

# December 2020

# Newsletter



## Message from our Director



Hello to you all. Christmas is just around the corner and I've noticed quite a few early decorations up already, in the effort to bring some cheer to what's been a challenging year for everyone.

We're extending the offer of help from our Christmas elves again this year to customers who would like us to put up their Christmas trees for them or with them. Just contact the office if you'd like a visit from our elves! I love the festive period and welcome these longer evenings to get cosy and watch some TV snuggled with a blanket, my 8 year old son (sometimes) but more often than not, my dog, Doris and cat, Chloe.

We heard earlier this week that the government are making weekly COVID19 home testing kits available for all home care workers. We have ordered our kits and these will be distributed to our team once we receive them. This will provide additional safety and reassurance for all our customers and colleagues, in case anyone in our team has COVID19 but does not notice any symptoms. These colleagues will then be able to self-isolate for the recommended period, keeping everyone even safer from further transmission of the virus.

Thank you again for your continued custom and I would like to wish you all a warm, safe and happy December and to those of you who celebrate it, a joyous Christmas and New Year.

I hope you enjoy this festive edition and as usual if you'd like to discuss any of the topics covered or have any questions at all, you know where we are, just give us a call on the phone number at the bottom of this page.

Best Wishes,

### This issue features.....

- Covid19 Update
- Have you sorted your Power of Attorney?
- Christmas crafts
- Christmas Recipe
- Our Christmas Movie Choices
- Keeping your spirits up



## COVID-19 UPDATE

We've been keeping you informed on updates as we receive them, regarding the pandemic. Sheree and Sophie recently attended an online seminar for a COVID19 Update for Home Care session run by Leeds City Council. There have been no changes therefore our Care Assistants will be wearing the same Personal Protective Equipment (PPE) to your visits. We have ensured that all Care Assistants have plenty of extra uniforms to ensure they can be changed and laundered regularly. We have also provided all our team with fabric disinfectant sprays so they can spritz their uniforms to prevent as far as practicable, viruses lingering on fabrics.



All our employees have received a training refresher for putting on and taking off their personal protective equipment (PPE) and continue to be supplied with all the PPE they require for their roles.



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## The Silver Line Helpline

The Silver Line operates the only confidential, **free telephone friendship** line for older people across the UK. It's open 24 hours a day, seven days a week, 365 days of the year.

**Call anytime on 0800 470 80 90.**

People call Silver Line for a chat, to say Good Night or Good Morning to someone, or tell them how their day was. Silver Line's volunteers are matched up with you based on shared interests and you can strike up a meaningful friendship or even join telephone friends groups where you can chat within groups of like minded people.

You can also call the line for information, seek advice about something, or share a concern or worry.

Their specially trained Helpline team can:

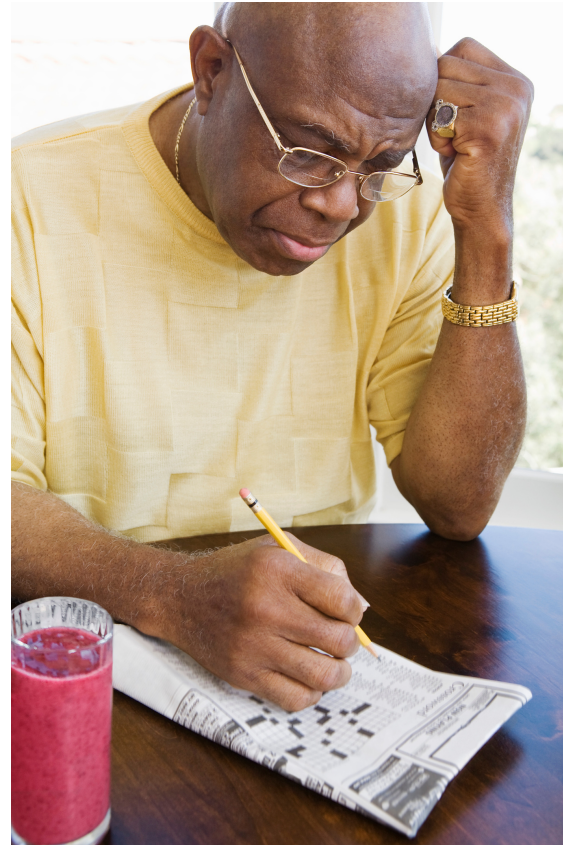
- offer conversation and friendship
- provide information and advice
- link callers to local groups and services.
- refer people on to receive regular friendship calls.
- protect and support older people who are suffering abuse and neglect.



## Keep your spirits up this winter

**Having a daily routine can be really helpful**, especially in uncertain times. It gives our minds some certainty, and can help us build up good habits. If you are eating and moving at regular times this will help your physical health too. You don't have to map out whole days – just having regular times to get up and go to bed, eat and a small task to do each day can make all the difference.

**Do something you enjoy every day.** Things have changed a lot this year, and you may not be able to get out and do the things you used to love. It is normal to feel sad or disappointed by these changes, but we can still find small pleasures. Is there an old hobby you used to enjoy that you could pick up again? Are there any books you have been meaning to read or films which have caught your eye? You can ask us to purchase activities on our behalf, we could pick you up a puzzle, books, jigsaw or a new book when we're out doing your weekly shopping if you like. We know many people are finding it difficult to enjoy things they used to do. If you feel less motivated to do things, you aren't alone. Try not to berate yourself and give yourself time to settle into something. You may find pleasure and motivation starts creeping back with a little time. But if you have been feeling low for some time then it is a good idea to tell someone how you're feeling, speaking to your GP can help too.



**Stay connected** - A regular chat with family or friends can make a huge difference to how we feel. If you can't visit friends or family, phone them, use email or try video call services like Skype or FaceTime. If you need some help to set up video calls with people, call us at the office and we'll happily visit you and help you get set up. If COVID restrictions allow it and you feel comfortable to do so, why not ask if others could visit you a little more over winter? Even just for a natter at the doorstep.

# Keep your spirits up this winter

## Keep moving and eat well

Being active – even just a little bit – is proven to help give you a boost. A quick walk down the street, dance around the kitchen or satisfying stretch in bed or a chair are all good pick-me-ups. Keep an eye on your appetite. If you are finding it difficult to cook and manage big meals, try eating what you fancy little and often. Something, even if not the healthiest treat, is better than nothing. If we move more and eat well we can help to reduce falls and maintain mobility. Do what you can, and if you are concerned, talk to us or your GP.



## Reach out when things are tough

With everything going on and the changes to day-to-day life many of us may feel anxious and worried. Everything can feel a little overwhelming. It's natural to feel this way. If you've been feeling down for a while and it's stopping you from doing the things that matter, making you feel listless or like you don't have any energy, you don't have to suffer in silence. Talk to friends or family, and if things have been this way for a while or are starting to worry yourself or those around you, speak to your GP. Healthcare services are still here for you, and it's important to get support when you need it.

**Did you know that you can request to increase your Bluebird Care visits at any time?**

**If you'd like some more companionship or support from us on a short or long term basis, give us a call and we'll look at what we can put in place to help to stay happy and safe at home.**

**Tel: 01132589677**

## Focus on - Power of Attorney

Have you protected your wishes for your future?



You may have made a will or at least know that it's important to make one. However, have you made plans to protect your wishes whilst your alive, in case you lose the ability to make your own decisions? It's not easy to think about a time when you might not be able to make your own decisions, but if that time comes, setting up a Lasting Power of Attorney (LPA) can make life a lot easier.

A will is very different to a power of attorney. A will ensures that your money, property, investments and possessions (also called your "estate") goes to the people and causes you want, after you die.

A Lasting Power of Attorney (LPA) ensures that someone you choose and trust makes decisions about your health and wellbeing and finances whilst you are alive, but have lost mental capacity to make these decisions. If you don't have a power of attorney in place, it can be costly and a complicated process through the court of protection, to arrange for someone to make decisions for you, once you have lost capacity to make your own decisions.

### Understanding Mental Capacity

Having mental capacity means you are able to make your own decisions and understand implications of your decisions. If someone can't understand information relating to a decision they need to make, keep that information in their mind, make a decision based on that information or communicate their decision (by talking, using sign language or any other means), they are said to be unable to make that decision.

Mental capacity is different for everyone and it can change from day to day. For example, some people will be able to make decisions about certain things. Others may be unable to make a decision at one time, but then be able to later on. Taking time to understand or communicate a decision should not be mistaken for lack of mental capacity. Nor should having a certain condition.

## .....Focus on - Power of Attorney

Having dementia, a learning disability or acquired brain injury, for example, doesn't automatically mean you can't make your own decisions. If you're having difficulty communicating your decision to someone, they should always make an effort to help you through that difficulty, so you can make your wishes known. The person making a decision for you must make sure they are acting in your best interests at all times. This means they must consider your past and present wishes, feelings, values and beliefs.


You can only register a LPA if you have not been put under any pressure and have mental capacity to give this authority. An LPA doesn't have to be permanent. If you change your mind, you can cancel it at any time while you have mental capacity.

### There are two different types of LPA:

1. For making decisions about finances
2. For making decisions about health and care


### LPA for financial decisions

This allows your attorney to make decisions on things like:

- selling your home
  - paying the mortgage
  - paying bills
  - arranging repairs to your home.
- 
- You decide when you want this type of LPA to start. It could be while you still have mental capacity, or if you lose capacity.
  - You choose if your attorney can make all or only certain types of financial decisions on your behalf.
  - Your attorney has to keep your money separate from theirs and keep accounts to show this.
  - You can ask for regular details of how much money you have – and how much has been spent. You can also ask that these be sent to your solicitor or a family member.

### LPA for health and care decisions

This allows your attorney to make decisions on things like:

- where you should live
  - your medical care
  - what you should eat
  - who you should have contact with
  - what kind of social activities you should take part in.
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- Unlike LPAs for financial decisions, your attorney can only use this LPA if you no longer have mental capacity.
  - You can also give your attorney permission to make decisions about life-saving treatment.
  - If you lose mental capacity and don't have an LPA in place, any decisions about your healthcare will be made by doctors. They will consult your family but the final decision lies with them.

## .....Focus on - Power of Attorney

### How can I set up a Lasting Power of Attorney?

There are four simple steps:

1. Order LPA forms and an information pack from the Office of the Public Guardian. You can download the forms (and even fill them out) online at [www.gov.uk/lasting-power-of-attorney](http://www.gov.uk/lasting-power-of-attorney) or call them on 0300 456 0300.
2. Fill out the forms – either yourself, or with the help of a solicitor or local advice agency.
3. Have the LPA signed by someone you know well or a professional such as a doctor, social worker or solicitor, but it can't be a family member. It's their job to confirm that you understand what the LPA is and haven't been put under any pressure to sign it.
4. Register the LPA with the Office of the Public Guardian. Your LPA cannot be used until this is done. Registration takes around nine weeks and costs £82. If you're on a low income (under £12,000 per year), you may be eligible for a 50% discount. If you're receiving certain benefits you won't have to pay anything at all.

#### Useful to know.....

Lasting Power of Attorneys (LPA) replaced Enduring Power of Attorneys (EPA) in October 2007. If you have an Enduring Power of Attorney, it should still be valid. You can contact the Office of Public Guardian for more information about EPA's

You must register an LPA while you have the mental capacity to do so. If you signed an LPA while you still have mental capacity but lose capacity before registering it, your attorney can register it for you. Contact the Office of the Public Guardian for more information. Tel - 0300 456 0300

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## Christmas Jumper Day 2020

...is Friday 11th December.

We would love to see photos of your Christmas jumpers to get us in the Christmas spirit.

Our Care Assistants will also be in full festive spirits over the Christmas period and will be donning their best Christmassy outfits when they visit you.

Here's one of Care Assistant's Jo and Care Manager, Sophie, who both love to surprise our customers with their festive frocks!



# WELCOME

Bluebird Care would like to introduce you to our new team members who started recently.  
We are very pleased to welcome:



**Amy Seville**  
Live in Carer



**Robyn Steward**  
Care Assistant



**Pablo Marturano**  
Care Assistant

## Customer Survey 2020



You may have noticed a Customer Quality Survey enclosed with your newsletter this month. Your feedback means everything to us so we would love it if you could complete it and return it using the prepaid envelope. Thank you so much for your continued support. We'll update you with any actions and improvements we make in response to your feedback, in the new year.

**"We all need people who will  
give us feedback.  
That's how we improve"**

BILL GATES



# Ultimate Christmas Yule Log Recipe



## Ingredients

### For the log cake..

- self-raising flour 100g
- cocoa powder 50g
- ground cinnamon 1 tsp
- eggs 6 large
- caster sugar 100g
- milk 2 tbsp

### For the brittle..

- hazelnuts 50g, chopped
- caster sugar 70g

### For the ganache..

- dark chocolate 100g, chopped
- double cream 150ml

### For the filling..

- double cream 250ml
- Baileys (or Irish cream liqueur) 5 tbsp, (optional)
- icing sugar 2 tbsp
- Ferrero Rocher 6, roughly chopped

## Method

**STEP 1** Heat the oven to 180C/fan 160C/gas 4. Line a 25cm x 38cm swiss roll tin with baking paper.

**STEP 2** To make the sponge, sift the flour, cocoa and cinnamon into a large bowl and leave to one side. Separate the eggs, putting the whites and yolks into separate large clean bowls.

Whisk the yolks with 1/2 the sugar for 5 minutes or until thickened and pale. Whisk the egg whites, sprinkling in the remaining sugar with a pinch of salt, until glossy and holding soft peaks. With a large metal spoon, add a 1/3 of the whites to the yolk mixture, folding to combine, followed by a 1/3 of the flour mixture. Repeat the process in 2 more additions, folding until evenly combined. Add the milk to loosen slightly.

**STEP 3** Pour the batter into the tin so it is evenly spread. Bake for 10-12 minutes or until firm to the touch.

**STEP 4** Turn out the sponge onto a piece of baking paper and peel off the old piece of baking paper. Roll the sponge up using the paper underneath – it may crack a bit but don't worry, you're going to cover it with ganache. Cool completely.

**STEP 5** To make the brittle, line a baking tray with a piece of baking paper and spread over the chopped hazelnuts. Put the sugar and a splash of water into a wide pan over a medium heat and bring to the boil, swirling occasionally until caramel forms. Once bubbling, and the colour of a rusty penny, pour over the hazelnuts and leave to cool.

**STEP 6** To make the ganache, put the dark chocolate into a medium bowl. Heat the cream until just simmering, pour over the chopped chocolate and gently stir until fully combined. Leave in the fridge to set for 20 minutes until spreadable.



**STEP 7** To make the filling, whip the cream with the Baileys, if using, and icing sugar until just holding soft peaks. Unfold the swiss roll and spread the cream over the cooled sponge, leaving 2cm clear at the shorter ends of the cake. Scatter with chopped Ferrero Rocher, roll the cake into a tight spiral and carefully transfer to a serving plate.

**STEP 8** Spread the ganache over the cake evenly and create a tree bark effect using a non-serrated knife. Leave to set in the fridge for 10-15 minutes.

**STEP 9** Whizz the brittle into chunky pieces in a food processor and scatter all over the chocolate log to serve.



Claire our Care Co-ordinator's take on the Yule Log. She said it tasted delicious!



Sophie our Care Manager also tried the recipe. Wow, it looks amazing!!

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**Would you take a minute to leave us a review on  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](https://www.homecare.co.uk/submitreview) Thank you in advance! ★★★★★

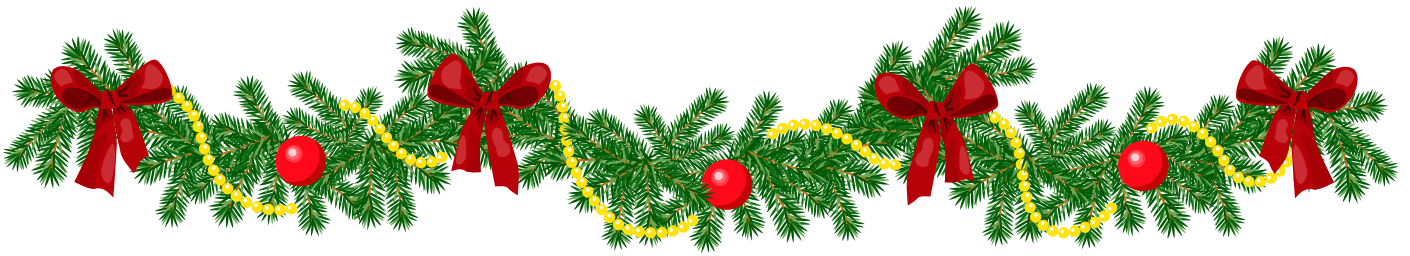
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## Virtual Christmas Carol Concert



The Home. Hope. Song. concert is set to be the UK's biggest virtual carol service and will live-stream on Shelter's website. Shelter helps millions of people every year struggling with homelessness. The concert will take place on December 3rd at 7pm, and you can register for the event online at [https://england.shelter.org.uk/support\\_us/carol\\_service](https://england.shelter.org.uk/support_us/carol_service)

You can join them for 45 minutes of heart-warming readings, reflection, and song. You will hear from people who have experienced homelessness and hear them reflect on the strengths and successes of this challenging year. The concert is free to watch but any donations made will support Shelter's work. If you need help registering for this event our Care Assistants would be more than happy to help you.



## Christmas Word Search

S N G D O N N E R S N S T B S E N A C S  
T E E G G N O G U C O T I U R T A F P V  
O X I D F Q V A J O S O R B W G O I S E  
C I N E F H L D O M A C E L E B R A T E  
K V H W G C X W L E E K L T O I F X F P  
I H E I A I E K L T S I E H T X W S D D  
N M E T E M A I Y E X N O H O S N A Q S  
G L N B L I T Z E N C G N R L L N K T E  
S A Z E E R T S A M T S I R H C I N Z V  
S Y S W E E T P O T A T O R E Q V D K L  
X O S C R O O G E G B U J R U S C E A E  
Y Y D R E E D N I E R F J S D G H O Z Y  
F R U I T C A K E J D F V G S N I T C A  
X D W J U B I L E E I E E N D I M E A O  
J F R O S T Y N W D P R M I R D N L N H  
L N O R T H P O L E U S E T A I E T D A  
R R E C N A R P K V C R R E C T Y S Y T  
H Z O L N I S Y R O F B R E N L D I W G  
S A I T T E S N I O P R Y R S P W M A H  
F A I R I E S H T A E R W G M D E L S X

CARDS  
CELEBRATE  
FROSTY  
GREETINGS  
HOLIDAY  
JUBILEE  
MERRY  
NOEL  
SCROOGE  
SEASON  
SPIRIT  
STOCKINGSTUFFERS  
STOCKINGS  
TIDINGS  
CANDY

CANES  
EGGNOG  
FRUITCAKE  
HAM  
SWEETPOTATO  
MISTLETOE  
POINSETTIA  
WREATH  
CHRISTMASTREE  
CHIMNEY  
ELVES  
FAIRIES  
JOLLY  
NORTHPOLE  
REINDEER

SLED  
SLEIGH  
SANTACLUS  
BLITZEN  
COMET  
CUPID  
DANCER  
DONNER  
PRANCER  
VIXEN



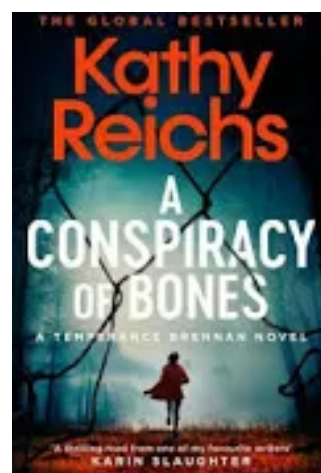
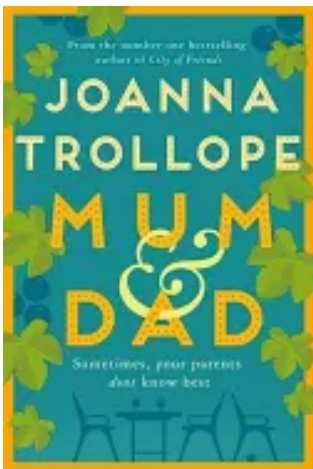
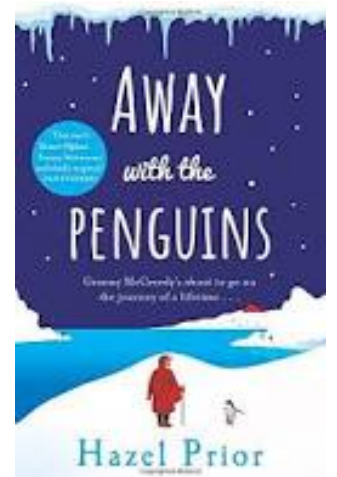
## Christmas Gifts Policy

We just wanted to mention that should you want to buy a member of our team a Christmas gift they are only allowed to accept gifts up to the value of £10. The Care Assistants are not allowed to accept any cash gifts. Please do not feel obliged to buy any of our team a gift, it is not expected and there is no greater gift than getting to work with our lovely customers every day.



## The Richard and Judy Christmas Book Club 2020

Six new titles chosen by our favourite book-loving couple to get us reading.



## Customer Corner

We love seeing photos of our amazing customers and felt like we needed to share this fabulous picture of our customer enjoying his morning newspaper (with his consent of course). It's important to keep your photo albums up to date so ask our Care Assistants to take your photograph and we'll happily print it out for you for your albums and photo frames and you may be featured in our next issue!



"Photography takes an instant out of time, altering life by holding it still."- Dorothea Lange



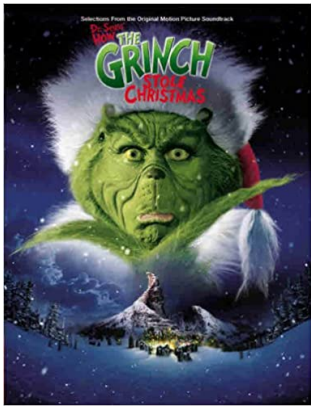
# Our Office Colleagues Top Picks for Christmas Movies

Who doesn't love a Christmas movie?.....What's your favourite festive watch?



My favourite Christmas film is Love Actually, I watch it every Christmas and it makes me feel so cosy, "christmassy" and thankful for the people in my life that I love. I really like how it portrays all sorts of different kinds of love between families, partners, husbands, wives and friends. The perfect moment in that film for me, is where Andrew Lincoln declares his love for Keira Knightley, I'm a hopeless romantic at heart! Oh and the sound track is fab too!

**Sheree - "Love Actually"**



My favourite Christmas film is The Grinch. This is always the first Christmas film on my watch list. I think the film is hilarious and Jim Carrey plays such a good character as The Grinch. I particularly love that his dog is his best friend! The Grinch actually reminds me of my fiancé. He is a bit of a grump and says that he doesn't really like Christmas, but he always comes round in the end and deep down I know he LOVES it as much as I do!

**Sophie - "The Grinch"**



My favourite festive film is Miracle on 34th Street the new version with Richard Attenborough. It's a great film to prove to all the non-believers that Santa is real. A perfect Christmas film!

**Claire - "Miracle on 34th Street"**



My favourite Christmas film has to be Home Alone 2- Lost in New York. I just love it, seeing the city all lit up and the magic of it especially when the family are reunited and I love the boy's friendship with the lady in the park.

**Marie - "Home Alone 2"**

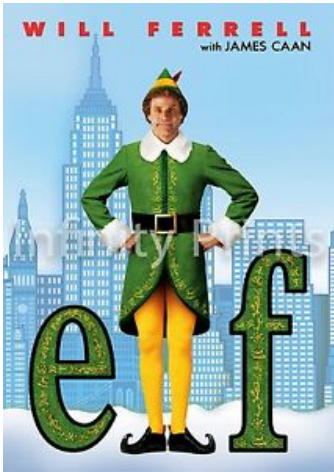


## Christmas Movie Choices Continued...



My favourite Christmas film is The Polar Express. Me and my daughter watch this film every year. It brings so much Christmas spirit and joy into our house and gets us all excited for the big man in red to arrive!

**Lucy - "The Polar Express"**



My favourite Christmas movie has to be Elf. Every year as a family we watch this movie after putting up our Christmas tree. My daughters think that Buddy the elf is hilarious. They especially love when Buddy presses all the buttons in a lift in the Empire State Building. They also love when Buddy has a snowball fight in Central Park. This is a lovely Christmas film and worth a watch!

**Aine - "Elf"**



## And the winner of our competition is....

Well for data protection purposes we can't tell you the name, however what we can say is our lucky winner from Cookridge was very happy to win and is looking forward to restaurants reopening soon. We hope you have a fantastic time.



**Restaurant Bar & Grill  
Leeds  
The Old Post Office  
3 City Square  
Leeds, LS1 2AN**

**the restaurant**  
bar + grill



**Claire our  
Care Co-ordinator  
picking the winner!**

## Christmas Crafts..DIY Salt Dough Ornaments

Salt dough ornaments are a classic gift—and for good reason. They're simple, subtle, and so thoughtful!

**Make the ornaments:** Combine 480g all purpose flour, 120g salt, and 1 1/2 cups of warm water in a mixing bowl. Knead until the dough is firm and smooth. Roll out dough and cut desired shapes (use a straw to poke a hole for hanging). Bake at 300°F until dry, approximately 1 hour; cool completely. You can then paint them if you like!

