

# winter newsletter

## WE ARE OFFICIALLY RATED **VERY GOOD!**

Bluebird Care Dunbartonshire are delighted to confirm that we are currently rated 'Very Good' (Grade 5) by our regulator, The Care Inspectorate across ALL areas. 1. Quality of Care & Support. 2. Quality of Staffing. 3. Quality of Leadership and Management.



Huge thank you goes out to all our staff for the incredible work that you do daily. Without which, we would not be the service we are.

Copies of our inspection reports are available on the Care Inspectorate website [www.careinspectorate.com](http://www.careinspectorate.com) or we can send one to you upon request. Just contact Jeannie Joss on 0141 942 1530.

There is a six point grading scale. Each of the Quality Themes inspected, we graded using the following scale:

 <b>6</b> Excellent	 <b>5</b> Very Good
 <b>4</b> Good	 <b>3</b> Adequate
 <b>2</b> Weak	 <b>1</b> Unsatisfactory

A very warm welcome to the Bluebird Care (Dunbartonshire) Winter edition of our quarterly newsletter for Customers and Care Assistants.

We hope you enjoy this new edition and find it of some interest. Once again thank you for using Bluebird Care as your preferred care at home service provider, we truly appreciate it. Have a wonderful festive period and as ever, any comments/ideas are gratefully received.

Best wishes from,

Patricia and all the staff at Bluebird Care (Dunbartonshire).



**B** big heart  
**L** loves to help  
**U** understands  
**E** enjoys a chat  
**B** bright smile  
**I** incredible  
**R** runs on tea  
**D** dedicated



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# EMPLOYEES OF THE MONTH



July:  
Shirley Neil



August:  
Margaret Yaxley



September:  
Linda Clark



October:  
Stephen McFarlane

Please nominate your carer or colleague for this prestigious accolade.  
Your feedback is gratefully received and passed on to all.

# ARE YOU WINTER READY?



**W**rap up

Wear layers to keep warm and shoes with strong grip to help reduce falls outside

**A**lert

Keep an eye on the weather forecast and ensure that you are stocked up with nutritious food

**R**isk Aware

Avoid risk of falls or becoming ill by taking the weather into account when planning your activities

**M**oney

Winter bills can be expensive, so ensure you are receiving the benefits you are eligible for

**T**emperature

Ensure your home is heated throughout the day

**H**ot meals

Ensure you have at least one hot meal a day

## Margaret Mary, 11 YEARS AND COUNTING

Margaret Mary celebrates 11 years of service with Bluebird Care Dunbartonshire this year!

Working in home care has notoriously been a very transient sector with several different factors influencing staff to leave and look elsewhere...pay, work-life balance, being treated well by their employers, being taken for granted, job satisfaction, etc. The fact that Margaret Mary has stayed with us this long, is a clear indication how much she loves her job and how much she loves working for Bluebird Care!

- 1. Tell us a little about yourself?** I am a busy mum of 2 boys and very family orientated. I like taking the boys to football, swimming and local clubs.
- 2. Why did you decide to work in the care sector?** I have seen wonderful care provided to a family member, so I wanted to give something back to the community. I wanted to help vulnerable people get the best quality care in a dignified way.
- 3. Why Bluebird Care?** It is very clear that they are very passionate and provide the highest quality of care to their customers. They give the best possible service that I would expect for my loved ones.
- 4. What do you enjoy most about working for Bluebird Care (Dunbartonshire)?** It is a fabulous organisation. It gives me great flexibility to work around my family. I get excellent support and training from the office. Bluebird Care always put the customer first by valuing/respecting the importance of providing continuity and consistency for our customers. I have been with one customer for 5 years now.



Keep up the fantastic work Margaret Mary and thank you from us all.

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## Fiona Allan



### Q: Tell me a little about yourself/who you are?

I'm Fiona, I make edited bears with feeding tubes, stoma bags, oxygen, scars and all sorts of other devices and conditions at [www.afriendlikeme.co.uk](http://www.afriendlikeme.co.uk)

I do this because I have a GJ feeding tube and surgical catheter and wanted to find a way of helping other people come to terms with it as I found it challenging.

### Q: What has been your experience so far regarding care at home?

My initial experience wasn't fantastic but since I've had my care changed to Bluebird it's been great. I look forward to seeing the carers and have no complaints.

### Q: Why Bluebird Care?

Having been with another company prior to Bluebird and seeing how bad things can be, I have nothing but praise for Bluebird. Their carers are competent and friendly. I would never change to a different company now.



## New training that has been introduced by Bluebird Care in 2019:

GDPR | Epilepsy | Diabetes | Stroke | Safeguarding Children | Adults with Incapacity | First Aid

We would like to invite any customer or their families to take part in any training we offer if you feel that it would help you understand or support your loved one better.

For more information please contact Jeannie Joss at our office on 0141 942 1530.



### Level 2 Certificate in Understanding Behaviour that Challenges

Staff who are signed up to complete this course are:

Jeannie Joss | Angela Smith | Adam McLean | Carlymarie Taylor  
Charlene Brown | Jacqueline Towers | Stuart Reid | Margaret Mary Hughes  
Denise Law | Margaret Yaxley



### SVQ 3 in Health and Social Care:

Caitlin Shannon | Stuart Reid | Charlene Brown | Grazyna Cybulska  
Jaspreet Kaur Deerhe | Denise Law

### SVQ 4 in Social Services and Healthcare:

Adam Mclean

### SVQ 4 in Management:

Jeannie Joss

### SVQ 4 Leadership and Management in Care:

Angela Smith



### IQL Level 3 Award in First Aid at Work:

#### Train the Trainer in First Aid:

Carlymarie Taylor



### NSPCC -Child Protection in Scotland:

Jeannie Joss



The Big Disability Group was set up in June 2017. They use social media platforms such as Facebook and Twitter 7 days a week; to inform people who are affected by any disability and their families and/or carers of available services, groups and support. The group also produce a monthly newsletter which is distributed amongst local groups and businesses so that those not on social media can also benefit.

Tackling isolation and loneliness since the group was founded in June 2017.

Dalmuir CE Centre, Clydebank, G81 4RQ



Tel: 0141 237 4560

De Café aims to provide a relaxed informal environment where people with dementia and their carers can talk to each other about some of the issues they face living with dementia.

There are 6 De Cafes throughout the month:

#### **De Café Lenzie**

(in partnership with Lenzie Union Parish Church)  
Second Monday of the Month 1.30pm to 3.00pm  
Lenzie Union Parish Church Kirkintilloch Rd, G66 4LD

#### **De Café Bishopbriggs**

First Tuesday of the Month 2.30pm to 4.00pm  
Woodhill Evangelical Church, Bishopbriggs, G64 2NH

#### **De Café Milngavie**

(in partnership with Milngavie Manor)  
First Wednesday of the Month 2.00pm to 3.30pm  
Milngavie Manor, Craigton Rd, G62 7JG

#### **De Café Bearsden**

(in partnership with Bearsden Baptist Church)  
Second Thursday of the Month 10.30am to 12.00pm  
Bearsden Baptist Church, Bearsden, G61 2SL

#### **De Café Killermont**

(in partnership with Killermont Parish Church)  
Fourth Tuesday of the Month 2.00pm to 4.00pm  
Killermont Parish Church, Bearsden, G61 2LD

#### **De Café Kirkintilloch**

Last Friday of the Month 1.30 to 3.00pm  
Kirkintilloch Baptist Church, Kirkintilloch, G66 1NL

\*Please note dates/venues may be subject to change.  
Please contact us on 0141 775 0433 before your first visit to De Café.

# Christmas Jumper Day



This year Bluebird Care (Dunbartonshire) is supporting Save The Children's Christmas Jumper Day on the 13th December, to encourage everyone to wear their brightest and best Christmas jumpers and raise money for children in need around the world.

West Dunbartonshire  
**Community Foodshare**  
*Together we can make a difference*  
Scottish Charity number: SC044248

## Christmas Appeal 2019

Could you help us make Christmas a little bit easier for local families experiencing poverty?

We are now collecting new toys for The Christmas Toybank

Selection Boxes, non-perishable Food, Toiletries and Nappies can be donated at:

Citizens Advice Bureau: 63 Kilbowie Road, Clydebank  
Citizens Advice Bureau: 179 High Street, Dumbarton  
Citizens Advice Bureau: 77 Bank Street, Alexandria

**Donation points are listed on our Facebook page**

Contact us on: 01389 764 135  
wdcommunityfoodshare@outlook.com



## Quick Access to Care Notes on openPASS in the customer's Home

1. Download the app onto your smartphone from the App store (Apple smartphones) or the Google Play Store (Android smartphones).
2. Tap on 'Sign Up'.
3. Fill in your details and tap 'Sign Up'.
4. Now type in your username (your email address) and Password.
5. You can now scan the QR code on the front page of the printed care plan.
6. You will have access for 30 minutes at a time while in the customer's home. A countdown clock under the customer's name lets you know how many minutes of access remain in this session. When the session times out you can scan the QR Code again and continue to access the app as many times as you wish – as long as you remain in the customer's home.
7. To understand exactly what all the colours, icons and other information means on the app click on 'How It Works' on the home page. It will also show you how to contact Bluebird Care (Dunbartonshire) with a general message or specific care note and where and when to expect a reply.

**IMPORTANT: If an invalid postcode is stored for the customer or GPS is not enabled on the device then openPASS will not work.**



**HOME CARE  
& SUPPORT**

Some conditions require specialist care. At Bluebird Care we understand that when people have special needs due to an illness or injury, they may need extra care and support.

Learning disabilities support  
Dementia care  
Alzheimer's disease care  
Physical disabilities care  
End of life care

We keep you in control and provide you with the homeware and support you want, where and when you want it. It's your life and your care so it must be your way.

Domiciliary care  
Healthy body, healthy mind  
Mind, body and soul  
Companionship care  
Live-in care  
Respite care



**SPECIALIST  
CARE**

## SERVICE COMING SOON: BLUEBIRD CARE ASSIST

Bluebird Care Assist is a Health and Wellbeing Check that allow us to monitor your general health on a weekly basis.

Features:

- Once a week 30-minute visit from a trained Care Champion
- Our Care Champion can check your blood pressure, pulse, breathing, temperature, oxygen saturation, alertness and general wellbeing
- All the results are recorded digitally using Bluetooth enabled equipment which generates an immediate result

Benefits:

- Results can instantly determine if any action needs to be taken
- If there are any concerns, Bluebird Care can quickly notify a family member or health professional
- Results are recorded digitally using Bluetooth enabled equipment

We can provide the Health and Wellbeing Checks at: - A stand-alone service, Part of a tailor-made package of care or as an addition to an existing package of care. Please contact our office to note your interest in this new service and we will be in touch once fully launched.





## What is Self-Directed Support?

Self-Directed Support (SDS) is about giving you more choice and control over the care and support you receive to enable you to live as independently as possible. Some people can manage their support on their own, while others need help either from family or friends, or a support organisation. Anyone who is eligible for social care support will, dependent on the outcome of the assessment.

## Who can receive Self-Directed Support?

Anyone who is assessed as eligible to receive social care support can request that their support is provided through one of the SDS options.

There may be some circumstances when Self-Directed Support will not be offered. For example, it may not be suitable where there are concerns about Adult or Child Protection. If you are assessed as being unsuitable for Self-Directed Support, the reasons for this decision will be fully explained to you.

If you already receive support/care and would like to discuss Self-Directed Support further, you can contact your Social Worker or Care Manager.

If you are not in receipt of care services and would like to discuss your personal circumstances further, please contact Social Work.

### Some useful contacts:

Adult Community Care Team  
10 Saramago Street, Kirkintilloch,  
Glasgow G66 3BF Tel: 0141 355 2200

Care at Home Team Social Work Services,  
10 Saramago Street, Kirkintilloch, Glasgow,  
G66 3BF Tel: 0141 578 2101

Ceartas Advocacy Service Suite 5 – 7,  
McGregor House, Donaldson Crescent,  
Kirkintilloch, Glasgow G66 1XF  
Tel: 0141 775 0433  
Web: [www.ceartas.org](http://www.ceartas.org)

East Dunbartonshire Council  
[www.eastdunbarton.gov.uk](http://www.eastdunbarton.gov.uk)

West Dunbartonshire Council:  
01389 776498 or 0141 562 8800

Take Control East Dunbartonshire  
[www.takectrl.org.uk](http://www.takectrl.org.uk)

Carers Link Milngavie Enterprise Centre,  
Ellangowan Court, Milngavie,  
Glasgow G62 8PH  
Tel: 0800 9752131 or 0141 955 2131

Email: [enquiry@carerslink.org.uk](mailto:enquiry@carerslink.org.uk)  
Web: [www.carerslink.org](http://www.carerslink.org)

Take Control East Dunbartonshire Suite 1,  
Enterprise House, Southbank Business Park,  
Kirkintilloch, Glasgow G66 1QX  
Tel: 0141 776 2219 or 0141 776 6342  
Web: [www.takectrl.org.uk](http://www.takectrl.org.uk)

Ceartas Advocacy Service [www.ceartas.org.uk](http://www.ceartas.org.uk)  
Carers Link [www.carerslink.org.uk](http://www.carerslink.org.uk)

Glasgow City Council: 0141 276 4710





## Keep Safe from Identity Theft, Fraud and Scams

### What is Identity Fraud?

Criminals may seek to obtain information which personally identifies you and 'steal' your identity to commit fraud. All kinds of personal information can be of use to criminals including your name, address, national insurance number, credit card number or any other financial account information.

In what ways can thieves steal an identity?

Identity thieves work in a number of ways including:

- Stealing items- They may steal your purse or wallet, mail, cheques or credit / debit cards.
- Searching bins- To find bills or other paper with your personal information on it.
- Card skimming - To steal credit or debit card numbers by using a special storage device when processing your card.
- Using false pretences - Obtaining your personal information by acting as someone they're not.
- Phishing - Pretending to be financial institutions or companies and send emails, spam or pop-up messages to get you to reveal your personal information.
- Diversion - Diverting your billing statements to another location or person by completing a change of name and / or address form.

### What basic things can I do to protect myself from identity theft?

There are a number of simple steps you can take:

- Take a few moments to check through transactions on your bank statements.
- If you're not happy and spot anything unusual or suspicious contact the bank directly to establish fraud at an early stage. If you are expecting correspondence from your bank and it doesn't arrive contact the bank immediately to inform them of your concerns.
- If you move house, tell your bank and credit card company immediately.

- Royal Mail offers a redirection service to help prevent identity fraud when you move house.
- Regularly get a copy of your personal credit file from a credit reference agency.
- Cancel any lost or stolen cards.
- If your passport or driving licence has been lost or stolen contact the organisation that issued it.
- Don't use the same password for more than one account and never use banking passwords on other websites. Avoid using your mother's maiden name or dates of birth as passwords.
- NEVER give bank details to anyone unless you know and trust them and even then, be cautious.

### **What else can I do that will help protect me from Bogus Phone Callers?**

Fraudsters can also make contact with you by phone. The caller might pretend to be from your bank and ask for personal information such as bank details or they might be someone offering you a deal or a prize.

- Consider making your phone number ex-directory.
- Don't give out any personal information unless you are the one who made the call and you are certain of the identity of the person you are speaking to.
- Don't give out your credit card or bank card details to strangers on the telephone.
- NEVER tell somebody your bank PIN number, even if they claim to be the bank or police. If the caller is genuine, they will never ask for this information.
- Don't give out information which may infer that you live alone, are older or vulnerable.
- Never send money to anyone who claims to have a prize for you.
- If it sounds too good to be true, it probably is.
- Contact local trading standards – they may be able to use approved 'call blocking' technology.

Information about how to protect yourself from bogus callers arriving at your door is available in our Keep Safe from Doorstep Crime advice.

**In an emergency call 999 /  
For non-emergencies call 101**

- **STOP** – Never do anything you don't want to or make any decisions on the spot
- **CHECK** – Always check their credentials
- **ASK** – Always ask someone you trust for a second opinion
- **MINE** – Do not give away personal information
- **SHARE** – Share your experience with others to lower their risk of being scammed



**Some feedback we received from customer and staff surveys in August 2019:**

Customer: 10 sent out 6 returned.

Staff: 6 sent out 5 returned.

**Customer questionnaire outcome:**

1. 80% of customers said that the care workers arrive on time.
2. 100% of customers said they were treated with respect.
3. 100% of tasks were carried out properly and professionally.

**Some positive customer feedback from the recent surveys included:**

1. "I am delighted with the service, no need to change a thing"
2. "You support my dad well within the care plan tasks but go beyond to create a reassuring, supportive service"
3. "My mother was given an excellent standard of care with compassion. She was always supported on her journey through her illness and loved everyone who looked after her"

**Staff questionnaire outcome:**

1. 100% of staff said they enjoy their role as a care assistant.
2. 100% of staff said they feel they receive enough support and supervisions from the office
3. 80% of staff said they were given enough travel time between calls.

**What can we do better:**

To make the service better for our staff and customers we aim to improve on communication of any changes to care worker or time of visits, keeping everyone 'in the loop. We are currently working towards making all customers files paperless to support an environmentally friendly future environment.



*Are you aware of our  
refer a friend scheme?*

*If you know someone who would  
make an excellent care assistant  
you could earn £250.00*

For more information on behalf  
of our refer a friend scheme  
please contact Angela Smith.



**Please remember our emergency on-call number **0141 942 1530**  
is available between 07.00am-08.30am and 17.00pm-23.00pm weekdays  
and 07.00am-23.00pm weekends.**

Coordinator Email: Adam McLean  
coordinator@dunbartonshire@bluebirdcare.co.uk.  
(rota queries/availability)

Deputy Manager Email: Angela Smith  
angelasmith@bluebirdcare.co.uk  
(issues regarding staff or customers)

Registered Manager Email: Jeannie Joss  
jeanniejoss@bluebirdcare.co.uk

Office Support: Carlymarie Taylor  
support@dunbartonshire@bluebirdcare.co.uk

Director: Patricia Hughes  
triciahughes@bluebirdcare.co.uk