



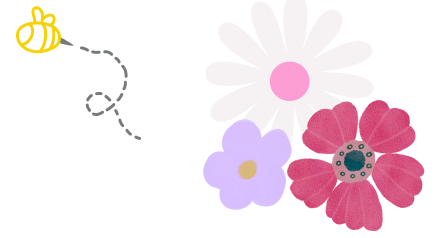
# NEWSLETTER

Spring 2023



Bluebird Care Coventry

# Hello



Welcome to our Spring newsletter.

We are glad to see some warmer weather and brighter days coming our way!

We have had a busy few months, we have been delighted to welcome new customers and new members to our care team. We have also had a re-shuffle of our Office Support Team. We are delighted to announce that Laura Farrell has been promoted to Care Manager, Claire Hill and Georgie Cadden have been promoted to Care Mentors. Laura's new role will involve supporting Chris with the day-to-day running of the business as well as supporting our care team in their roles. Claire Hill & Georgie Cadden, in their new role as Care Mentors, will be supporting primarily new members of our care team as well as our existing team with their training and development.

Coming up in this newsletter we have our top tips for getting into the garden this spring, updates and information regarding some changes to our recent policies and procedures, and information about local fire safe and well checks.



# USE OF EMOLLIENTS

Emollients are important and effective moisturising treatments that are widely used to help manage dry, itchy, or scaly skin conditions such as eczema, psoriasis and ichthyosis. Emollients are also used to manage venous leg ulcers. They are applied directly to the skin to soothe and hydrate it and cover the skin with a protective film to trap in moisture.

They are vital to help manage many different skin conditions and it is important that people continue to use them as directed by their doctor, nurse or pharmacist.

There is a risk of severe and fatal burns with all emollients, including paraffin-free products.

## **Our Top tips for understanding the fire risks of using emollients and minimising the risk:**

- Do not smoke, cook or go near any naked flames or heat sources (gas, halogen, electric bar or open fire) whilst wearing clothing or dressings that have been in contact with emollients or emollient treated skin. If this is not practical we would advise to put in place some safety measures such as using safety lighters or e-cigarettes; remove long-sleeved or loose clothing before cooking; put on a thick uncontaminated shirt/overalls or apron; move chairs further away from the open or other heat source.
- Please be aware that washing bedding and clothing at high temperatures does help to reduce emollient build up, but does not completely remove it. It is important to minimise the risks in additional ways, as suggested above.
- Your local fire and rescue service can offer a free fire safety check of your property as well as offer advise and support.

## Local Fire Safe & Well visits

Safe and Well visits are a FREE service run by your local Fire and Rescue service. These visits provide them with information to support you, and with your permission, refer you to partner agencies who will be able to support you further.

The visit will last no longer than 60 minutes and will assess five key elements:

1. Fire safety in the home
2. Smoking
3. Keeping warm in your home
4. Falls prevention
5. Crime prevention and scams

They can provide advice in relation to promoting the health and safety of individuals with hoarding concerns, as well as providing valuable information to care providers.

### How to book

Initially, we ask you to complete the online referral through our provider, Safelincs.

This easy-to-follow online home fire safety check will take you through your home one room at a time and the simple questions will:

- Help you spot fire risks as you go around your home
- offer tips and advice on the steps you can take to reduce those risks
- provide you with a personalised fire safety action plan to help keep you and your household safe from fire.



**BOOK ONLINE AT: [www.wmfs.net/our-services/safe-and-well](http://www.wmfs.net/our-services/safe-and-well)**

If you need advice or cannot use our online form you can call our team for free on **0800 3895525** or email: [homesafetycentre@wmfs.net](mailto:homesafetycentre@wmfs.net)



# Getting out into the Garden this Spring

Gardening is a great way to get exercise, enjoy the outdoors, and grow your own food. It can also be a relaxing hobby that can help to reduce stress and anxiety. Gardening is a great activity for people of all ages, but it can be especially beneficial for older people.

## Gardening Tips for Over 65's

There are a few things that older people should keep in mind when gardening. First, it is important to choose plants that are easy to care for. Some plants that are good choices for older adults include:

- Annuals: Annuals are plants that die after one season. They are easy to grow and can be planted in a variety of locations.
- Perennials: Perennials are plants that live for multiple seasons. They can be a good choice for older adults who want to add some colour to their gardens without having to replant every year.
- Vegetables: Vegetables are a great way to get fresh produce and save money on your grocery bills. Some vegetables that are easy to grow include:

- Tomatoes
- Lettuce
- Peppers
- Cabbage
- Beans

Second, it is important to make sure that your garden is accessible. If you have difficulty bending or kneeling, you may want to consider raised beds or trellises. You may also want to invest in some gardening tools that can help you to make gardening easier, such as a raised bed garden cart or a kneeling pad.

Third, it is important to listen to your body and take breaks when you need them. Gardening can be a strenuous activity, so it is important to pace yourself and not overdo it. If you start to feel tired or sore, take a break and come back to the garden later.

Gardening can be a great way to stay active and healthy as you age. By following these tips, you can make gardening a safe and enjoyable activity for yourself.



## Our Top Tips:

Here are some additional tips people who are interested in gardening:

- Start with a small garden. A small garden is easier to manage and can be a good place to start if you are new to gardening.
- Ask for help. If you need help with gardening, there are many people who can help you, such as your grandchildren, neighbours, or local gardening clubs. Your care assistants can help to support you to access your garden and even help to water your plants!
- Be patient. Gardening takes time and patience. Don't get discouraged if you don't see results immediately. Just keep at it and you will eventually see the fruits of your labour.
- Enjoy the process. Gardening is a rewarding hobby that can provide you with years of enjoyment.



## Gardening Benefits for those living with Dementia:

Sensory gardens are great for older people living with dementia or sensory impairments.

Scents from Sweet Peas, Pelargoniums and Roses can stimulate memories.

Touch can be stimulated from Stachys and Bergenia leaves, tree barks and grasses.

Verbena, Strawberries and edible flowers are a taste sensation.

And the garden will come alive with audio stimulation by planting grasses or popping seedheads like Love-In-A-Mist. All will encourage birdsong, butterflies and bees for an idyllic English country garden.

## You don't have to be a gardener to enjoy your garden.

**Birdwatching:** Birdwatching is a lovely pastime. Bird tables and feeders make it easy to enjoy the different birds that visit a garden, particularly during the winter months. It's also good exercise to have to replenish the bird food every now and again.

**Garden Share:** If space allows, you could ask someone to take some of your garden for their own gardening needs in exchange for sharing its management. They get a garden and you or loved one get theirs maintained!



# PRN Medication



## All you need to know

### What are they?

A PRN medication is most often prescribed for acute or intermittent conditions and is not intended to be given as a regular dose. PRN medications are not restricted to the times of medication administration and can be administered 'as and when required'.

These medications are only used when needed for a specific situation, such as intermittent pain, allergies, or constipation. Some of these medications will be prescribed by your GP while others can be purchased at a local pharmacy or shop, i.e., moisturiser, anti-sickness.

It is important to know the difference between daily medications and 'as needed' medications. When we look at your list of medications, we need to know which ones of those are supposed to be taken every day and which ones can be taken occasionally, in order to treat certain symptoms.

### What do we need to know?

If we identify a PRN medication it is important that we have all the following information in order for us to support you with it. That information includes:

- How much medicine you can take in a set period of time.
- When to take the medication
- What it is for

These PRN medications are an important part of your therapies that you take to manage different health conditions.

### How will we be supporting you?

Your care team can support you with your PRN medications alongside your daily medications.

They will have everything they need to do this on their care system.

### How do we ensure we are administering PRN medications to you safely?

Once we have identified an 'as and when needed' medication, we will check to see if we have all the above information that your care team require to safely administer it to you.

If this is not the case, which unfortunately can cause a delay, we will contact your GP Surgery to confirm this information. Once we have completed this fully, we will add the medication details to your care team and notify your care team to commence with the support.

### How will my care team know if I require a PRN medication?

Your care team are highly trained to support you with your medications and we continually support them to provide this support in the safest way.

If you have daily medications, that you need to take, your care team will ask you if you are ready to take these, they will cross check the details of the prescription information and then administer the medication to you, logging it in their notes so that we have detailed confirmation of when you took the medication.

If you have a PRN medication, that you need to take if you are experiencing intermittent symptoms, your care team will ask you to confirm what symptoms you have. For example, if you have a PRN medication for nausea, your care team will ask you if you have been feeling sick. If you confirm that you have not been experiencing these symptoms, your care team will not offer the medication to you and record that this is the case.

If you confirm that you have been experiencing these symptoms, your care team will let you know what you are able to take and ask if you would like to take them, then record this.



## What things can change?

On occasion, you may have been prescribed a daily medication that you decide you do not want every day. We can monitor this from the care notes that your care team provides us with.

As long as this is a medication that is not for a serious health condition we will decide to make contact with your GP surgery to advise them that you are choosing not to take it every day and request that a GP reviews the medication to see if it can be amended to a PRN. Some medications that we will do this with are usually for constipation, pain or some topical creams.

On occasion, you may have a PRN medication that you are confirming you require every time this is offered. Again we can monitor this from the care notes that your care team provides us with.

We will make contact with your GP surgery and advise that you are requiring this on a regular basis. We are then guided by them as to whether they amend this to be a daily medication or whether they want to look at an alternative.

If you have any questions regarding medications and how we can help to support you or a loved one please get in touch with our Customer Care Team.



# Infection Prevention & Control Procedures

Throughout the COVID-19 pandemic Bluebird Care adhered to the strict government guidelines on the use of Personal Protective Equipment (PPE) to help reduce the spread of the virus. Now these guidelines have changed, which means that the way we use PPE has changed.



You will have seen recently that your care assistants may not be wearing face masks anymore, or may have asked what your preference is regarding them wearing masks during your care visits.

It is now no longer mandatory for our care teams to wear masks during the entirety of your care visits. Our team have been given guidance on when and where they are still expected to wear a mask eg. During personal care or if someone has suspected COVID-19 symptoms.

However, if you would prefer for our care assistants to continue to wear a face mask then please let us know so we can inform your care team.

If you have any questions regarding the use of PPE or our Infection, Prevention & Control measures please contact our Customer Care Team.

Meet your

# Bluebird Care Coventry Team

## Office Support Team



Chris Galt  
Director



Laura Farrell  
Care Manager



Claire Hill  
Care Mentor



Georgie Cadden  
Care Mentor

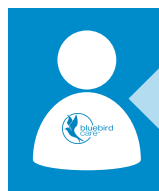
## Care Team



Nakita Barrowman  
Care Assistant



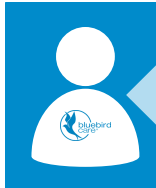
Deiniolla Deakin  
Care Assistant



Chelsea Dixon  
Care Assistant



Stacey Heath  
Care Assistant



Samra Kasim  
Care Assistant  
(Maternity Leave)



Harleen Kaur  
Care Assistant



Christine Perry  
Care Assistant  
(Maternity Leave)



Hermarni  
Pountney  
Care Assistant



Zakra Parveen  
Care Assistant



Feifei Song  
Care Assistant



Houda Taher  
Care Assistant

## Contact Us

### Bluebird Care Coventry

T: 024 7526 3300

W: [bluebirdcare.co.uk/coventry](http://bluebirdcare.co.uk/coventry)

E: [coventry@bluebirdcare.co.uk](mailto:coventry@bluebirdcare.co.uk)

### Did you know we have a Facebook page?

It's well worth following us to keep up to date with any Bluebird Care events going on in your area. It's also a great place for really useful information.



[www.facebook.com/bluebirdcarecoventry](http://www.facebook.com/bluebirdcarecoventry)