



## *A warm hello to you all*

Welcome to our first newsletter of 2022. We hope that you and your family are safe and well. Spring is fast approaching; I am sure we are all looking forward to the brighter evenings and warmer weather.

Since the start of the pandemic, we have kept you updated on any changes in Government guidance. The current guidance follows Plan A. Since 27th January, face coverings are not a legal requirement in indoor spaces. It is a legal requirement for those with COVID-19 to self-isolate for 10 days with the option to end self-isolation after 5 full days following 2 negative rapid lateral flow tests.

I want to reassure you that the Bluebird Care team continue to wear PPE during your home care visits to keep yourself and them safe.

• All the team are tested regularly against Covid-19 and have had both doses of the Covid-19 vaccination; with many of them having their booster.

• Every day our wonderful team continue to work towards our goal. 'To help people live their best life, in their own home, no matter their age, ability, health or state of mind.'

• Be safe and take care

• *Heather Price*  
• *Director*

• Bluebird Care Northallerton, Thirsk and Catterick

### In this issue:

- Announcement regarding Registered Manager
- Customer Surveys
- Keeping you Safe
- Christmas Recap
- Care Team Successes





# Announcement - Resignation of Jackie Lothian (Registered Manager)

17th February 2022

Dear Bluebird Care customers,

We wanted to inform you of some sad news, that Jackie Lothian our Registered Manager will be leaving us around the middle of March 2022. Jackie has made the difficult decision to leave the Health and Social care industry and pursue a career in another sector.

Jackie said “It has been a great pleasure to work with you all and I am sorry that this will soon be coming to an end. I have worked in the hustle and bustle of the social care sector for a long time and have decided now is the time to step back and have some more balance in my life. You’re all special people doing a great job in difficult times and I wish you only the best for the future”

We just wanted to take a moment to make a joint statement to say that we respect that this is the right decision for Jackie, we know she is striving for a work/life balance and we appreciate that this is hard to do in our sector. In her time with us she has made a great and very positive impact on all our staff and customers. We wish her all the best for the future.

We have interviewed a number of candidates and today have appointed a new Care Manager to start at the end of March.

In the meantime I am sure we will all wish Jackie success in her next career path.

Kindest regards,

*Heather and Sean Price*

*Directors*

*Bluebird Care Hambleton and Richmondshire*

Inspected and rated

Good



# Our Care Team Received a 3rd Pay Rise in 12 Months

.....

It has been an exceptionally hard 23 months within the domiciliary sector and we are hugely grateful to our care team for their commitment, loyalty and pure resilience. Without their support and drive we would not be able to deliver such high-quality care at home.

We want to thank them for being the heart of our company which is why we have given all of our care team a third pay rise in the last 12 months to £12.00 per hour and time and a half on bank holidays.

## Customer Satisfaction Survey

At Bluebird Care, we take great pride in providing excellent home care to our customers. We ensure that each member of our care team is trained to the highest standard, to be respectful and trusted to deliver great care to you. All of our home care services are tailored around your needs, and we want to make sure that we meet those.

We would appreciate if you would kindly take a few moments to complete our customer survey. Your feedback means a great deal to us so we can understand what we are doing well, and what areas we need to look at more.

If you have any queries or questions regarding this, then please call the office and one of the team will be happy to talk it through with you. Our office number is 01845 440271. Thank you.

## Have you booked your Covid-19 booster vaccine?

You can book your flu vaccine and Covid-19 booster at multiple places, including your GP surgery, a pharmacy offering the service or a hospital appointment. If you require help or support with booking or getting to an appointment please let us know and we will support you in anyway we can.

# Lauren, our care co-ordinator is back from maternity leave!

Recently, we have had some changes at our Bluebird Care office. We are thrilled to welcome Lauren back from maternity leave to her role as care co-ordinator on flexible hours.

Luke has returned to his role as Field Care Supervisor for Catterick, Richmond and Bedale. Olivia has joined Christina as a flex care assistant, meaning we can provide more great home care across a wider area.

## How Are We Keeping You and Our Team Safe?

All care team have access to full PPE (Iir masks, gloves aprons, eye protection) plus alcohol hand sanitiser and eye protection	Excellent knowledge of Covid within the Bluebird management team, close links to local authority and government guidance
Daily Lateral Flow testing for each member of the team before starting work	Individual Covid risk assessments completed for all staff who may be vulnerable
Excellent covid vaccination rates of staff within Bluebird Care Hambleton and Richmondshire - 98% with two vaccinations	<b>Adherence to Public Health advice</b> <ul style="list-style-type: none"><li>- Cleaning of hands regularly and appropriately for at least 20 seconds</li></ul>
Correct technique for putting on and taking off PPE and Safe disposal of used PPE	<ul style="list-style-type: none"><li>- Respiratory hygiene ('catch it, bin it, kill it') and avoiding touching of face</li><li>- Following standard infection prevention and control precautions</li></ul>

# Christmas Celebrations at Bluebird Care



On Friday 10th December it was Save the Children's Christmas Jumper Day. The office team wore their Christmas Jumpers and we some of our care team wore their Christmas Hats or t-shirts. The office all donated a little something to two hampers to spread some Christmas cheer. Mrs S and Mr B were over the moon when they received their hampers. Thank you Jo and Luke for delivering these special treats.

## Work Anniversaries, Probation Passes and New Team Members!

At Bluebird Care, it is so important us to find the right people to join our team of care assistants. We look for people who embody our values and treat customers how they would want to be treated.

Well done to Jill K, Alanna G and Jenny S who have all successfully passed their 12-week probationary period. It is wonderful to see grow and flourish since your training in August 2021.

A happy Bluebird Care welcome to the team to new care assistants Charles, Megan, Angela and Pirisila, who all trained with us this January. Welcome to the team Sarah, Shauna and Alisha who trained with us this February.



A huge congratulations to Jules, our live-in care and training manager on her 8 year work anniversary this January. Congratulations to care assistant Angela C who has just celebrated her 5 year work anniversary!

We are rated 9.8 on  
[HomeCare.co.uk!](https://www.homecare.co.uk)

We are so proud of our team for delivering such great home care.

Thank you and take care.

Please don't hesitate to contact our office if you have any queries or questions on 01845 440271.

Our office opening hours are 8:30am-5:00pm

9.8