

# Bluebird Care

By your side



QUARTERLEY NEWSLETTER JANUARY 2022

## Happy New Year 2022 - From Bluebird Care

### What does 2022 look like for us all?



by Leisa MacKenzie

Happy New Year! - It's a New Year and with it brings fresh hope and optimism for the months ahead. Whilst I am not making resolutions this year, why put more pressure on myself in an already difficult and challenging climate? I would urge you all to be more gentle with yourself, treat yourself with grace and kindness. Reach out and enrich the lives of those around you, whether that be friends, family or someone in need within your community - it really is time to care.

Our mission has never changed it has always stayed the same 'to support our customers to remain in their home for as long as they can, maintaining their independence and dignity, and to do this in a way we would want our own family to be treated'. We were lucky enough to have this acknowledged by our community in November 2021 as we were nominated and awarded a Business Excellence Award for The Best Business and Community response to the pandemic, something we were incredibly honoured to accept both on behalf of our team and our sector.

The Global Pandemic has taught us many things and also been an affirmation of the adaptability, resilience, positivity, tenacity and empathy shown by our carers as individuals and a team.

2021 brought a lot of change to our lives, it has been incredible to watch customers adopt technology; connecting with their families through FaceTime or Zoom became the new norm, ordering their weekly shop online and getting it delivered became a necessity - the way we adapt in these challenging times is remarkable. It all helps us as humans to feel less isolated and part of a greater community.

It would be wonderful if this New Year could see the continued return of local events, coffee mornings and weekly groups for the elderly - offering that vital connection to one another, something that has been sorely missed by us all, as soon as we know of community groups starting up again we will be sure to let you know. We look forward to organising another MacMillan Coffee morning this year which was a great success in 2021.

For now though I hope you have a health and happy 2022, as we look forward to a brilliant year in Care

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### Coming soon

#### Customer Survey 2022

We always strive to be the best we can, you will soon be receiving your Customer Survey in the post.

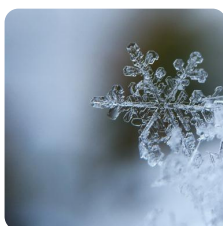
We need your feedback so we know what is good and where we need to focus for the coming year - Thank you!

## Staying well this winter in your own home

With the cold weather now firmly upon us, it is important to listen out to daily weather forecasts as the cold can seriously affect your health.

Following these tips will help keep you, your family and those around you warm and healthy during the cold snap:

- Draw curtains at dusk and also keep your doors closed to block out draughts.
- Drink regular hot drinks and eat at least one hot meal a day if possible. Eating regularly helps keep energy levels up during winter.
- Wear several light layers of warm clothes (rather than one chunky layer).



- Keep as active in your home as possible.
- Wrap up warm and wear shoes with a good grip if you need to go outside.
- If you have reduced mobility, are 65 or over, or have a health condition such as heart or lung disease, you should heat your home to at least 18C.

## Have you had your Booster?

As you would have seen in the media, the Covid-19 booster is being offered to those most vulnerable first, and will then be rolled down to younger age groups. Your appointment should be at least 3 months from your last dose, but you may be called later depending on your age group.

Like some other vaccines, levels of protection may begin to wane over time. The booster will help to reduce the risk of you needing admission to hospital due to COVID-19 infection this winter. Boosting your immunity should help to extend your protection into next year and may give broader protection against new variants.

Protection against severe disease from the first 2 doses seems to decline very slowly. Boosting your immunity should help to extend your protection into next year and may give broader protection against new variants.



**You can book online at [www.gov.uk](http://www.gov.uk) or call 119 to make an appointment to have your booster.**

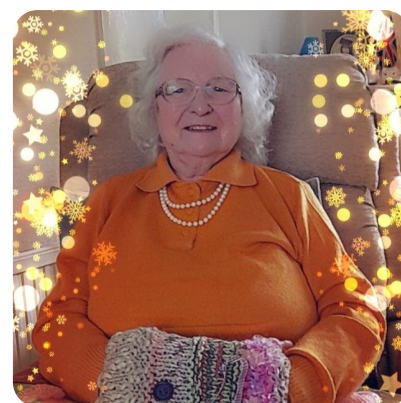
## Made 'With Love'



Our Deputy Care Manager donated these beautiful hand knitted blankets. They were made with Love by her Nana - our carers handed out these blankets to our customers, they were so well received, they really did bring a smile to our customers' faces

Here is one of our customers enjoying her blanket Made 'With Love'.

**"Great colours, beautifully warm, it's made my day - thank you so much!"  
Mrs B Stamford**



## ★ Our Rising Star ★



Watch this space... Ros has been shortlisted for a Lincolnshire Care Award - Winners to be announced in March - Good luck!

## Business News



We WON! Best Business & Community Response to the Pandemic.

## Run Santa Run!



We helped raise £40K for charity at The Stamford Striders & Rotary Club Santa Fun Run.



**Celebration of Success & New Team Members:** All of our team do an amazing job, however, each month, we look to recognise particular carers as Employee of The Month, who have stood out through their reliability, consistency and delivering our high standards and core values. We also like to celebrate those Carers who are about to start their career with us. New recruits go through extensive training and close supervision, passing their probation is a wonderful achievement and celebrated by the entire Bluebird Care family.



**Employee of The Month:** Suzanne Briars, Stacey Riddell,  
**New Starters:** Tina Watts, Georgie Spurgeon, Iveta Gabre, Brenda Niewenhuis, Sandra Santos.

### Welcome to Charley!



We are delighted to welcome back to our team Charley Collins. Charley joins the Care Team as a Community Care manager.

Managing operations for our customer and carers in the Stamford region. Charley comes with 16 years experience of Care, she has worked in a Care Home setting and Domiciliary Care and is qualified up to Level 5 in Social Care Management.

### Christmas Jumper Day



This Christmas we got involved in the Save the Children Christmas Jumper Day on 10th December, our office staff wore their jumpers to work and we made a donation to charity. We had great fun, our Carers got involved too by taking Christmas selfies with their customers! Great work team!



### "Elfie" Gallery



### Fond Farewell



This month we say an emotional farewell to Trudy Fenton. Trudy has been with Bluebird Care for nearly 10 years. Her dedication and devotion to her job

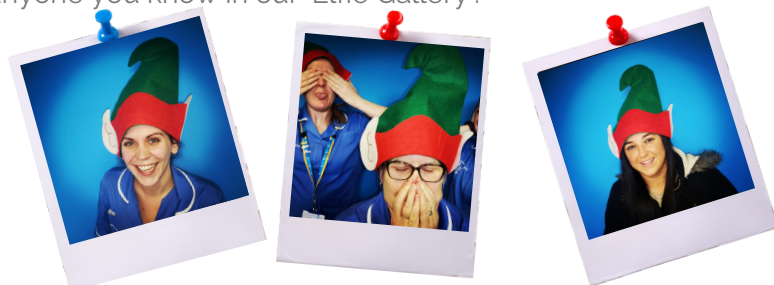
and her customers has been an inspiration to watch. Trudy has tried to retire before but she missed it so much she opted for semi-retirement instead.

We asked Trudy **what advice she would give to any new carers starting their journey with us?** "The smile on customers faces when you walk in, knowing you have made their day is infectious. You have helped and supported customers to stay independent and safe as possible in their own home it's a joy and a privilege - who could ask for more from a job?"

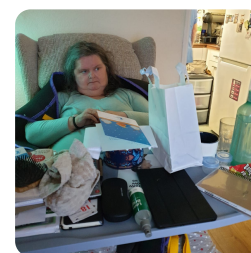


Forget Elf on the Shelf - Check out our 'Elfies'!

It was very important to us as a business to spread as much Christmas Cheer as possible this year - we had regular 'Charity Days' in the office and as you can see we embraced it all - everyone got behind the 'Elfies'! Elf Day was 3rd December and was for a great cause Alzheimer's Society. See if you can spot anyone you know in our 'Elfie Gallery'.







### Our Bluebird Care Community....

We have had so much to celebrate recently, here are some pictures of our customers getting out and about in the community and receiving their Christmas Gifts from their carers.



**Bluebird Care normal office opening hours - Monday to Friday 08:30am - 5:00pm**

We love to receive feedback of all kinds. There's a lot of ways, call us and let us know.

**Stamford & Rutland:** 01780 480881 **Peterborough & Oundle:** 01733 459907 **Oakham & Uppingham:** 01572 729357

Alternatively you can email us at [stamford@bluebirdcare.co.uk](mailto:stamford@bluebirdcare.co.uk) or [Peterborough@bluebirdcare.co.uk](mailto:Peterborough@bluebirdcare.co.uk)

To find out how Bluebird Care Peterborough & Rutland can provide the services you require in the comfort of your own home, visit [bluebirdcare.co.uk/peterborough-oundle](http://bluebirdcare.co.uk/peterborough-oundle) or [bluebirdcare.co.uk/stamford-rutland](http://bluebirdcare.co.uk/stamford-rutland)