Live in Carer
Jane S	Stamford Care Team
Julia R	Rutland Care Team
Shaun R	Night Care TEam
Rosalind C	Rutland Care Team
Gabrielle B	Stamford Care Team
Elvyra	Peterborough Care Team

Employees of the Month: awarded for consistency, high standards of care, attendance, working to and above Bluebird Care values.



Cristina

Peterborough



Mandy D

Oundle



Gayle B

Stamford



Julia R

Oakham



Tina C

Stamford



Laura C

Peterborough

Meet the team



Leisa MacKenzie

Joint owner and Director of Bluebird Care Peterborough & Rutland



Tim Carey

Joint owner and Director of Bluebird Care Peterborough & Rutland



Michelle Inwood

Registered Care Manager



Abby Domp

Lead Co-ordinator



Saskia Wheatstone

Care Co-ordinator



Caroline Geddes

Community Care Manager



Michelle Teeson

Community Care Manager



Vicki Abel

Community Care Manager



Charlene Kemp

Community Care Manager



Karen Andic

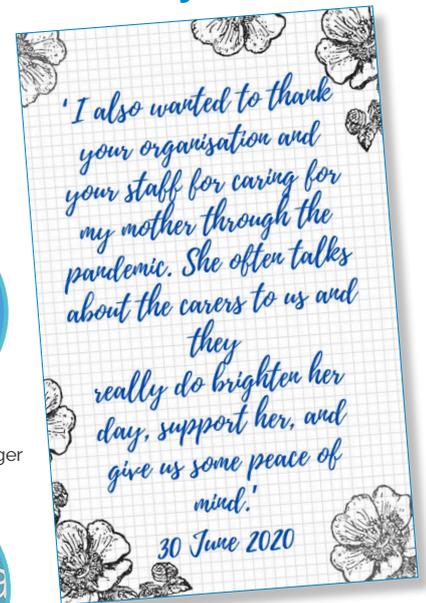
Accounts & Payroll



Eleanor Knight

Accounts Department

Compliment of the day...



A 'thank you' mean a lot to us. It shows our customers appreciate our staff always try to go above and beyond,

Much more than just care...

You may already know many of us here at Bluebird Care Peterborough & Rutland and be familiar with the way we help you or a member of your family. However, are you aware of the full range of our services? We offer:

- 24-hour live in care
- Night care
- Sleep in service
- Companionship
- Sitting service
- Domestic support
- Parkinson's care
- Dementia support
- Stroke care
- Respite care
- End of life care
- Personal care
- Medication support
- Meal preparation
- Shopping

If you would like to discuss how we may be able help you further, please do not hesitate to contact us.



We value your feedback

Feedback on what we are doing well and how you, our customers feel we could improve is important to us. Therefore, we have commissioned several impartial services, managed by Working Feedback and Homecare.co.uk, approved Care Quality Commission and NHS Choices Review Partner, to collect feedback and allow for you to have your say to improve your care. This is then shared with NHS Choices reviews and ratings. Please put us to the test!



We love to receive feedback of all kinds. There's lots of ways: Call us and let us know: Stamford & Rutland: **01780 480 881** • Peterborough & Oundle: **01733 459 907** • Oakham & Uppingham: **01572 729357** • Alternatively you can email us at: stamford@bluebirdcare.co.uk or peterborough@bluebirdcare.co.uk

For all the latest news about how Bluebird Care Peterborough & Rutland can provide the services you require in the comfort of your own home, visit our website at: bluebirdcare.co.uk/peterborough-oundle • bluebirdcare.co.uk/stamford-rutland

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