

Bluebird Care Croydon

Customer Newsletter April 2012



Bluebird Care (Croydon)

CQC overall rating

Good

16 February 2018

Welcome to the Bluebird Care Croydon Newsletter

Bluebird Care Croydon is proud to provide a high quality care in the home service to our customers in the Borough of Croydon.

Our focus is on employing local staff who are skilled, trained and police checked to provide a high quality care in the home customer service.

We provide help in customers own home with things that they need help with, this includes personal care, help with meals, cleaning, shopping, medication, escorting and more.

We provide short and long term care including respite and live-in care service

PROTECTING OUR CUSTOMER – COVID-19

To our customers and their families,

We very much appreciate the confidence and trust you place in us to deliver quality home care and support to you and /or your loved ones. Given the current situation with the coronavirus (COVID-19) and the media coverage which is ongoing and changing daily, it is important that we all take extra steps to promote the health and wellbeing of our customers, their families and our care teams. We therefore felt it prudent to update you as to the measures we have taken and will continue to take to minimise the risk of exposure to COVID-19.

At the time of writing, we have no known incidents of COVID-19 within our staff teams or customers. **We have effective infection control policies and procedures in place as part of our commitment to providing excellent care and these are being reinforced regularly.**

The situation changes by the day and so we are actively ensuring our business contingency plans are appropriate and ready to implement if necessary. With this in mind, we may need to place temporary limitations and restrictions around some of our care visits although any changes to the delivery of care packages will be fully communicated and properly assessed.

In the meantime, we are focused on minimising risk and are adopting a preventative stance. Therefore, we are asking for customer and families' support in the following ways:

Please contact us immediately if you or a family member:

- Have any symptoms of respiratory illness, including a cough, fever, sore throat, runny nose, and/or shortness of breath;
- Have been diagnosed with or exposed to anyone diagnosed with COVID-19;
- Have reason to believe you, someone in your household, or someone you have close contact with has been exposed to COVID-19; and/or
- Have travelled or anyone in your household has travelled abroad in the last 14 days

Thank you for your continued trust in us here at Bluebird Care. We appreciate your understanding and cooperation as we work to support the health and wellness of our valued customers. Our teams will continue to provide updates as needed and of course you are most welcome to contact us by telephone or email if you have any questions. Our website is being kept up to date and further information and links to additional sources of information can be found there www.bluebirdcare.co.uk/croydon

Thank you for your continued custom,

Suspension of care

Bluebird Care Croydon needs to ensure that our staff are working, and provision is made for our customers when they go into hospital or if requiring a suspension in care.

Our standard notice periods for charging for cancellations are 48 hours' notice

Our service is meeting all the strict infection controls and protective equipment requirements. We have a long waiting list of people looking to use our service so we cannot just suspend a service unless there is a medical reason to do so. So, if a customer wished to suspend a service due to coronavirus then the following options are available

1 – Continue to pay for visits as per the care plan and regular care staff will be reserved for immediate start on return at a special reduced rate.

2 – Cancel the service – you can reapply to restart subject to capacity, a new review and new staff may be required.

Use of Protective Equipment (PPE)

Please see current advice re wearing face masks

WHEN TO USE A MASK

For healthy people wear a mask only if you are taking care of a person with suspected 2019-nCoV infection

Wear a mask, if you are coughing or sneezing

Masks are effective only when used in combination with frequent hand-cleaning with alcohol-based hand rub or soap and water

If you wear a mask then you must know how to use it and dispose of it properly



Update: 6th April 6, 2020 New government guidelines have now added the use of masks for any individuals in the extremely vulnerable group or where a member of the household is within the extremely vulnerable group undergoing shielding. If you have received a letter from the government, please contact our office on 0208 686 9496

LIVE-IN CARE SERVICE



As the care need increases Bluebird Care Croydon also provide a full **Live-in Service** – A realistic and more cost-effective alternative to going to a care home.

As needs increase, we can provide personal assistants to ensure a one to one care service for customers with a greater need for support

Choosing **Bluebird Care Live in Service**: Means no need to move to a care home and provides:

- A personal service where your unique needs are considered every step of the way, available as and when you need it - day or night
- A flexible service, where every day can be different
- A proper introduction to make sure we have found the right person for you
- Regular follow up from the Bluebird Care Croydon manager to check you are happy with our service
- Back up in the event of the personal assistant being sick or taking holidays.
- All staff trained and police checked
- More cost effective and personal than a care home

To find out more just call the office

CARE FUNDING



Stay in your own home you love and fund the care and lifestyle, you deserve

Bluebird Care have partnered with Key Partnerships who are an independent equity release specialist who have helped thousands of people to fund their healthcare.

To get a copy of the latest brochure with more information, just call our office

Exercise to help fitness during Covid-19 outbreak

Here are few exercises that you can do at home to help keep fit.

Seated workout encompasses far more than movements. Chair based exercises will develop your cardio fitness, muscular strength, and flexibility. Here are some of the best chair exercises for seniors. Practice these basic movements for a well-rounded seated workout.

1. Neck Stretch

Sit up straight, and slowly tilt your head toward your right shoulder until you feel a stretch. Hold this position while gradually extending your left arm down and to the side. You should feel a stretch on the left side of your neck. Release, and repeat on the other side. Perform two to five repetitions per side.

2. Shoulder Circles

In a seated position, place your fingertips on your shoulders. Circle your shoulders forward for fifteen repetitions. Reverse the movement, and circle backward for fifteen repetitions.

3. Shoulder Rolls

Sit tall with your feet flat on the ground. Shrug your shoulders up toward your ears, and slowly rotate your shoulders in a circle—back, down, forward, and back to the top. When you reach the top, reverse the movement. Roll your shoulders forward, down, back, and to the top again. Perform ten repetitions in each direction, for a total of twenty reps. This movement engages your shoulders and trapezius muscles, which are essential for lifting and carrying objects.

4. Toe Taps

Sit up straight with your feet flat on the ground. Bend your toes toward the ceiling and back to the floor. To increase the difficulty of this exercise, sit on the edge of your seat with your legs straight. Keep your heels on the ground as you bend your toes upward and then back down. This variation increases the range of motion. Perform eight to ten repetitions to strengthen your calves and the muscles running alongside your shins. You use these muscles to climb stairs and perform daily activities.

7. Knee Lifts

Sit up straight with your feet flat. Slowly lift your right knee toward your chest, and then lower your foot back to the floor. Repeat with your left leg. Perform ten repetitions per leg, for a total of twenty reps. For an added challenge, pause for a five-count at the top of the movement. This exercise strengthens your quads, which is the largest muscle group in your body. You use your quads in nearly everything you do and strengthening them will make you feel stronger overall.

**How to Contact us:
181 Brighton Road
South Croydon
CR2 6EG**

Tel 0208 686 9496

e-mail croydon@bluebirdcare.co.uk web www.bluebirdcare.co.uk/croydon

For more information on homecare just go to the Bluebird Care website including videos on Dementia, Live in Care



and more .



Finalist 2020