



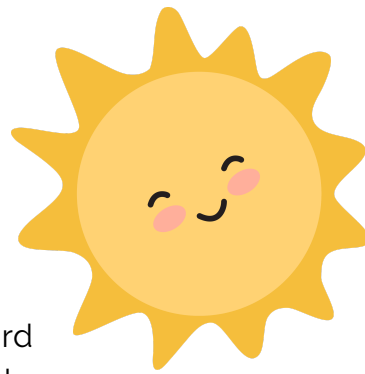
Newsletter

Bluebird Care Wakefield and Kirklees

Thursday 1st August 2024

Welcome!

To our Summer Newsletter



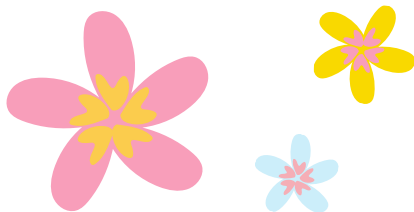
We've had lots to celebrate this summer at Bluebird Care Wakefield and Kirklees, and we can't wait to share the news with you!

But first, we wanted to take this opportunity to thank our wonderful staff for their continuous hard work. Everyday, our care assistants go that one step further to ensure our customers needs are not only met, but exceeded. We couldn't ask for a better team of dedicated and professional carers to help us support our communities.

It is only right that we also thank our customers, who allow us to support them to remain safe and happy at home. It is a privilege to be able to do what we do.

Summer is in full swing now, and we do hope you've been enjoying the lovely weather! For support on how to keep your loved one safe during the hotter months, please refer to our short article [here](#).

Our companionship services are especially fun during the summer as we get to enjoy warm days out with our customers, ensuring that they are able to enjoy doing the things they love the most.



The values we live and work by

- ▶ Always here for our customers
We support people to live the life they want.
- ▶ We're the experts
We support and train all our staff to the same standards
- ▶ More than care
We go above and beyond.
- ▶ Trust in us
We put our customers first



Going for Gold

Our office received it's annual compliance audit early in June this summer, and we are proud and ecstatic to announce that we were awarded the '**Gold Compliance Award**'!

The Gold Compliance Award is awarded to all Bluebird Care franchises who have completed their compliance audit and have scored over 90% overall. This score takes into consideration the safety of our office and how smoothly it operates, as well as the organisation and compliance of our recruitment processes. The audit also takes into consideration all CQC standards, which every health and social care company must remain compliant with to ensure customers are safe and supported in the very best way possible.

We wanted to thank our amazing office team and our care teams for helping us to achieve and maintain our award-winning gold standards of care.

This is a huge accomplishment and we can't wait to continue upholding this quality in every aspect of the care we provide to our customers.



Congratulations!

Our celebrations continue as we congratulate some of our team members for reaching exciting milestones with Bluebird Care! A huge Well Done to:

Liver-in Carer Judith on completing her **ONE YEAR** appraisal;

Carers Jeanette, Kerry and Melanie for celebrating **FOUR YEARS** with us;

Long service Carer Julie on her **TEN YEAR** appraisal!



We love taking the time to celebrate exciting steps in our teams careers, and we love being a part of their journeys through care.



Let us know how you feel!

Tell us how you feel your home care journey has gone. Whether you are a customer or an employee, we want to know what you think.



This way for staff

This way for customers



Warm Welcomes

Our team of dedicated care assistants is ever-growing and we love introducing new faces to our family and watching them grow and flourish through their training. So, we would like to give a big warm welcome to **Jayne, Mirriam, Plaxedes, Zaynab, and Cynthia**, who have all joined our Bluebird Care family since April this year!

Some of our lovely staff members and customers may have already had the pleasure of meeting some of these friendly faces, but if you haven't yet, they are all very excited to meet you!



Our Favourite Compliments!

Here are some of our favourite compliments and reviews of the season!

I'd just like to comment on the service I received from Julie when my wife was away on holiday. It was **exemplary**. I think she visited me four times both morning and teatime calls. Always **polite** and **efficient**!

Dominika is another one who is friendly and efficient. Thank you.

All the carers from bluebird are all friendly and efficient, and I just felt that these two deserve extra praise. In today's world, many people will complain about services, and I don't think many will give praise where it's due.

WELL DONE BLUEBIRD!

Mr S, Customer

Thank you very much. Your efforts are much appreciated. We would like to pass on our sincerest thanks to Chloe, Enesi and Jayne. You have all been so **kind** and **caring** with my mum and such a support to us. We would have no problem in recommending Bluebird to anyone.

Family of Customer

Easy Points for Employees!

Head over to your **Care Friends** App and share any of our current job listings with someone you think might be interested to earn points!



Care Friends
caring people know caring people

Contact Us

Our team is always available to help. You can contact us on our usual office telephone numbers between **09:00 and 17:00** on:

01977 708787 or **01484 907065**


and from **17:00 until 22:00** on our emergency on-call service using the same telephone numbers.

You can also send an email to wakefield@bluebirdcare.co.uk and someone will respond as soon as possible.

Do you know someone who would fit in perfectly with our team?

We're always on the look out for more amazing people to join our ever-growing team. Do you know someone who is **kind, compassionate and ready to make an impact?**

We'd love to hear from them!

By clicking on the link below, you will arrive at our most recent job listing. To share it with a friend, simply hit the  icon!

<https://bit.ly/3Y9Yosr>

