



Bluebird Care Hambleton and Richmondshire

Customer Newsletter: May 2021

Dear Customer,

We hope that you and your families are keeping safe and well during the pandemic.

In this month's newsletter we will have lots of topics to cover:

- NVQ Celebrations
- Jigsaws & NHS App
- May Wordsearch
- Customer video – volunteers needed
- New care assistants
- The benefits of our Live-in care service
- Share your feedback – leave us a review!
- Covid-19 lateral flow test and vaccinations
- PPE (Personal Protective Equipment)

NVQ Celebrations

Congratulations to Luke Elgie, who has passed his NVQ Level 3 Diploma in Health and Social Care. Luke has been part of the team since December 2019 and is our Supervisor for Catterick, Richmond and Bedale areas.

Luke had this to say about achieving his Level 3 Diploma in Health and Social Care:

"I am pleased to say that the hard work and dedication to continue my studies has led me to achieve my Level 3 in Health and Social Care. I will be able to use these new skills each day in my role to support our Bluebird Care Assistants."

Also, a huge congratulations to our care assistant Joanne Bedford, who has passed her NVQ level 2 in health and social care. Jo has been with Bluebird Care since 2017!



T: 01845 440 271

E: HambletonandRichmondshire@bluebirdcare.co.uk

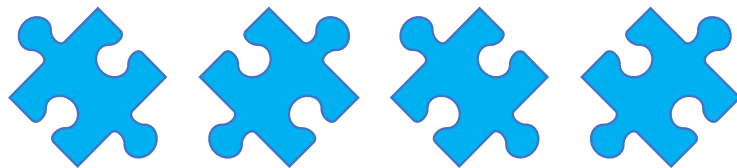
W: <https://www.bluebirdcare.co.uk/northallerton-thirsk-catterick>

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Jigsaws!

We have a number of jigsaws puzzles available for our customers to borrow. Jigsaw puzzles aren't only a fun means of entertainment, but they are also said to help improve memory and problem-solving skills.

If you would like to borrow a jigsaw puzzle, please contact the office on 01845 440271 and we will arrange for it to be dropped off to your home.



NHS App

If you have a smartphone mobile, it may be beneficial to download the NHS app from your app store. This gives you access to a range of services and your medical history.

For more information, visit:

www.nhs.uk/apps-library/nhs-app/

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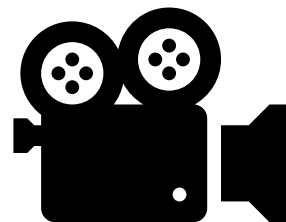
Customer Videos!

Earlier this month Heather and Sophie went to visit one of our customers, David, to hear his first-hand of his experience with Bluebird Care. Heather and Sophie made sure to follow the Governments [Covid-19 safety procedures](#) by keeping socially distanced, wearing the correct face masks and using anti-bacterial hand gel before entering David's home and after.

You can watch the video yourself by [clicking here](#) if you receive a digital copy of our newsletter, or by going to the news section of our website:

www.bluebirdcare.co.uk/northallerton-thirsk-catterick/news/39141/hear-from-our-customer-david

We would be delighted if more of our customers would like to volunteer to take part in one of our marketing videos to share their experience with us.



If you are interested, please call the office on

01845 440271 or email sophiejackson@bluebirdcare.co.uk

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Welcome New Care Assistants

Earlier this month our newest Bluebird Care assistants went through a training week with Jules, our Training, Recruitment and Live-in Care Manager.

We would like to welcome Megan and Maxine to our Bluebird Care Assistant team! Both of which have previous care assistant experience.

All of our Bluebird Care assistants go through a thorough recruitment process, including making sure they have a clean DBS check to ensure the safety of our customers.

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Bluebird Care May Word Search

The following words can be found horizontally, vertically, diagonally, and backwards!

C	T	P	E	A	D	P	L	R	K	N	A	R	K
H	S	L	N	A	I	E	V	R	I	A	S	C	E
S	U	I	P	N	G	R	E	E	N	H	U	O	R
V	T	R	A	A	E	S	T	S	D	N	P	M	T
N	E	O	T	I	T	O	S	P	R	E	P	P	R
A	V	E	I	R	A	N	O	E	E	I	O	A	E
F	I	N	S	Y	N	A	D	C	N	I	R	N	R
U	T	O	T	T	O	L	C	T	T	D	T	I	A
N	A	A	R	I	I	I	F	E	A	G	I	O	C
D	V	S	F	N	S	S	S	D	N	A	V	N	E
N	O	V	R	G	S	E	O	I	O	U	E	S	I
R	N	A	E	I	A	D	R	N	E	E	O	H	R
F	N	E	N	D	P	A	E	R	R	I	P	I	R
E	I	S	E	A	C	Y	S	S	L	T	H	P	I

DIGNITY
INNOVATIVE
FUN
CARING
RESPECTED
SUPPORTIVE
COMPANIONSHIP
PERSONALISED
PASSIONATE
CARE
KIND

Play this puzzle online at : <https://thewordsearch.com/puzzle/2415016/>

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What are the Benefits of Our Live-in Care Service?

- Married couples and partners may continue to live together
- Total peace of mind, both for the care recipient and for their family
- A quality of one-to-one personal care and attention unrivalled by residential homes
- Complete continuity of care, even 24 hours-a-day
- Consistent companionship
- The elimination of stress, vulnerability, loneliness and insecurity
- The maintenance of independence and freedom
- The comfort and security of living in familiar surroundings
- Avoidance of the potential stress of selling a family home
- Protecting inheritance
- Live in the local community among friends and neighbours
- The avoidance of separation from much-loved pets
- Continued enjoyment of a garden and gardening
- Relief from the burden of domestic chores

If you believe live-in care is right for you, please call the office team on 01845 440 271 to discuss.



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Mental Health Awareness Week

The 10th-16th May was Mental Health Awareness Week. Mental Health Awareness Week raises awareness and encourages people to talk about all aspects of mental health, with a focus on providing help and advice. For example: Did you know that gardening, indoor plants or admiring nature is said to improve your well-being?

Dementia Action Week

The 17th-23rd May celebrated Dementia Action Week! Led by the Alzheimer's Society, Dementia Action Week is a national event that sees the public coming together to take action to improve the lives of people affected by dementia.

If you or a loved one has dementia, here at Bluebird Care we can support you in various ways. We understand and appreciate the emotional, social and practical challenges of living well with dementia. That's why we base [our values](#) and foundations on keeping each of our customers safe and happy from the comfort of their own home.

Whether you are looking for a trustworthy [respite care service](#) or more personalised care; we specialise in our [Dementia Care service](#).

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Please share your experience!

We really do appreciate your feedback and would love to hear from you and/ or your family. It is very important for us to receive reviews



Homecare.co.uk is the leading UK Home Care review website, simply [click here](#) to visit our [homecare.co.uk](#) page and leave a review. You don't need to register to leave a review, but you will need to leave some contact details. These will not be published they are simply used for verification purposes.

For those who receive a physical copy of our newsletter, you may prefer to fill in the review card instead of online.



You can also leave us a review on Google as long as you have a Google Mail or Gmail account, following the simple steps below:

1. Open [Google](#) and make sure you're signed in to your Google account.
2. Search for 'Bluebird Care [location]' e.g. Bluebird Care Northallerton, Thirsk and Catterick
3. Scroll down and on the right, you will see the option to 'write a review'.
4. In the window that appears, click the stars to rate us and write your review.
5. Your review will then be visible unless you take it down. After your review is published, you can edit what you have written, or change the rating and pictures you included.

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Covid-19 Roadmap Update

On Monday 17th May 2021 the government introduced Step 3 of the Covid-19 easing roadmap.

This means you are now able to:

- Enjoy hospitality settings indoors
- Enjoy cinemas and museums indoors
- Meet indoors in groups of six, or two households
- Meet outdoors in groups of no bigger than 30

We hope you have been able to enjoy some of these activities safely.

The next phase of the lockdown roadmap will be introduced no earlier than 21st June.

As always, we will update you on these rules in our next newsletter.

To find out more about the Government's Covid-19 roadmap, view:

www.gov.uk/government/news/further-easing-of-covid-restrictions-confirmed-for-17-may

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Free Covid-19 Lateral Flow Tests

The Government is now encouraging the public to order free Covid-19 tests and take at least one test a week whether you have symptoms or not. You can order these tests at:

www.gov.uk/order-coronavirus-rapid-lateral-flow-tests

If you need help ordering these tests, please contact the office.

Covid-19 Vaccinations

The vaccination programme is now continuing by age band.

The government has recently announced that anyone aged 30 or over can book a vaccination on the NHS website.

The link to book is:

[Book a coronavirus vaccination – NHS \(www.nhs.uk\)](http://www.nhs.uk)

Or type the following into your internet search engine:

www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/

Vaccinations are being carried out at GP's, in hospitals, some pharmacies and in large regional centres, our nearest being Newcastle at present.

If you need assistance to attend one of these settings for vaccination, please contact the office.

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Covid-19 Protective Measures

As the pandemic continues, we have a wide range of measures in place to protect our customers and staff from the virus, including:

- All care staff have full PPE (Hr masks, gloves aprons, eye protection) plus 70% alcohol hand sanitiser, also visors if required.
- Staff are issued with a bag to protect their PPE.
- Weekly COVID testing of all staff
- We do not accept hospital discharges without a negative COVID test
- Individual risk assessments completed for all staff who may be vulnerable
- Regular monitoring of guidelines via Gov.uk and webinars with Head office, Local Authority
- Increased cleaning regime
- All care staff have had refresher training including infection control
- No staff sharing vehicles
- Full office risk assessment in place as per HSE requirements
- No sharing of office equipment including pens
- Care staff attending office wear masks and socially distance, all carers and other visitors to site must book appointments to minimise footfall
- Supervisions and reviews etc are done remotely where possible

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Covid-19 Protective Measures Continued

- If office staff tested positive, the group would need to self-isolate
- Glass screens in place for all office staff and in training room
- Increased ventilation – windows door open if practicable
- No hot desking
- Use of outdoor space for breaks wherever possible
- Touch free Hand sanitiser stations x 3 in office
- Signage and mats in place regarding social distancing, hand washing, hand sanitiser
- Professional waste disposal
- Temperature checking at office entrance
- Increased hand washing facilities - antibacterial hand wash no touch dispenser paper towels
- Appropriate disinfectant spray and disposal cloths in line with COSHH
- PPE stock managed by Directors to ensure adequate supplies
- Any staff testing positive need negative test before returning to work
- All staff aware of need to self isolate if have symptoms / positive test
- We have recently invested in a fogging machine and a temperature checker

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PPE (Personal Protective Equipment)

Official guidance on the use of face masks and other PPE in social care settings has **not** changed since our last letter to you. Therefore, our care assistants will continue to wear all other PPE as per last letter. This is the case whether they have been vaccinated or not.

Please be aware that care assistants need soap and hot water available when they visit you, to thoroughly wash their hands before using their antibacterial gel.

This is in line with government advice, and we have issued specific guidance to our staff on handwashing. We have ample stocks of PPE and have established reliable supply lines, however we remain vigilant, and all stocks of PPE are reviewed on a weekly basis.

Thank you for reading this month's newsletter. If you have any questions, queries, or concerns, please don't hesitate to call us on 01845 440271. Our offices remain open as usual.

Kind Regards,

Heather Price

Director Bluebird Care

Hambleton and Richmondshire

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