

Bluebird Care Norwich & North Norfolk

Customer Newsletter Winter 2023



Dear Customer

Prash and I now feel fully fledged members of the Bluebird Care Norwich & North Norfolk and would like to thank you all for welcoming us into the Bluebird Family.

Although it's been a relatively quiet year, the office team have been busy in the background. We completed the migration to the new rostering system, without any disruption to our services, which was truly astounding and a testament to the resilience of the Bluebird Care family. We can't thank the office team, and all the care teams enough for their forward thinking, teamwork, and professionalism during this challenge.

This year has been a year full of audits from external and internal teams, which includes our first CQC Inspection since 2018 with a fantastic result of overall good. This has shown that over the last 5 years of changes and uncertainty the teams have ensured that our customers have been and continue to be the most important aspect of Bluebird Care Norwich & North Norfolk and have continued to provide a high-quality service that is safe, effective and above all else caring.

With this in mind, we welcome all feedback, and would love it if you could leave a review on homecare.co.uk or a google review.

In the meantime, as the winter season is upon us, we'd like to encourage all customers to follow their GP guidance in respect of having both your flu and COVID-19 vaccines/boosters, if advised to do so. These vaccines are the best way to protect yourself, friends, and family from the serious effects of these dangerous viruses.

We hope you enjoy this newsletter. Our team have enjoyed compiling lots of fun news and engaging content and we've included the results of CQC Inspection. Thank you to all our customers, as ever, for your much valued custom and support and we'd like to wish you all a Merry Christmas and Happy New Year.

Warmest regards,

Prash & Vinni

Directors



Christmas Opening times.

Closed from 17.00 22nd December and re-open 08.30 Wednesday 27th December.

We will be closed on Monday 1st January 2024

We will still be operating our Emergency On Call service over the Christmas period 07827 521412.

Email norwich@bluebirdcare.co.uk



Registered Managers Update



Dear Customer

This has been the quietest year for us since 2020 yet, it seems to have flown by quicker than any other year since my time joining Bluebird Care Norwich & Norfolk back in 2016.

We started the year congratulating and celebrating one of our care assistants long service awards. Leeanne Harrison has been providing high quality care for customers of Bluebird Care Norwich & North Norfolk for 10 years, sticking with us through thick and thin, giving amazing and knowledgeable support to customers and colleagues. She has seen many people come and go over her 10-year service, but she is still going strong, providing high quality care to all our customers and will soon be in her 11th year with us. However, Sarah Johnson beats with her long service of 13 years!!!

We saw the Coronation of Kings Charles III in May which was watched by some 20 million people and of course Sarah Johnsons fabulous coronation cakes, August we saw England through to the finals of the Women's World Cup, but unfortunately Spain beat us 1-0. After watching it, I can't help thinking that the referee may have wanted Spain to win!

The quality of our service and efficiency of our business systems is key to our success and we are delighted to share the outcome of our recent CQC Inspection. This was our first inspection since 2018 and my first as Registered Manager. This Inspection was completed under the new CQC regulatory framework approach and focused on 2 of the 5 KLOE's (Key Lines of Enquiries) these were Safe and Well Led. Thanks to the hard work and dedication of both the office and care teams, we have retained our overall rating of good. I would also like to thank you all for your continued support and custom to Bluebird Care Norwich and North Norfolk and for entrusting your care and the care of family members to us, you are just as amazing as our care and office team 😊

We have tried to make this edition of our newsletter a bit more fun, with of course Johnsons Journal and fun page. There are some interesting facts (or weird facts) about Christmas around the world and also our employee of the month awards. Also included is a summary of our CQC Inspection, if you would like to see the full report, please visit <https://www.cqc.org.uk/location/1-145051831>.

Once again, I would like to thank all of our customers for your continued support and wish you a very Merry Christmas and a Happy New Year.

Vicky

xx





Bluebird Care Live-in Care Service

Bluebird Care Norwich and North Norfolk provide both permanent, and short-term respite Live-in Care packages, so you can access the high-quality personalised care you need, whilst remaining in the comfort and safety of your familiar environment.

Live-in Care vs Care Homes, what are the big differences?

Live-in Care	Care Homes
You can stay in your own environment	Move out of your home
One-to-one personal assistant	Not dedicated care personalised to your needs
Protected environment – your own space	Communal areas such as dining rooms
Pets and possessions stay together	Pets will need to be rehomed
Personalised routines	Restrictions on timing and activities

Respite Care:

Sometimes we all need a little extra care and support. Our short-term respite care packages can provide a crucial break for family members providing ongoing care for their loved ones.

Our respite care packages can also be a vital service if you or a loved one has recently spent time in hospital. Whether you've had an operation, experienced a challenging illness, or need care as a result of a fall, respite care can help you to rest, relax and rehabilitate.

If you're unable to travel, need assistance with recovery or just need to take a small break, with packages from as little as one week and a 48-hour fast track care plan service, we're on hand to support you.

If you'd like to learn more about our live-in care services, contact a member of the Live-in Care Team at Bluebird Care Norwich & North Norfolk today, call 01603 735999.



CHRISTMAS AROUND THE WORLD

Christmas is an exciting time of year for everyone young and old. However, did you know that not everyone celebrates Christmas the same as we do? Here are some interesting ways that other countries celebrate this magical time of year.



St Nicholas arrives by boat on the last Saturday in November in the Netherlands. He travels across the country dressed in a red bishops robe, he doesn't have a sleigh, instead he has a white horse called Amerigo. Children leave carrots inside their shoes for the horse. Children usually get their presents on 5th December which is known as Sinterklaas eve.



St Nicholas Day celebrations also start in Germany on 6 December. Children tidy their rooms, clean their toys, shoes and make sure their boots are polished and placed outside by the door. The next morning, the boots are filled with sweets, nuts, and small gifts if the children have been good. If they've been naughty, St Nicholas' servant Knecht Ruprecht will leave twigs for them.



Christmas starts on 8 December in Spain with a celebration of the immaculate conception and in Catalonia, they have a special celebration called 'The Beating of the Happy Log' every night until the 24th of December, children 'feed' the happy log with dried fruit and nuts. They also cover up the log - called Tió de Nadal - with a blanket so it stays warm. Then on Christmas Eve it is brought out and children beat it with sticks while they sing a traditional song. After this the children look under the blanked to see that Tió de Nadal has 'pooped' out lots of treats.



Norwegian children look out for two creatures at Christmas. First is a creature like a goat called Julebuk, who is a present-carrying gnome. Then there is Julnisse, (Santa Clause) who guards farm animals and plays tricks on children if they don't leave porridge out for him. They have to do this if they want presents to be left for them, which they open on Christmas Eve after the main meal. Norway also gives the UK a Christmas tree every year, which stands in Trafalgar Square in London. This is to say thank you for helping Norway during World War II.



Last but not least, we have one more Christmas tradition from Sweden - which may just be the oldest tradition still celebrated. The Yule Goat dates back to at least the 11th century, where there are mentions of a man-size goat figure, led by Saint Nicholas, who had the power to control the devil. The Yule Goat, as you can imagine, has changed quite a bit throughout history. In the 17th century, it was popular for young men to dress as the goat creature and run around pulling pranks and demanding gifts. By the 19th century, the goat became the good guy - a giver of gifts. Instead of Father Christmas, men in the family would dress up as the goat and give gifts to the entire family. Today, the man-goat is no longer, and the Yule Goat has taken its place in modern history as a traditional Christmas ornament on trees throughout Sweden. In larger cities, giant versions of these goat ornaments are created out of straw and red ribbons.



Johnsons Journal

It's been an entire year since my last journal entry, and I have a lot of adventures to share with you. This year Ryan turned 21 and Tom turned 18 and neither wanted a party (clearly both were switched at birth!) this meant sadly no dancing for me.... apparently, I am embarrassing!

In April, Steve, Tom and I took a day trip to London, this was not a well-planned trip, it was the Bank Holiday weekend before the Coronation, the streets were decorated with Union Flags and crammed with people, we even queued to go in the M&M shop, Steve declared he got better value at Tesco so we left empty handed (not even a cheeky fridge magnet for my collection!).



As a birthday present for the Mother-in-law, we took George and Linda (the in-laws, or outlaws however, you want to view it) to Cambridge for the day, we took them out for a delicious meal and then went punting, where we were punted down the river Camb by a handsome ex- university student (much to my Mother-in-laws delight!). I would show you pictures of the sights we saw on our punting trip, but it was very hard to get a quick snap through the umbrellas (it rained!).

Summer passed quickly, we enjoyed many days out, including crabbing at Blakney, walks around the Broads, trips to Wroxham, Cromer, Sheringham and Holt, to name but a few. We tried to make the most of the very few dry or sunny days and Steve got to enjoy a "99" on every outing (only way I can get him to leave the house!).



During some of these dry days we had a go at "Geocaching", for those who don't know what this is it's a modern-day treasure hunt using GPS, you navigate to a "cache" and log you have found it, often there is a prize to take, but you must replace the prize with something of equal or greater value. We have successfully found several Geocaches and our prizes consist of a small fuzzy easter chick with 1 eye missing, a small princess sticker and a 2p. One box we opened had an acorn, Steve refused to take this, he complained for 30 minutes we were in a forest and were surrounded by free acorns.



The highlight of my summer had to be the purchase of the inflatable pig costume which I have enjoyed wearing around the office making Pig related puns! My excitement was so great Charlie purchased herself an inflatable pig outfit (we then titled ourselves "The Su-Pig-visors!", Emily got a cow costume, and we crammed Vicky into an inflatable Giraffe, we had a lot of fun making social media videos!

In September I went to Newcastle for the Great North Run (this may shock you, but I was spectating and not running), my cousin successfully completed the run and I got to see Sir Mo Farrah in action.



I met Rachael at the finish line in South Shields, no sooner had I found her the heavens opened, there was thunder and lightning, I refused to walk near the runners (most wore foil blankets, clearly lightning conductors). I have never seen so much rain, most shops were closed, the roads and the Metro were flooded, we were stranded for over 2 hours as the Metro closed and there were no buses or taxis, we wandered round in ankle deep puddles until the metro re- opened. We eventually made it back to Newcastle and to the car, we were so wet we changed into our pyjamas in the middle of the multi-storey ready for the long drive home (we were in Newcastle, and no one batted an eye to us stripping off!).

The following week after eventually drying out, Steve and I flew to Majorca to enjoy 10 days of sun (turned out to be 7 days as it rained on 3 days... I feel like Eeyore with my own personal rain cloud!), we had a great time and spent a lot of time Snorkelling at the beach, where Steve insisted a fish bit him... these were tiny fish so most he got was a light gumming by the tiny fish! We went on a boat trip, to a very picturesque beach, unbeknownst to us there had been a storm at sea the previous day and the sea was rough, I laughed every time the boat crashed through the waves, but Steve was very green by the time we got off.



We spent many an evening on the promenade sipping cocktails watching the sun set, we were beckoned into a bar with the promise of the best Pina Colada on the Island... that's all it takes to entice me, I sat myself down and ordered my Pina Colada without even viewing the menu, Steve ordered a strawberry mojito. The cocktails arrived in style, full of sparklers, streamers, parrot cocktail stirrers and mine was served in a giant pineapple (very Del Boy!), it didn't take me long to realise mine was meant to be shared with 2 or more people... Hic!!!!

In November I took my Mum to see Sir Cliff Richard in concert at the Hammersmith Appollo, she has been a fan since she was young but never seen him in concert, so this was a very special treat for her. Steve told us not to get too excited and throw our knickers on the stage, he rudely suggested that they would cover the whole stage! We had an amazing night and Sir Cliff was fabulous, singing many of my favourites, Summer Holiday, the young ones, Wired for sound and many more.



I shall round off my journal by wishing you all a very merry Christmas.

Love Sarah J x x



Festive Fun Page

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

Chestnuts	Christmas
Nativity	Gonk
Bauble	Reindeer
Tinsel	Sleigh
Merry	Sprouts
Angel	North pole
Snowman	Winter
Turkey	Cards
Santa Claus	Elves
Crackers	Candy Cane



Spot the difference, there are 9 to find!



- 1-According to the famous poem 'Twas the night before Christmas' what are the names of the 8 reindeer?
- 2- Who was the first U.K monarch to enjoy Turkey on Christmas day?
- 3- What is the best-selling Christmas song of all time?

Answers- 1) Dasher, Dancer, Prancer, Vixen, Comet, Cupid, Donner and Blitzen. 2) Henry VIII 3) White Christmas



Employees of the month

July 2023 – Karen Tooke



August 2023 – Sally Howes



September 2023 – Courtney Spooner



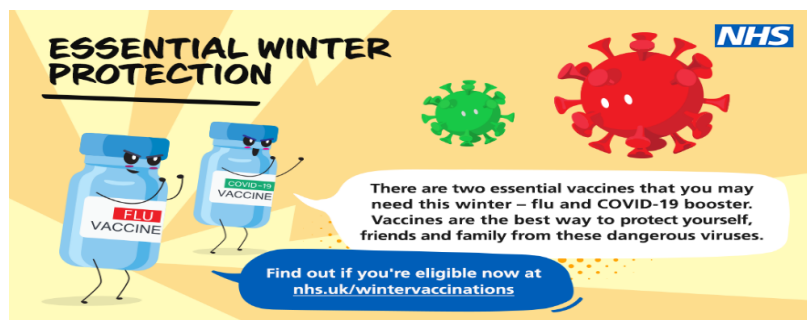
October 2023 – Dorothy Maysia



Would you like to nominate one of your care Assistants or a member of the office team?

Let us know who your star has been each month!

You can nominate a team member completing the nominations slips that are sent with your rotas or by calling the office on 01603 735999 or emailing your nomination to adminnorwich@bluebirdcare.co.uk



ESSENTIAL WINTER PROTECTION

NHS

There are two essential vaccines that you may need this winter – flu and COVID-19 booster. Vaccines are the best way to protect yourself, friends and family from these dangerous viruses.

Find out if you're eligible now at nhs.uk/wintervaccinations

Merry Christmas



Sarah J has been a busy little elf baking Christmas cakes for all of our wonderful customers. She was joined by the elf squad (Charlie our supervisor), to help her deliver these scrumptious delights to all of our customers (let's hope they weren't naughty elf's and they delivered all of the cakes and none went missing.... yum yum) It's so nice to see the smiles that these cheeky elf's have given, we hope you all enjoyed them.





Meet the Office Team



Prash & Vinnie Chanda
Directors



Vicky Poynter
Registered Manager



Sarah Johnson
Lead Supervisor



Charlie Munday
Supervisor



Sharon Pointer
Administrator/Trainer



Sarah Wright
Payroll & Accounts



Contact us:

General enquiries:

Director:

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