



# Bluebird Bulletin

THE HOME CARE NEWSLETTER FOR OUR CUSTOMERS



Care Expert & Registered Manager Celebrate Regional Award Win (more on page 2)



New Brand Ambassador  
**DAME ARLENE PHILLIPS**

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New Dementia Partnership  
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Quality Compliance  
**GOLD AWARD**

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# Bluebird Care Regional Award Winners 2024

We are over the moon to announce that TWO of our exceptional team members have been honoured with the prestigious Bluebird Care 2024 Regional Awards!

Congratulations to Peter Bryan for winning 'Registered Manager of the Year' and Sara Taj for being named 'Care Expert of the Year'! They were chosen from over 600 nominees across our 10,000 strong network.



## Celebrating Excellence in our Team

The Regional Awards go to individuals that are truly outstanding, who go above and beyond for customers and teammates – real 'all-rounders' who personify what care is all about. Peter's leadership, vision, innovation and dedication have been instrumental in driving our organisation to new heights. Sara's compassion, skill, and unwavering commitment to providing premium quality care have touched the lives of many, particularly in her role as Health & Wellbeing Champion. Both Peter and Sara's professionalism and heart set the standard for excellence in our industry. Please join us in celebrating these amazing achievements. Here's to their continued success and the incredible impact they have on our community. They will both now progress to the grand finals of the Bluebird Care Heritage Awards, in which the four regional winners will have the chance to win the overall annual award right across the UK. We will all be cheering them on!

## We value your feedback

### CUSTOMER TESTIMONIALS

Beaming reviews mean the world to our care team. We are always grateful to customers who take the time to leave us feedback about their home care experiences with us.

*"My carers are invaluable because their care and support mean I can continue to live in my own home. They make it their priority to see me safely into and out of the shower cubicle and in doing so have always preserved my dignity, especially in the early days when I felt embarrassed to be undressing in front of a stranger. As well as preparing my lunch they are always willing to do any other tasks I ask of them. Over the months we have become good friends and I look forward to their visits which brighten up days when I may not see anyone else."*

Overall Standard	★★★★★
Staff	★★★★★
Care / Support	★★★★★
Management	★★★★★
Treated with Dignity	★★★★★
Value for Money	★★★★★

**Review from A H (Client)**

## Our New Brand Ambassador & Dementia Partnership

We have enlisted our first Bluebird Care brand ambassador, Dame Arlene Phillips, and partnered with the Alzheimer's Society.

Arlene is a former dancer, choreographer, theatre director but probably most well-known to you all as a television judge on 'Strictly Come Dancing'.



Arlene is also an ambassador for the Alzheimer's Society and has firsthand experience of Alzheimer's with her father.

We are so proud to announce our new partnership with the Alzheimer's Society, bringing knowledge, expertise and understanding to our teams as well as supporting them as our charity partner.

We are putting together a Fundraising Committee made up of partners and colleagues from all regions of the UK to help us maximise the reach of the Dementia Friends initiative. Our ambition is to be the UK's recognised and trusted Dementia specialists in home care.

### Quality Compliance Gold Award

We are delighted to share the exciting news that we have been awarded the Bluebird Care Gold Compliance Award.

This recognition underscores our unwavering commitment to delivering premium care services while adhering to the highest standards of quality and compliance.

The Bluebird Care Gold Compliance Award is a testament to our devotion to excellence, as demonstrated by our outstanding audit score of 91%. This achievement reflects the hard work and perseverance of our entire team in maintaining the highest standards of care. An accomplishment such as this not only reflects our ongoing commitment to our customers, but also highlights our position as a leader in the home care industry.



### Customer receives a surprise visit from Tammy and her horse, Rocky!

Mrs PS (customer) was thrilled to get a surprise visit from Tammy (carer) on her preferred mode of transport... her horse, Rocky. Pam had brought up in conversation how nice it would be to meet him so Tammy and Gillian (carer) hatched up a plan.

Gillian visited PS one morning and got her up and ready for the day. She then took her outside in the wheelchair to meet a very special guest completely unaware of what was in store. PS was absolutely delighted!



## Care Team of the Quarter – Q2 June 2024



Every 3 months we carefully examine the positive impact our care teams have had on our customers. We then look to nominate a specific team of carers who have worked exceptionally well together in order to improve the wellbeing and independence of a particular customer.

For **Q2 2024**, we are delighted to announce that the 'Care Team of Quarter' has been awarded to **Team EP (Treasa, Janice, Kate B, Kym, Charlie, Alicia, Heather, Helen)**.

Husband and wife, Mr & Mrs P, live together at home in Hawksworth and we have been supporting them for the past few months. During that short time, EP's care needs have escalated due to being put on the end-of-life care pathway via the NHS Continuing Healthcare team. EP's team of Care Experts have been patient, kind and sensitive to her change in circumstances / care needs. We introduced a second carer (double-up) and increased to 4 visits per day to assist with personal care and provide respite support for Mr P. The care team, notably Treasa and Janice, have been very willing to step up and cover care visits outside their usual availability to ensure EP's calls are covered. This has been challenging at times due to the sudden increase in a rural location. The couple were keen to keep Bluebird Care as their provider when offered an alternative by the NHS.

### 'Excellence in Care' Award Winners

APRIL – MAY – JUNE 2024

We are proud to reveal the winners of our most recent monthly 'Excellence in Care' Awards in 2024. A huge congratulations and well-deserved thanks to:

- **Tammy - April 2024**
- **Nelly - May 2024**
- **Kellie - June 2024**

These 3 fabulous individuals have been recognised for going over and above in key areas of their job role. This includes receiving consistent positive praise from both customers and their peers, providing essential cover during difficult periods, and doing many 'thoughtful extras' for their regulars.

## EXCELLENCE IN CARE AWARDS

May 2024 WINNER



NELLY

