

Dear Customers,



Before we pile up our plates with mince pies while watching Christmas movies on repeat, I would just like to take this opportunity to thank you all for your continued support over the past year.

It has been another challenging year in the social care sector, and we are not immune to the continuous struggles the industry faces. This year we experienced first-hand the effects of an industry IT system being hacked into. This led to us having to resort to all sorts of methods to book, log and track care calls. As you can imagine, it has been an extremely difficult period for staff.

On a more positive note, we also introduced our Social Activities club for customers, and if you haven't already, we hope you will consider joining us for one of our monthly lunch clubs. It's a great way to meet others and enjoy a few hours out. I would also like to wish you all a very happy Christmas .

Gabi,

Director, Bluebird Care Fareham

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We need you! Join our Quality Action Forum

The Bluebird Care Quality Action Forum is a way for customers, their relatives and staff to come together and discuss ways to improve the overall service that we offer. Your feedback is invaluable in helping us to ensure that we are delivering an excellent service that meets your needs. Therefore, we welcome you to join the next meeting in the new year. Please let us know if you or your family members would like to attend, or email jaspreetkang@bluebirdcare.co.uk for more information.



Monthly Lunch Clubs

Since the launch of our monthly lunch clubs, it's been a popular feature amongst our customers. It's a great way to meet like-minded people and have a few hours away from home. Some of the lunch club regulars have made friends and enjoy spending a few hours together, catching up and sharing stories. If you haven't attended one of our lunch clubs, why not give it a go and see how you get on? The club is held on the first Wednesday of the month and the location sometimes varies.

We've had a fish and chip lunch, afternoon tea, buffet lunches and many more. So if you're interested, just let the office team know and we will book you a place.



Christmas Lunch Club

Join us for our special Christmas Lunch club on
Thursday 15th December, 12pm - 2pm
at the Bluebird Care Offices in Shedfield.

There will be a selection of buffet food including
Turkey sandwiches, sausage rolls, mince pies,
cold meats and more.

Please call the office team on
01329 832681 to book your place.



Sharon reaches the finals!



Congratulations to Sharon on being shortlisted for Team Member of the Year at the annual Bluebird Care Awards. It's an amazing achievement to be one of just five shortlisted for this national award. Sharon went through to the final ceremony which was held at the iconic Fortnum and Mason in London on 23rd November. Although Sharon wasn't the ultimate winner on the day, it was an amazing day and Sharon will always be a winner in our eyes!

A big well done to Lou, Shirley, Marian and Carol who were also nominated for Care Assistants of the Year and Registered Manager of the Year. It was a tough selection from across the country and although they didn't go through to the finals, we still want to say a huge well done to them all.



Just for you, The Activity Hub

A fun new feature for our customers! The Activity Hub is a collection of games and activities for you to enjoy with your carers and/or family members. We have purchased an array of items for you to borrow, but if there is something you would like to see just let us know and we will try to add it to our collection.

Select the game or activity of your choice and either let your carer know or call the office team. We will then arrange for it to be sent to you via your carer.

Games/activities available:

- Snakes & Ladders
- Connect 4
- Scrabble
- Jenga
- Various jigsaws
- Outdoor games
- Dominoes
- Brain teaser games
- Chess & Draughts
- CDs of classic wartime songs



Complaints Procedure

We like to pride ourselves on the open door policy that we endorse throughout the company here at Bluebird Care Fareham. We encourage our customers and their family members to come to us if they have any concerns about their care package or the service they receive.

Our team consistently work hard to ensure all customer's receive the highest levels of care possible, and we pride ourselves on having some of the most professional and compassionate people in our teams. However, we appreciate their may be times that you feel your issues require further attention, and should this happen you may feel the need to make a formal complaint. All complaints will be responded to in a timely manner by our management team.

All complaints should be in writing and addressed to Louise Richards, Registered Care Manager.



The Office Team

With many new customers and staff joining us, we thought the below update on the roles of the office team may be useful. We will endeavour to update you with staff changes as and when they happen. We also have a 'Meet the Team' section on our website if you would like further details of everyone's roles.

Please continue to use the main office number and the main office email address fareham@bluebirdcare.co.uk if you need to contact us.

Gabi Sprechert - Owner/Director

Louise Richards - Registered Care Manager

Becky Simpson - Care Coordinator

Sharon McLoughlin - Care Supervisor

Leia Torrente - Customer Supervisor

Rachael Kellet - Finance Manager

Jas Kang - Marketing Manager



Try Live-in Care for a weekend and see if it's for you!



We are offering all of our customers the opportunity to experience our popular Live-in Care service for a weekend, at a discounted rate. This is a fantastic opportunity for you to trial the service and see if it could be an option, or future option, for you or your loved ones.

Whether it's short-term or long-term, our Live-in Care service is an ideal solution for many families. We can take over the care of your loved ones while you go on holiday, or just want a break from care duties. Or perhaps you are feeling lonely and would like a friendly companion to spend your days with, as well as help with care and domestic duties.

Speak to the office team today and see if it could be a great solution for you.

We love to hear from you!

"I have been very satisfied with all the care that my husband has received. They are all cheerful and friendly and willing. When I have had to change the timing this has been done efficiently. My husband has enjoyed all the activities that have been provided. I am very grateful for all their support."



We are here!

Feel free to contact the team if you have any queries.

**Call 01329 832681 or
email fareham@bluebirdcare.co.uk**

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