



Bluebird Care Northallerton, Thirsk and Catterick October Newsletter!

To all our customers - take care and be safe

Hello,

It is lovely to have the opportunity to introduce myself and say hello. I have heard such lovely and complimentary feedback about our wonderful customers and you are of course, the very heart of our service.

It has been what we can only describe as a challenging time over the last 18 months and I know many of you will have felt alone, isolated and scared. We all very much hoped the covid pandemic would be over by now, but as you know, this is unfortunately not the case. As well as thanking our customers for their loyalty over the last 18 months, I also wanted to take this opportunity to thank our carers who have been amazing through the pandemic.

Inspected and rated

Good



You may be feeling nervous with the potential of Winter looming, after a long 18 months I think we are all bracing ourselves. We will be with you every step of the way. We understand how you must be feeling so never feel worried talking to us about these concerns we may be able to reassure you. We hope you find this newsletter edition useful!

Take care and be safe
Jackie

In this issue:

- Meet our new registered manager, Jackie
- It's a girl! Lauren's new arrival
- New faces
- Covid-19 update
- Bluebird Care word search
- How to stay healthy in winter
- Financial help with your heating

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Meet our new registered manager



Jackie Lothian
Registered Manager

Introducing Jackie, the new Registered Manager at Bluebird Care Northallerton, Thirsk and Catterick.

Jackie is a dedicated Health Professional who has gained a wealth of experience in providing care and support to elderly people to enrich their lives.

Jackie commenced her Registered Manager career as a Home Manager (residential) but she has worked in a healthcare setting for over 8 years and has been in operational management in excess of 20 years.

She shares Bluebird Care's vision of 'Home is where the heart is' and believes in delivering the kindest care. She extends this caring approach to her colleagues and works with them to deliver high quality care to customers in a way which they gain the most support to allow them to live a happy and meaningful life in their own homes.

In her spare time Jackie likes to spend time with her two grown up children, her dog Ollie and her two best friends. Walking, socialising, visiting different cultures and the sunshine are her main loves.

How to Stay Healthy This Winter

A Balanced Diet is a great way to stay healthy, including plenty of hot drinks, 5 portions of fruit and vegetables as well as at least one hot meal a day. Don't forget that we may be able to assist with your food shopping.

Stay Active to keep yourself warm this winter. If you are able to, take a walk outside or around your home, keep moving and try chair based exercises such as stretching your arms and moving your feet frequently. This also helps you stay fit and healthy.

Clean Your Hands. Making sure that you frequently wash your hands with soap and warm water; or the use of antibacterial hand gel, will help to prevent the spread of germs and Coronavirus this winter. It is recommended to wash your hands for at least 20 seconds.

Wrap up Warm to Prevent Chilblains. One way to stay healthy and prevent chilblains is to try and stay as warm as possible by wearing appropriate clothing, especially when going outside: long socks, trousers, coats, scarves, hats and gloves. Although chilblains can be uncomfortable, try not to scratch them.

Receive Your Yearly Flu Jab. If you are over the age of 50, or have a long term health condition, you can receive a free flu jab each winter. The flu jab can help to prevent further serious illnesses such as pneumonia. Speak to your GP about receiving your flu jab. **You should also be receiving a GP letter about your Covid-19 booster vaccination soon.**

Keep a warm home, whether that be with your heating on low and often, with the use of blankets or draught excluders. Hot water bottles are also a great way to stay warm when the temperature drops; be careful when pouring in the water!

If you order your own medication, check your supplies regularly. With the colder weather fast approaching, be sure not to get caught out with low stock. For prescription medicine be sure to contact the pharmacy before running low.

Keep a Positive Mood. The darker nights are creeping in, but that doesn't mean you can't stay positive each day. For example, you could set a routine to listen to music or read a chapter of a book each day. To keep a healthy mind you could complete a word search or brain teaser each day.



Covid-19 Update



You will probably be aware that the government provides 'domiciliary care providers' and other health care providers guidance on how to work safely. This covers a whole host of subjects around covid. I have listed a few subjects to update you with in case you are not aware of the governments current train of thought around managing covid safely within this setting.

Guidance from the government for working with the clinically vulnerable is to still maintain a distance of 2 metres. I have listed below the guidance for our carers around using PPE (Personal Protective Equipment) when within 2 metres of a customer whilst carrying out direct personal care or domestic duties.

PPE Guidance within 2 metres:

Disposable gloves (vinyl or nitrile) - Yes

Disposable plastic apron - Yes

Fluid-repellent surgical mask (Type IIR) - Yes

Eye protection (risk assessed) – this will not always be used

Alongside PPE there are also some very clear public health guidance on how to support robust Infection control standards, these include :-

- cleaning of hands regularly and appropriately for at least 20 seconds
- respiratory hygiene ('catch it, bin it, kill it') and avoiding touching your face with your hands
- following standard infection prevention and control precautions
- correct technique for putting on and taking off PPE
- safe disposal of used PPE



It's a Girl! Congratulations Lauren

As most of you will know, our care co-ordinator Lauren headed off on maternity leave at the end of August.

We would like to congratulate Lauren and her fiancé Danny on the arrival of their little girl, Annie Rose, on the 24th September.

We can't wait to hear all about their bundle of joy!

Until Lauren's return in 2022, Luke is acting care co-ordinator.



We have two new Field Care Supervisors, Laura and Olivia

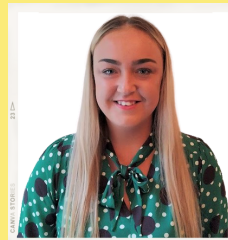


Laura Hobson
Field Care Supervisor

Having joined the Bluebird Care team in March 2021 as a care assistant, Laura quickly progressed to Field Care Supervisor for the Easingwold, Northallerton, Stokesley and Thirsk areas in July 2021.

Laura has worked in the care sector for over 12 years and has experienced a variety of complex care roles with adults and children, including working as an auxiliary nurse and with end-of-life patients.

Outside of work Laura enjoys spending time with her children and family.



Olivia Wilson
Field Care Supervisor

Olivia joined the team at Bluebird Care in August 2021 as our Field Care Supervisor for the Bedale, Catterick and Richmond areas.

Olivia has worked in the care sector over the last 4 years progressing from carer to senior carer at her previous role in a care home. She has Health and Social Care NVQ Level 2 and working towards completing her level 3.

In her spare time Olivia enjoys spending time in nature, exploring coastlines and waterfalls.

Bluebird Care Word Search!



- Trustworthy
- Safety
- Independence
- Compassion
- Family
- Bluebird Care
- Friendly
- Consistent
- Determined
- Happy
- Livein Care
- Home Care

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the leading home care review website



Can you get financial help with your energy bills?



If you meet the criteria, the Gov.UK website states the following three schemes for help with your energy bills:

1) Winter Fuel Payment: If you were born on or before 26 September 1955 you could get between £100 and £300 to help you pay your heating bills. This is known as a 'Winter Fuel Payment'.

You will get your Winter Fuel Payment automatically (you do not need to claim) if you're eligible and either:

- get the State Pension
- get another social security benefit (not Housing Benefit, Council Tax Reduction, Child Benefit or Universal Credit)

If you've got a Winter Fuel Payment before, you do not need to claim again unless you've deferred your State Pension or moved abroad.

2) Warm Home Discount: You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between October and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

3) Cold Weather Payment: You may get a Cold Weather Payment if you're getting certain benefits or Support for Mortgage Interest. You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below over 7 consecutive days.

You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.



Who is Who in Our Bluebird Care Office Team?

Directors

Heather and Sean Price

Registered Manager

Jackie Lothian



Care Coordinator

Luke Elgie



Live-in Care & Training Manager

Jules Tatham



Field Care Supervisor

Laura Hobson



Field Care Supervisor

Olivia Wilson



Finance Administrator

Kendra Travis



Marketing & Recruitment Assistant

Sophie Jackson



Our Values

- Kind and Caring
- Professional and Respected
- Fun and Passionate
- Innovative
- Supportive



your life
 your home
 your care
 your way