

DECEMBER 2019

NEWSLETTER



A message from our Director



December is here again and it seems like this year has flown by! It's been an exciting year for us at Bluebird Care with the new ownership in April and lots of positive work going on to ensure that we continue to provide the best quality care and support to you. We never stop reflecting on how we do things at Bluebird Care and you have our commitment that we will always strive to keep ahead of the times and provide best practice in care and support.

We will ensure that we look after our valued employees well and recognise the important work they do every day to help you stay happy, safe and as independent as possible.

The cold dark nights are amongst us now so pop that heating on, dig out the comfy socks and hot water bottle and stay warm and safe. Talk to your Care Assistants if you need a little help to stay warm, well and comfortable as the weather becomes chillier. I've had the pleasure of being able to get out and about and meet some of you over the past few months, thank to those of you I've visited and for the warm welcome, I hope to meet many more of you in the coming weeks and months. I hope you enjoy this edition and I wish you all a wonderful Christmas and a Happy New Year!

More inside this issue:



**HELP TO PUT UP YOUR CHRISTMAS
DECORATIONS**

**INVITATION TO A HOLLYWOOD MOVIE
HISTORY AFTERNOON**

**NEW CARE CHAMPION
NEW TEAM MEMBERS**

**BLUEBIRD CARE AWARDS
GREAT BRITISH CARE AWARDS**

**KEEP WARM THIS WINTER
LIVE IN CARE**

Thank you for your thoughts...

In August we asked you to tell us what you thought about the service you receive from Bluebird Care. We received lots of responses and thank you to everyone who took the time to give us their feedback. We were delighted with the overwhelming positive and kind comments and it's great to know that we are getting things right. However, there is always a little room for improvement and we have taken note of the suggestions made and continue to speak with individual customers about how we can continually improve our service to ensure we deliver premium quality care and support.

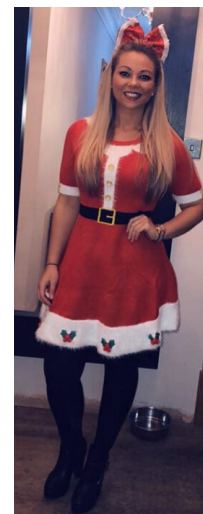
A summary of the responses we received and the actions we are going to take will be sent to you very soon. If you wish to discuss this with a member of our team, just call our office or ask your Bluebird Care Assistant to request that we call you. We're always happy to listen to your ideas and have a general chat!

Need a little help with the Christmas Decorations?

We understand that it can sometimes be a little tricky to put the Christmas decorations up but you'd still like your home to feel festive for the Christmas period. Our Christmas Elves would be delighted to pop round and put your Christmas trees, stockings and trinkets up around your home free of charge.



Just give us a call at the office on 0113 2589677 or mention it to your Care Assistant when they next visit!



Are you happy with Bluebird Care?

If you use the internet, we'd be really grateful if you could leave us a review on www.homecare.co.uk/submitreview, so others can make an informed choice when choosing a home care provider. Thank you!

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said

we
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Regional winners at the Bluebird Care Awards!

Our very own Care Assistant, **Rukhsana Ali** was awarded the regional Carer of the Year award in November and was invited to a luxury afternoon tea and awards ceremony at the famous Fortnum and Mason in Piccadilly, London. She attended with Sheree, our Director and the awards ceremony revealed the overall winner of Carer of the Year.



Photo: Rukhsana Ali (centre) being presented with her regional award by Paula Spriggs (Head of Business Development) and Hannah Banfield (Marketing Director)

Although Rukhsana was pipped to the post for National Carer of the Year, we are immensely proud of Rukhsana for being the regional winner and for being chosen as one of the top 3 Care Assistants in the UK throughout all of the 200+ Bluebird Care Franchises in the network. We are proud of all our wonderful team members and hope to be nominated for more awards in the future.

Lucy receives a promotion.....

We extended Congratulations to Lucy Smith, Care Assistant who was successful in gaining promotion to the role of Care Champion in November. This is a newly created role within the team. Lucy is a great role model and will be helping to ensure that our new team members receive all the support and attention they need to settle into their new roles. Lucy will also be responsible for providing our new Health and Well Being Service to customers.

Ask your Care Assistants for more information on our new Health and Well Being Check service to help you monitor and stay in control of your health and well being.



An invitation for you to a Hollywood movie afternoon...



One of our customers, Ron, has a wealth of knowledge about classic Hollywood films and would be delighted to host an afternoon at his cosy home for up to 20 people.

Ron has a fascinating past with impressive knowledge about how Hollywood started up and how they made many classic films. He has been involved in acting, producing and script writing for many years, even writing for the BBC and performing at the Alhambra in Bradford.

Ron has kindly offered to welcome Bluebird Care customers into his home one afternoon for tea, biscuits and a chat about films and he'll even give a short talk on his knowledge about glamorous Hollywood. If you'd like to visit Ron with others for a relaxed afternoon with good company, please contact us at the office or tell your Care Assistant when they next visit. The date is to be confirmed and Bluebird Care staff will support you will transport if you'd like to attend.



Great British Care Awards

We were delighted to find out that our Care Manager, **Sophie Lowndes** was a finalist for the Great British Care Awards for the Yorkshire region for the Front Line Leader Award. Sophie has worked hard to achieve her Level 5 Diploma in Leadership in Health and Social Care, which she completed in October. Sophie manages our team with high energy, kindness and a great deal of skill and Bluebird Care is going from strength to strength with Sophie and rest of her team supporting her. Our office colleagues had a wonderful evening at the awards at the magnificent Railway Museum in York.

Photo from left to right: Wendy Cross (Trainer & Supervisor), Claire Maybury (Care Coordinator), Marie Brown (Care Supervisor), Sheree Jenman (Director), Sophie Lowndes (Care Manager)



Wise ways to keep warm in winter

- 1. Wrap up warm...Dress in layers and wear a hat, gloves and scarf. Clothes made from wool, cotton or fleecy fabrics are warmest. When you're indoors wear warm socks and slippers to keep your feet nice and cosy.*
- 2. Keep the cold out...Close doors when inside your home and use a keyhole cover to block draughts. Buy thermal linings for curtains to keep the heat in.*
- 3. Don't use alcohol to keep warm.... Avoid drinking alcohol before going outside. It makes you feel warm because blood vessels in the skin expand, but this draws heat away from your vital organs.*
- 4. Check your heating....Have your heating system serviced regularly to make sure it works well. If you need help to organise a service ask one of your Care Assistants.*
- 5. Maintain the temperature....Keep your main living room at 18–21°C (64–70°F) and the rest of your house at 16°C (61°F) at least. If you can't heat all the rooms you use, heat the living room during the day and the bedroom just before you go to sleep. In bed, use either a hot water bottle or an electric blanket.*
- 6. Have warming food and drinks.... Have regular hot drinks and food such as porridge, soups and stews. If you don't receive support from us to ensure you have warm nutritious meals but would like some support, just ask and we'll be happy to make your meals for you.*
- 7. Stay active..... Keep as active as possible to boost your circulation. Move around at least once an hour and avoid sitting still for long periods. Even light exercise will help keep you warm. When you do sit down, put your feet up as it's coldest nearest the ground.*
- 8. Check what support you can get. Don't miss out on benefits. Depending on your circumstances you may get the Winter Fuel or Cold Weather Payments automatically. If you don't, visit [gov.uk/winter-fuel-payment](https://www.gov.uk/winter-fuel-payment) or call 03459 15 15 15 to see if you're eligible. You may also be entitled to claim an Affordable Warmth Grant, which could help with heating and insulation improvements. For more information, call the Energy Saving Advice Service on 0300 123 1234 or visit [gov.uk/energy-company-obligation](https://www.gov.uk/energy-company-obligation).*

Credit: British Heart Foundation



New Care Assistants join our team..

Our Live In Carer, Ande Sankus has re-joined our Bluebird Care Team and is providing Live in Care to one of our lovely customers. Ande has worked for our team as a Live In Carer before, she completed her Care Certificate in 2017 and recently received refresher training in all of our mandatory care and support training.



Ande is experienced in supporting people with a range of care and support needs including Dementia and Parkinsons disease. Originally from Cambridge, Ande moved to Yorkshire around 30 years ago. Ande loves travelling and holidays and is currently learning Portuguese. She likes reading fiction books and enjoys learning.

We are delighted to welcome Ande back to our team!

We also have a number of new Care Assistants working through the induction training and shadowing phase and some of you may meet our new team members in the near future.



*Stay in your own home even
when your support needs increase
with our Live In Care service*

We know that there's no place like home and 95% of you, in our recent customer survey, told us that it's "very important" to you to stay living in your own home.

**At Bluebird Care, we offer Live-in Care to provide you
with a realistic, alternative option to a care home.**

How does it work?

We introduce you to two carefully recruited Live in Carers who you can choose to live with you in your own home on a rotation. One Live in Carer would live with you for a period of 1-6 weeks, they would then return to their own home and the second Live in Carer would live with you whilst the other Live in Carer has a break.

You receive one to one care in the comfort of your own home and you can keep your own routines, enjoy your home and garden, sit with your pets in your cosy armchair, enjoy home cooked meals and cups of tea in your favourite china. Your family can be reassured in the knowledge that you are safe and well cared for.

Our live-in care assistants are highly trained care professionals and are carefully matched to your needs. They respect your home as well as your own space and privacy but are on hand to give professional one to one care with the time and attention you need, when you need it – something that's not always possible in a busy care home.

If you'd like to know more about our live-in care or would like to talk to someone about increasing the support you receive with us, please give us a call at the office and we'll do our very best to create the perfect care package for your new requirements.

Bluebird Care Leeds North Tel: 01132589677

<https://www.bluebirdcare.co.uk/leeds-north>

email: LeedsNorth@bluebirdcare.co.uk