

Bluebird Care Leeds North



Newsletter - August 2019



Bluebird Care Welcomes New Owners and Director

Bluebird Care Leeds North saw a change in ownership on 1st April this year as Rod Miller and David Brown sold the business after many years of dedication to Bluebird Care. The business became family owned in the resale with Sheree Jenman becoming the proud new Director and co-owner of Bluebird Care Leeds North.

Sheree has experienced an exciting and productive few months already and has had the pleasure of meeting some of our valued customers and is very much looking forward to meeting more customers.

Sheree brings a wealth of professional management expertise to Bluebird Care. Prior to owning Bluebird Care Leeds North, Sheree was a Quality Manager with the Bluebird Care Franchise Support Centre, providing advice and support to around forty Bluebird Care franchises in the North and East Midlands region.

Bringing with her, 20 years' experience in the health and social care sector in a variety of roles, Sheree began her career in care and support as a front-line Support Worker, Registered Manager and then Senior Manager of multiple services. She worked as a Quality Assurance Manager for a large Yorkshire based Housing Association and then began her journey with Bluebird Care, working for the Franchise Support Centre before investing in Bluebird Care by purchasing Bluebird Care Leeds North in Spring 2019.



Sheree said,

"Bluebird Care stands for exactly the type of quality care provision that I want to be associated with. Coming from a care and quality background myself, I'm continuously looking for ways to ensure our customers receive the highest quality premium care service. I'm passionate about person centred care and ensuring our customers are able to make informed choices about their own lives and live their lives, the way they wish.

Delivering a premium quality care service relies on ensuring that we have well trained, caring, kind and patient staff, so I see it as a key ongoing priority to look after our workforce. I keep in touch with staff and customers to understand their needs and I'm only satisfied with a service that consistently delivers a service with dignity and respect as an absolute basic requirement." I'm keen to keep my finger on the pulse with technology solutions that can enhance people's quality of life and independence. The future is exciting for Bluebird Care Leeds North!"

A career in the social care sector has given Sheree the opportunity to lead a range of services including domiciliary care, care homes, extra care, supported living and day services and gave her valuable experience of working with people of all ages and from all walks of life.

Throughout her career, Sheree gained vital knowledge of the care industry and understands what excellent care looks like and more importantly, the impact that poor standards of care have on the people who receive it. Sheree's leads with the full involvement of her workforce and our valued customers. Quality of care and value for money is a priority for the ongoing leadership strategy.

New Care Assistants join the Bluebird Care team



Samantha Burton joined our team recently, she completed our induction and training and started supporting customers in their own homes.

Samantha's previous experience includes working as a recruitment consultant for the last 8 years where she recruited support workers, care assistants and social workers. Samantha has also worked as a support worker supporting young adults with complex learning disabilities.

Samantha commented,

"I have always wanted to come back to work in care and feel it's my true calling."

In her spare time, she enjoys socialising with friends, going on holiday, reading, and spending time with her 2 cats, Milo and Cleo.

Sophie Bradburn joined our team recently, she completed our induction and training and started supporting customers in their own homes.

Sophie brings with her, valuable experience in homecare and in caring for her own family members. She loves shopping and spending time with her family and her daughter

Sophie commented, *"I love the job I do and always like to be the best I can be."*



Welcome back to Sarah Stokoe!

Sarah will be a familiar face to some as she worked as a Care Assistant in our team for some time and then took a break to travel in America.

Sarah has now returned from her travels and is looking forward to reconnecting with customers she supported before her break and meeting our newer customers.

Sarah is studying to become a Social Worker and enjoy socialising in her spare time.

Tell us what you think of our service!

You'll find our annual customer survey with this newsletter. It's important to us that we capture your views about the service whenever we can. We ask for your feedback on a day to day basis, at your care and support package reviews and periodically in our surveys.

This feedback helps us to involve you in shaping the direction of the business and ensure that we act on your suggestions about how we can continuously improve our service to you.

If you can spare a few minutes to complete the questionnaire, we would be most grateful and will ensure that we send you an update in a future newsletter to let you know what changes we make in response to your feedback.

You will find the questionnaire enclosed with this newsletter. If you would like to complete the questionnaire and need a little support to do this, please call us at the office or speak to your Care Assistants. We will be happy to help you. We can take your feedback over the phone if you prefer.



New Health and Wellbeing Checks

Vitals monitoring on a regular basis with instant feedback

As a valued Bluebird Care Leeds North customer, we're keen to share with you the news about our fantastic new Health and Wellbeing Check service. For nearly 15 years, Bluebird Care have been experts in delivering high quality, personalised care solutions within the home and our values are centred on delivering excellence during times that most families find difficult and stressful.

Our NEW! Health and Wellbeing Checks can help to **remove that stress** by monitoring general health and wellbeing on a regular basis in the **comfort of your own home**, with those results shared immediately with you, your family and with health professionals if necessary.

What does our NEW! Health and Wellbeing check actually monitor?

Our new Health and Wellbeing Checks are delivered in your own home and involve a 30-minute visit from one of our trained Care Champions. They'll carry out the following general health checks:

- ✦ Blood Pressure monitoring
- ✦ Temperature
- ✦ Oxygen saturation and breathing levels
- ✦ Pulse
- ✦ Alertness and general wellbeing



The results are available immediately, thanks to our Bluetooth-enabled kit and should there be any concerns, we can notify a family member, health professional or even emergency services. Early identification of a problem can often help prevent further deterioration and the need to go to hospital.

Want to know more?

If you'd like to know more about how our Health and Wellbeing Checks could be provided as part of your existing care package with us, please get in touch today or mention it to your Care Assistant on their next visit.

We're available for a confidential and considerate chat whenever you are.

Are you getting the most out of Bluebird Care?

Did you know that there are all sorts of ways that we can support you to live the life you want and maybe do something that you've fancied doing for a long time?

When did you last go to the seaside and enjoy fish and chips and an ice-cream? When did you last feel the sand between your toes? When did you last go to the theatre, cinema or visit a place you used to love? When is the last time you danced? When did you last enjoy live music? How long ago was it that you saw a family member or friend you used to love spending time with?



If it was longer than you'd like, why not talk to us? Your Bluebird Care team can support you to do any of these things and more! Just speak to your Care Assistants or ring us at the office and talk to us about what you'd like to do. We can discuss with you about how we can make it happen and you can request ad hoc additional support when you need it to help you to do whatever you wish.



We understand that doing the things you used to love may not feel as easy when you need support with day to day life. However, we have an expert team of care professionals at Bluebird Care who love variety and are skilled in understanding your needs, linking with our community and finding ways to make pretty much anything happen! Our Care Assistants don't need to wear their uniforms when they accompany you out and about in the community if you'd prefer them not to.

**Throw some ideas at us.....
we're excited to hear your requests!**

