

APRIL NEWSLETTER



Message from our Director



I hope you're staying safe and well during this difficult period we're all going through. It's reassuring to hear that we are now past the peak of COVID19 transmissions, however it remains a time of great difficulty and worry for many. On a positive note, I'm thankful for the beautiful weather we been given recently and have been enjoying all the cherry blossom in full bloom.

This edition provides you with current information about how we are continuing to provide the support our customers need, as safely as possible. We also have some positive stories to share with you!

We have been keeping up to date with guidance from Public Health England which is reviewed regularly in light of new evidence available to help prevent the spread of COVID19.

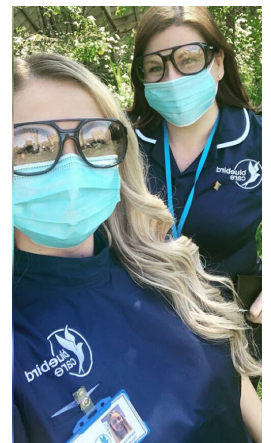
Despite some stories in the media suggesting that Personal Protective Equipment (PPE) is difficult to source, thankfully, to date, we have not experienced such difficulties and are dedicated to closely monitoring our supplies and are ordering PPE items regularly from a number of suppliers to ensure we remain well stocked and can provide our team with all of the PPE they require.

Public Health England Guidance changed recently in relation to the type of PPE that our team should wear whilst visiting our customers. We are letting you know about these changes in this update.

From now on and until further notice, your Care Professionals will be wearing face masks in most situations during your visits. I understand that for some, this may initially seem alarming but I can assure you that you will receive the same warm and friendly care and support as usual.

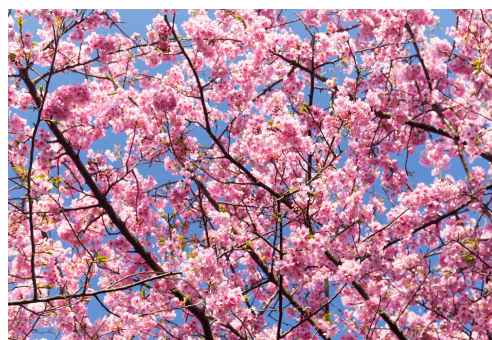
It also takes a bit of getting used to for our team. This is purely a safety measure to keep you and our team as safe as possible from the transmission of COVID19.

There's more information about COVID19 in this edition, however if you have any questions, please do call us at the office and we'll be happy to have a chat about it.



Stay Safe,

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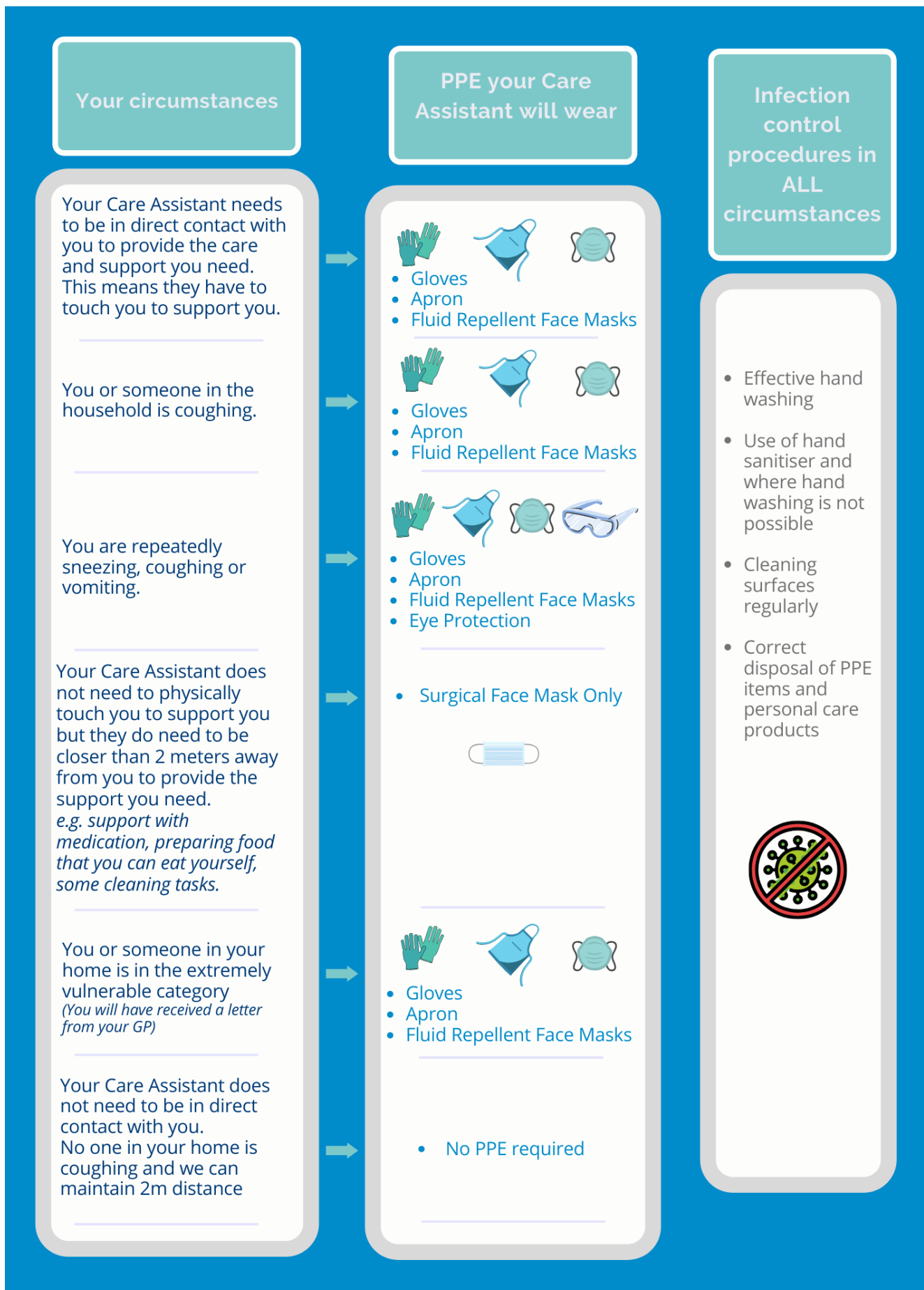


More inside this issue:

- COVID-19 UPDATE
- NEW PEN PAL SCHEME
- START VIDEO CALLING YOUR LOVED ONES WITH OUR HELP
- VE DAY REMOTE TRIBUTES

COVID-19 UPDATE

Here's a quick guide to let you know when your Bluebird Care Professional will be wearing Personal Protective Equipment (PPE) and the type of PPE they will be wearing during your visits.

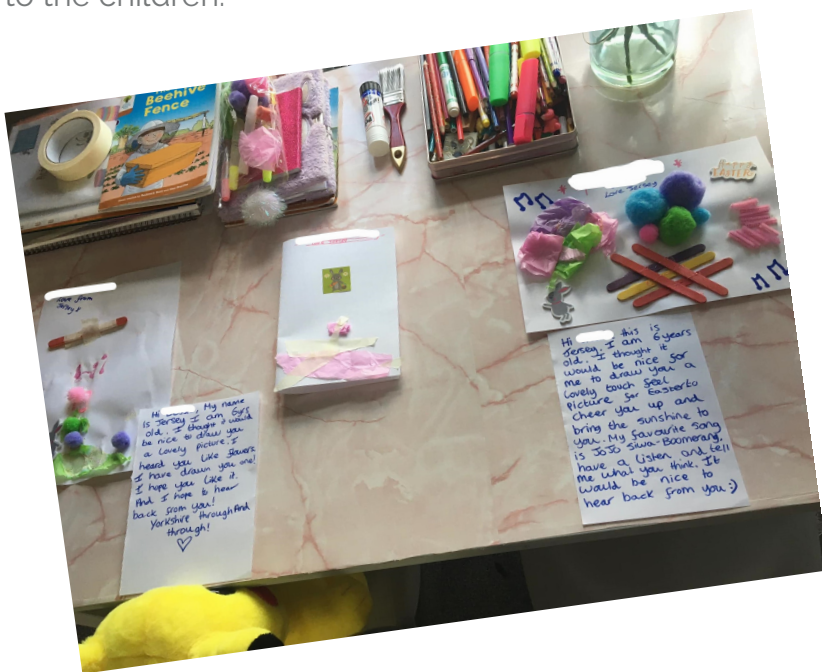
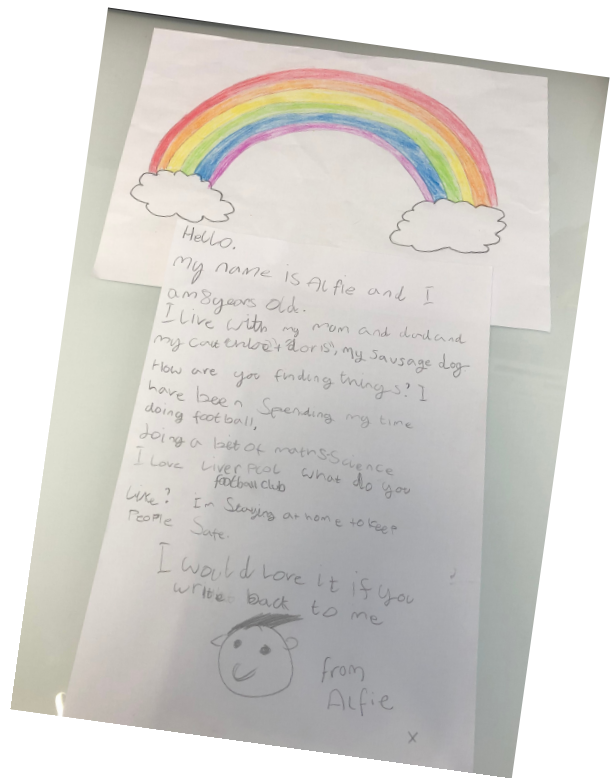


Keeping our spirits up during lockdown

New penpal scheme

We were delighted to launch our new pen pal project last month, which is an initiative aimed at connecting children with people from different generations in a positive way. This will hopefully help to keep people's spirits up whilst physical contact with people is limited.

You may have already received a letter from a child in the post or had one passed on by our Care Professionals. There is no pressure to write back to any children who write to you, but if you would like to, you can send your reply letter into us at the Bluebird Care office and we will post your letter on to the children.



Our office address is:

**FOA Pen pal Scheme
Bluebird Care
Beech House
Troy Road
Horsforth
Leeds
LS18 5NQ**

The children are the children of our team members and don't worry, your address or any other personal details have not been shared with the children. They wrote initial letters and we have sent them on to our customers who we know enjoy the company of children. They often like to include a drawing or painting with it too.

If you haven't received a letter and would like to join this scheme, we can match you up with a child to begin your postal friendship. It will also give the children a great opportunity to learn more about people from different generations. As they are all being home-schooled at the moment, it would be a welcome activity for many children to get involved in.

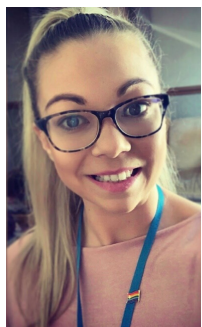
Things you can do to help keep yourself and others stay safe from COVID19



- **Maintain 2 meters distance** from people who do not live in your home wherever possible.
- **Wash your hands often** - with soap and water, or use alcohol sanitiser that contains at least 60% alcohol if hand washing facilities are not available - this is particularly important after taking public transport.
- **Cover your cough or sneeze** with a tissue, then throw the tissue in a bin.
- **Wash your hand towels on a hot wash regularly.** If you would like your Care Assistants to do this for you, please call us at the office and we can ensure that this is noted on your care plan.
- **Keep a supply of kitchen roll in your home for hand drying.** This is more hygienic than using reusable hand towels.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands
- **Clean and disinfect frequently touched objects and surfaces.**
- **If you are worried about your symptoms or those of a family member or colleague, please call NHS 111.** People should not go to their GP or other healthcare environment.

Thank you's to our team...

Our Care Professionals have really pulled together during the COVID19 lockdown and we've been making sure we thank our care team regularly and ensure they have the emotional support they need. We hand delivered Easter Eggs and Thank You cards to each member of our team who has been working through the lockdown period. We are so proud to have such a brave and caring team who put our customers first, so we can continue to provide the highest standard of care and support.



You might notice that your Care Professional is wearing a rainbow pin on their uniform. These were gifted to people in our team to recognise that they are keyworkers, working through the lockdown period. A rainbow is also a symbol of diversity, which we are proud to celebrate!

We've been taking part in **Clap for Carers every Thursday evening at 8pm** to thank all the keyworkers supporting the country and our most vulnerable members of society during this period. We even treated our lovely postman to a box of his favourite lollies to say thanks. We hope you can join us in this nationwide act of appreciation each Thursday.



Keep in touch with your family and friends with our help

Keeping in touch with family, friends and other loved ones makes us feel connected and helps with feelings of loneliness. Whilst the measures the Government has currently put in place, help stop the spread of coronavirus, keeping in touch with people has become more difficult to do, technology can help and we can help you with this. Here's some guidance on how to video call depending on the type of device you have. If you need help to get it set up, just contact us at the office and we will make sure that someone from our team can help you get started.



What is video calling?

Video calling can be a nicer way of chatting with others than just a phone call, because it lets you see the person you're talking to, and they see you. You can even have a group chat with multiple people.

Not sure how to get started? Here we give you some step-by-step instructions on how to keep in touch using a video call using different devices

Video calling on Apple phone or device (iPhone, iPad, Mac)

Remember: make sure you are connected to a wireless internet network (WiFi) before doing a video call. Video calling uses a lot of data and could result in additional charges from your mobile phone network if you are not connected to WiFi.

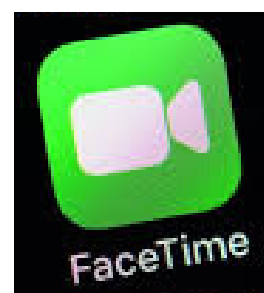


If you and the person you want to call both have an iPhone, iPad or Mac, you can use FaceTime to video call each other.

It will already be installed on your phone or device, so you don't have to do anything. Follow these instructions to start a FaceTime chat.

FaceTime on an iPhone or iPad

- Go to Contacts and select the person you want to call.
- There will be an option to use FaceTime.
- Click the symbol that looks like a camera to start video calling.
- To end the call, just click the red phone icon.



Keep in touch with your family and friends with our help



FaceTime on a Mac

- Open FaceTime using the FaceTime icon.
- There is a search box.
- Type in the name of the person you want to call, click enter.
- If the person you are trying to call has the right device, you will see the option to make a video call. Click this to start video calling.
- To end the call, just click the red phone icon.

If the person you want to call does not have an Apple phone or device, you can still have a video call with them by using other apps like WhatsApp or Facebook Messenger. You can download one of these from the App Store.

Video call using an Android phone

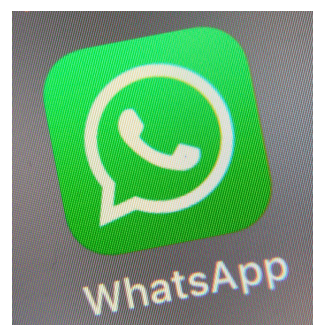
Remember: make sure you are connected to a wireless internet network (WiFi) before doing a video call. Video calling uses a lot of data and could result in additional charges from your mobile phone network if you are not connected to WiFi.



There are lots of different types of Android phones, including ones made by Samsung, Google, Sony and LG. Ask someone if you're not sure if your phone is an Android phone. You can use many different applications on your phone to make video calls. We'll look at some of the most common here. You can download any of these apps for free by finding them in the Play Store.

WhatsApp (same method if you have an apple iphone)

- Open WhatsApp on your phone.
- Click the Calls tab.
- Press the icon showing a phone with a plus symbol next to it.
- Click the magnifying glass icon and type the name of the person you want to call.
- Click the symbol that looks like a camera next to their name to start video calling.
- You can add up to four other people into a video call to turn it into a group chat.
- During the video call, just click the add participant icon and search for their name to add them.
- To end the call, just click the red phone icon.



Keep in touch with your family and friends with our help

Facebook Messenger (same method if you have an apple iphone)



Facebook Messenger

- Open Facebook Messenger on your phone.
- Click the Chats tab.
- Click the pencil icon and type the name of the person you want to call.
- Click the symbol that looks like a camera next to their name to start video calling.

- You can add up to six other people into a video call to turn it into a group chat.
- During the video call, just click the '+' symbol and search for their name to add them.
- To end the call, just click the red phone icon.

Video calling using a computer

Zoom or Skype are examples of video calling software you could use.

You don't need to install anything to use these, it can all be done through your internet browser. The person who you want to speak to just needs to make sure they have an account as well. They can then send you a link to join a video chat.

Remember: Only click links from people you know and trust. It's always worth double checking with them that they have sent you a link.

Receiving a video call on Zoom

- Click on the link your contact has sent you.
- Click 'join from your browser' to join the video call.
- To end the call, click the red phone icon or close the browser window.



Making a video call on Zoom

- Open Zoom on your computer.
- Click 'new meeting'.
- Click 'invite' at the bottom of the screen.
- Click 'copy URL'. This will give you a link that you can share with family and friends.
- Just copy it and send it to them in an email.
- To end the call, click the red phone icon.

Receiving a video call on Skype

- Click on the link your contact has sent you.
- A window will open. Click 'join as guest'.
- Type in your name and click 'join' to join the video call.
- To end the call, click the red phone icon or close the browser window.



If you would like to set up the video calls yourself, you will need to download Zoom or Skype to your computer. You can do this for free via Zoom's website or Skype's website. You then just need to sign up for a free account with them using an email address.

Keep in touch with your family with our help

Making a video call on Skype

- Open Skype on your computer.
- Click 'meet now'.
- Click 'start call'.
- When the call has started, click 'share call link'. This will give you a link that you can share with family and friends. Just copy it and send it to them in an email.
- To end the call, click the red phone icon.



If you are using a desktop that does not have a built in camera and microphone you may have to purchase a headset.

Have you considered Live in Care?



There's no doubt that staying at home is the safest option for everyone right now, but what if your care and support needs are increasing and you are starting to think about round the clock care?

We are experienced providers of both long and short-term Live in Care and the cost for this is no more than the average care home prices. Live in Care means you can remain in your own home in familiar surroundings whilst receiving all the support you need. It's also a great option if you have been discharged from hospital and need round the clock care for a temporary period. Contact us on 0113 2589677 to have a chat about Live in Care if you think it might be next step for you.

Ramadan began on the evening of Thursday 23rd April and will last 29-30 days depending on the sightings of the crescent moon. Ramadan is the ninth month of the Islamic calendar and is a month of fasting, prayer, giving and self-evaluation observed by Muslims. We'd like to wish all customers, colleagues and wider contacts a peaceful month of Ramadan.



Would you take a minute to leave us a review on [homecare.co.uk](https://www.homecare.co.uk)

You may have noticed that our Care Professionals have left you a free-post review card in your home. We would be really grateful if you could take a couple of minutes to complete this card, seal it and post it. If you would like your Care Assistant to post this for you, once you have sealed it, they will be happy to do so. If you use the internet and have an email address, you could leave your review on www.homecare.co.uk/submitreview Thank you in advance!



Marking the 75th Anniversary of VE Day from home...

On Friday 8 May, we'll be paying tribute to the service and sacrifice of the entire Second World War generation, from British, Commonwealth and Allied Forces to evacuees and those who served on the home front. As we face some of the most challenging times since the end of the Second World War,



now more than ever it is important to unite in recognition of service to the nation, just as communities did 75 years ago.

We look to our Second World War generation to learn from their experiences, and we continue our work to protect them from the threat we currently face.

With members of the public unable to attend VE Day 75 events, there are a number of televised and remote activities on Friday to help us all pay tribute.

Here are some of the remote activities happening on the day.....

A UK-wide singalong to Vera Lynn's 'We'll Meet Again at 9pm. You can watch and join in on BBC One who will be featuring the singalong as part of their VE Day broadcast.

At 11am on Friday 8 May, BBC One will lead a poignant two-minute silence to mark the 75th anniversary of the end of the Second World War. This national moment of remembrance will pay tribute to heroes of the past and present.

As we face some of the most challenging times since the end of the Second World War, now more than ever it is important to come together and unite.

VE Day75: The Announcement Of Victory

At 2.45pm BBC One will broadcast Sir Winston Churchill's famous victory speech in which he addressed the nation to announce the end of the war in Europe, which he made from 10 Downing Street on 8 May 1945.

At the heart of the broadcast will be a specially created film to celebrate and remember Sir Winston Churchill's famous radio address that he made to the nation at 3pm on VE Day. This will be a poignant and emotional piece, reminding both those who were there and subsequent generations of this monumental day in our history.



Sing along with Vera Lynn

We're sure you'll know the words, but just in case you need a little reminder, here they are, so you can sing along with the nation at home.



Here's a poem written by Jack Whitfield from Bluebird Care South Gloucestershire for all our customers this VE Day.....



*We'll meet again
Don't know where
Don't know when
But I know we'll meet again
Some sunny day*

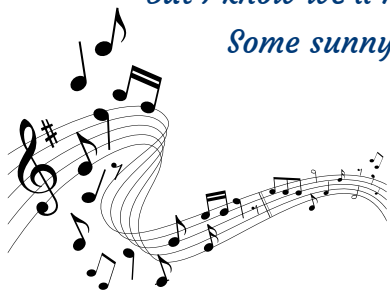
*Keep smiling through
Just like you always do
'Till the blue skies chase
Those dark clouds far away*

*And I will just say hello
To the folks that you know
Tell them you won't be long
They'll be happy to know
That, as I saw you go
You were singing this song*

*We'll meet again
Don't know where
Don't know when
But I know we'll meet again
Some sunny day*

*And I will just say hello
To the folks that you know
Tell them you won't be long
They'll be happy to know
That, as I saw you go
You were singing this song*

*We'll meet again
Don't know where
Don't know when
But I know we'll meet again
Some sunny day*



The Gift of Service

The heroes of that greatest war,
The finest that we ever saw;
One and all they played their part,
In ambulance or landing craft.

Heroes all around the world,
They battled till this peace unfurled.
But though the common villain slain,
Their offspring now must fight again.

For as we sit and sip our tea,
There lies a silent enemy,
Assaulted only by our scorn,
Until a new vaccine is born.

Those who readied at the beaches,
Carry on to ever teach us.
Today, if we are as courageous,
It is their courage, through the ages.

Their love for us could never stem,
So now we look to care for them.
They paved the way for us to live,
Now back to them we seek to give.

While others shield and lives are stalled,
Our carers carry on as called.
Risking all to help them through,
Heroes all, those dressed in blue.

Theirs could be no higher purpose;
Unto all, the gift of service.
So smile at them, these angels rare,
For all of their Outstanding care