

Bluebird Care Norwich & North Norfolk Customer Newsletter Spring 2024



Dear Customer,

As we step into spring we can look forward to clearer skies, fresh blooms and longer daylight hours, as we welcome springtime, we also welcome Rachelle Stafford to the Bluebird Care Team. She has worked in Health & Social Care for 5 years, starting as a care assistant and has joined us as our new Care Coordinator and she brings with her experience in coordinating. Rachelle has been out and about meeting some of our amazing customers and I'm sure you will join me in welcoming her to the Bluebird family.

I am delighted to bring you our spring newsletter 2024 and, and to embrace the feeling of spring we have a special focus on wellbeing, you'll find lots of tips for staying healthy and safe in your own homes. You will also find our usual fun page, and a mini-Johnsons Journal. It seems that we have a new continued theme occurring from our Winter 2023 newsletter from Charlie, our Supervisor, of celebrations around the world, and of course in this edition Charlie's been looking at Easter.

We will shortly be sending out our annual customer survey. This year I thought it was time for a revamp of the surveys, for some of our customers I'm sure you will welcome the change in questions. As part of the revamp all of the questions are different and are very much about the whole experience that you receive from Bluebird Care Norwich & North Norfolk and not just about the care you receive from our fantastic team of care assistants. As part of the revamp, we have made the surveys completely anonymous.

If you would like to leave a review of our services you can do this on [homecare.co.uk](https://www.homecare.co.uk), [trustpilot.com/](https://www.trustpilot.com/) or [facebook.com/BluebirdcareNorwichNorfolk](https://www.facebook.com/BluebirdcareNorwichNorfolk)

I would like to give a warm welcome to our new customers and also thank you all for your continued custom and support and wish you a very Happy Easter.

Vicky
Registered Manager

Office Information

Monday – Friday 08.30 – 17.00
Saturday and Sunday office Closed.
Good Friday – Office Closed
Easter Monday – Office Closed
Office contact number 01603 735999
Emergency On Call Service 07827521412
Email: Norwich@bluebirdcare.co.uk
Facebook: @bluebirdcarenorwich



Customer Health and Wellbeing

When we're talking about our health, we can easily overlook our mental health and just focus on the physical – but physical symptoms can sometimes be a result of how we're feeling mentally.

What's the link between mental and physical health?

Sometimes, when you don't feel quite right in yourself it can be easier to assume it must be something physical. But actually, there are plenty of symptoms that might surprise you as signs that there could be something else going on.

Do any of these sound familiar?

- Feeling sick or dizzy
- Losing your appetite
- Feeling tired all the time
- Talking slower than usual
- Feeling like your heart is racing.
- Heavy limbs
- Feeling weak
- Having a lump in your throat

A lot of these can be mental health symptoms that are more common in older adults and are often overlooked. These shouldn't be ignored or downplayed – they're crucial to your health and wellbeing.

Physical health conditions can have an impact on your mental health, too. Living with a physical health condition for some time, your health getting worse or receiving a diagnosis can also affect your mental health and make you feel anxious, stressed and out of sorts.

Here are some things that you can do that can help you feel better, both physically and mental

Sleep

Sleep patterns change as we get older, and a lack of sleep can directly affect the way we feel. If you're having difficulty sleeping, try cutting back on daytime naps and reduce the amount of caffeine you drink. Try to make time to relax and unwind each evening, perhaps by reading a book or listening to the radio.

Eat well and drink sensibly.

What we eat and drink affects how we feel. Try not to fill up on the wrong things, but also don't ignore any signs you may not be eating enough, such as losing weight unexpectedly.

Exercise

As well as keeping you healthy, exercise is a great way to improve your mood as it increases the production of endorphins – brain chemicals that make you feel happy. It can also be a good way to clear your mind and relax. It's never too late to get active – and getting outside for just a few minutes every day can improve your mood. Maybe do a little bit of gardening or go for short walk around the garden.

Review your medications.

Taking medication becomes more common as we get older. But sometimes it can make you feel out of sorts, especially if you're taking several different ones. If you're worried this might be the case, ask your doctor for a review of your medications.

Customer Health and Wellbeing

We all know moving more is good for us. But knowing the level of activity that's right for you, especially if you've just had a fall, an operation, or are living with a long-term health condition, can be difficult.

Being more active isn't about working up a sweat. It's just about moving more each day in whatever way works for you. Below are some activities that could help.

Regular standing

If you sit down a lot during the day, try to get up once an hour. If that's not possible, moving your arms and legs for a few minutes will help.



Standing without help

Work towards pushing up from sitting in a chair to a standing position without using a walker or leaning on someone else.



- Sit on a chair without arm rests, with your arms across your chest.
- Lean forward.
- Put your weight on your feet while leaning forward.
- Stand up by straightening your knees. Sit down again.
- Repeat this as many times as you feel able.
- Try to do this exercise 3 to 5 times a day.

Gentle stretches

Try some gentle stretches in bed or a chair every day to keep supple.



- While sitting or lying, bring your toes towards your shin and then point them toward the floor. Repeat for both feet.
- Sitting on a chair, lift your leg up off the seat, keeping your knee bent. Return to starting position and repeat.
- Sitting on a chair, pull your toes up, tighten your thigh muscle and straighten your knee. Hold for about 5 seconds, if you can, and then slowly relax your leg. Repeat for both legs.
- Sitting on a chair with your feet on the floor, bend your knee as much as possible. Repeat for both legs.
- Sitting on a stool, let your backdrop and get rounded, then use your back muscles to straighten your back and arch it (but not too much!).

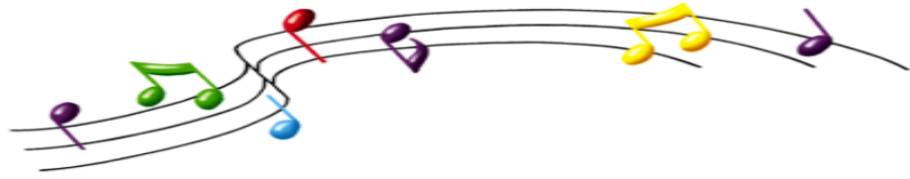
Walking between rooms

Walk from one room to another and back if you're steady on your feet, and time how long it takes. Try to beat your time each day.



Customer Health and Wellbeing

Music



Music, one of the world's most interacted-with arts, has been proven to be more beneficial for older people than previously thought. Whether it be listening to the smooth, soft tones of Jazz or winding down with classical notes from the comfort of riser recliner chairs, music can improve the quality of life of older people in numerous ways.

Music therapy has been used to treat people of all ages to overcome symptoms of depression, anxiety and loneliness for a number of years. However, after recent scientific research was conducted on its benefits, music therapy has seen a huge increase in popularity with older people, especially those suffering with dementia.

Music has evolved over the decades to provide different genres and niches to cater for social development. However, it isn't uncommon to find older people still listening to the music that takes them back to their childhood, bringing nostalgia and a sense of youth into the present day.

Music can have a positive impact on people's mental abilities, too, improving:

- attention and concentration.
- cognition (thinking)
- memory
- speech and non-verbal communication skills

All of these processes can be impaired by dementia, making music extremely beneficial for people with the diagnosis

Older adults can benefit greatly from music and it's something easy you can integrate at home and to engage with in your community. You could:

- Join a music group.
- If you have a religious tradition, consider attending a religious service to sing spiritual hymns and songs.
- Play music at certain times of the day in the background to stimulate mood.
- For someone with Alzheimer's there are many ways to integrate music into your life
- Choose music that you enjoyed when you were younger.
- Encourage a loved one who previously played an instrument to try it again.
- Watch a recording of a concert.
- Sing along, dance and move to music together to boost energy.
- Put soft music on in the evening to facilitate a calming transition to bedtime.

'Where words fail, music speaks' said Hans Christian Anderson.



Customer Health and Wellbeing

Lasting Power of Attorney

No one likes to think about the worst happening but having plans in place to manage your health and/or financial affairs is critical to making sure your wishes are known and respected and can have a positive impact on your mental health and wellbeing. Lasting Power of Attorneys are a legal document that empowers someone you trust to make decisions on your behalf, if you were unable to, in the event of an incapacitating illness, accident or injury. This removes complexity and unnecessary legal delays, which can happen if you are unable to make a decision or unable to sign relevant paperwork. Having a power of attorney can give you peace of mind about your future.

Age UK have lots of really helpful information and guides from money guides to dementia to legal information and power of attorneys. Please have a look at their website www.ageuk.org.uk/services/information-advice/guides-and-factsheets

[Bluebird Care Norwich & North Norfolk support with Social Activities and accessing the community.](#)

Age UK Norfolk have many different clubs in the community from Day Centres where there can be singing and music, arts and crafts, gentle exercise and day trips. They have cafés and restaurants as well as Dementia clubs. These are great places to meet new people and have a catch up which is great for your wellbeing.

Bluebird Care Norwich and North Norfolk can support you to access these as well as take you to other places such as garden centres or trips out to Norfolk's golden coast for fish and chips on sea front or the local farm to spend time with the animals, this is a great therapy for many people young and old.. We have listed below some places for you to go if you wish, and again we can support you to get there and home again.

Cinema City in Norwich run a dementia friendly screening the last Friday of each month, tickets are £4.30 and 1 accompanying "carer" goes free, these tend to be older films/musicals. It starts at 10:30 am for free tea/coffee and biscuits and a chance to socialise, the film starts at 11am and doesn't show trailers, they also have a short interval so people can get up and walk about or go to the bathroom.

Sprowston community dementia café- Diamond centre, school lane, Sprowston- Third Thursday of the month 10am-12pm.

Sunshine Café – Salvation Army, 24 Boundary Road, Norwich. First Thursday of the month 10am to 12pm.

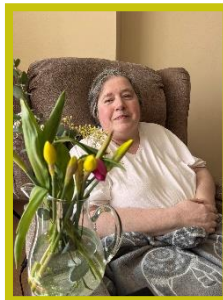
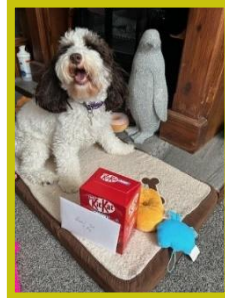
Communi-cake- The Boundary Pub. First Monday of the month 10.30am -12.30 am, puzzles and socialising over coffee and cake.

Dementia Support group- Hellesdon library, last Friday of the month 10.30am to 12.30 pm, usually crafts and refreshments and people on hand to offer advice and support to those caring for individuals with dementia.

Forget-me-not café- St Lawrence centre in Brundall, 2pm to 4pm every Tuesday. Run by Yare Valley churches, crafts/games/activities and chance to socialise with refreshments.

Customer Daffodil Gallery

Just some of our lovely customers (and a very happy dog) enjoying the easter treats and flowers from Bluebird Care Norwich & Norfolk delivered by our brilliant care and office team. There's also a pictures of a trip out to the farm for one of customers,



Easter Around the World

The Greek Island of Corfu – People traditionally throw their old pots through the windows and onto the streets on Easter Sunday morning at 11am sharp. This originally stemmed from Venice, Italy, who in the 16th century, thought that throwing out old belongings and breaking pots would scare away evil spirits and mark new beginnings.



Poland – The Polish throw water over each other on Easter Monday, its known as wet Monday. It's a tradition which came from the baptism of the Polish princes hundreds of years ago. It is typically aimed at women, and it goes that the woman who is the wettest is the one to be married first.



South of France, town square of Haux – People get together on Easter Monday to make a huge omelette. They use approx. 15,000 eggs and is enough to feed thousands of people. It started when French Emperor Napoleon Bonaparte liked an omelette he tried whilst there and asked for a huge one to be made for him and his army, this tradition then continued.



America – There is an annual easter egg roll held outside the white house, this tradition dates back to 1878 when President Rutherford B Hayes was in charge. The first lady (the presidents' wife) is in charge of the event every year.

Finland – On the Thursday before easter, children dress up (like they would for Halloween) to ask for chocolates and treats in the streets, they would wear colourful headscarves and red cheeks. They often carry willow twigs with feathers as part of the tradition, these are meant to deter evil spirits. This comes from a legend where Swedish witches went to Blakulla before easter to party with the devil.



Greece – They only have red eggs, not colourful patterned eggs like most parts of the world. The red egg is meant to symbolise the blood of Christ. Tsougrima is another egg-related tradition which involves cracking eggs against one another; the person whose eggshell remains uncracked at the end is victorious and bestowed with good luck for the year.

Australia – They have chocolate bilby's instead of chocolate bunnies as rabbits are seen as pests that take over the habitat of native animals. Sadly, Bilby's are now considered endangered due to rabbits and foxes.



Spring Fun Page



B E U C L E A N I N G P L E A
 D O W A E K A C L E N M I S P
 D A N P B R N E B H E B N C R
 T I C N D W A G L D B E T B I
 G U M T E L I D O F F A D E L
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- | | |
|---------------|-------------|
| Daffodil | Chocolate |
| Hot cross bun | Lamb |
| Bonnet | Cleaning |
| Crocus | Eggs |
| Blossom | Tulips |
| Easter Bunny | Simnel cake |
| Chick | Lent |
| March | Flowers |
| April | May |
| Basket | Spring |



Johnson's mini journal.

It hasn't been long since my last journal entry and I have been rather busy working and more excitingly training a new co-ordinator. Although, work has been busy I have still found time to relax.

In January, we packed our bags and headed off to Amsterdam with our friends, for her 50TH Birthday (Shh!). We flew from Norwich Airport, flight time was 40 minutes, barely enough time without seatbelts for the stag party in front of me to use the toilet (all 6 of them!). Amsterdam was beautiful, we took in the sites, admiring the art, architecture, culture (some of which is not appropriate for this journal and would make your jaw drop!) and eating plenty of delicious food, well apart from a raw herring dish with pickles that both me and my friends husband decided to try and promptly spat out!

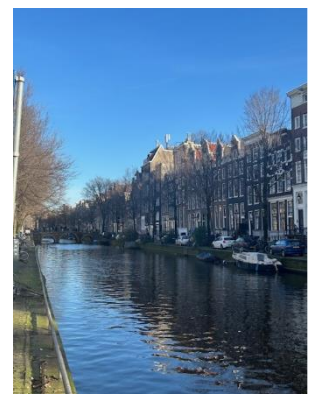
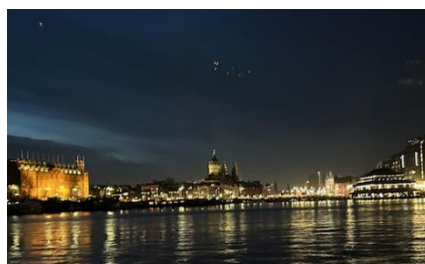
We returned from Amsterdam very tired and in need of another holiday to rest.

At the beginning of March my beautiful Niece Aisha was born. She lives in Canada, so I won't get to have a cuddle until September. Kirshi (her mum) said she sleeps well during the day and is awake all night, I think she is on U.K time and wants to come and stay with Auntie Sarah.

Unscramble these Chocolate Anagrams

1. YUBNOT
2. XGAYAL
3. TKKIAT
4. KFAEL
5. RBMSARA
6. KLDIRAYIM
7. STEMELRSAE
8. RNESCSIK

Answers- 1. Bounty, 2. galaxy
3. KitKat, 4. Flake, 5. Mars Bar, 6. Dairy
Milk, 7. Maltasers, 8. Snickers



Meet the Team



Vinni & Prash
Chanda
Directors



Vicky Poynter
Registered Manager



Sarah Johnson
Lead Supervisor



Charlie Munday
Supervisor



Rachelle Stafford
Care Coordinator



Sharon Pointer
Administrator/
Trainer



Sarah Wright
Accounts & Payroll



Homecare
Association

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Registered Manager: vickypoynter@bluebirdcare.co.uk

Accounts; accountsnorwich@bluebirdcare.co.uk

Tel; 01603 735999

