



Your life, your home, your care, your way.



# About us

We help people live their **best life**, in their **own home**, no matter their age, ability, health or state of mind.

With kindness and compassion, our highly-trained and trusted team deliver tailored programmes for ALL needs from companionship through to complex health requirements.

Our energy and happy disposition deliver laughter, whilst our enthusiasm for life keeps you or your family member being themselves, safe in the comfort of their own home for longer.

We are a **care** company that **enhances** lives.



# The right care in your own home



## Choosing Care

When the time comes that you or a loved one is in need of additional care and support, you'll want to ensure you select the best possible option; one that is right for you and your family and the unique situation you find yourselves in.

We listen to your individual needs and create a care plan that is bespoke to you. We work with you to devise an appropriate care plan and regularly check this to ensure you receive the best possible service.

For more information, you can download *The Ultimate Guide to Selecting Care* at [www.bluebirdcare.co.uk/useful-information](http://www.bluebirdcare.co.uk/useful-information)

## Benefits of care at home

- Remain independent in the home you love and know
- Alternative to residential nursing care
- 1-2-1 care and support
- Flexible services that evolve with your needs
- Assistance with household chores
- Caring companionship and opportunities to meet others
- A dedicated, local team that can respond quickly to your needs.
- Familiar routines and environment can delay age-related illnesses





# At home with your very own care team

You **love** your **home** and you feel **safe** there. Needing additional care and support shouldn't **change** that.

We make you smile and laugh. We are cheerful and enthusiastic. We learn your personality and what brings you joy.

We understand that your family are looking for peace of mind and knowledge that you're being supported by a team of trained professionals who care as much as they do.



# Our team

You can expect nothing but the **highest** quality of care from us, achieved through comprehensive **training** and support given to **all** our **staff**.

The Bluebird Care Training Academy is **above** and beyond industry **standards**.

Our care assistants are fully and expertly trained via a 12-week training programme that ensures they are safe, compliant and confident to provide support to their customers on all levels of care and companionship to an outstanding level.

Training is delivered in person, in classroom and via practical scenarios. As an ongoing process, we are continually developing our team members.



Bluebird Care  
are as near  
to perfect as  
possible

Sheila, Coleraine

# Live-in Care

Live-in Care provides you with your own **personal** care assistant that lives with you in your **home** providing **bespoke** care, built around your **individual** needs.

Our well-trusted live-in care service means you can remain in your home, surrounded by loved ones and beloved pets whilst still being able to enjoy your home, garden and community.

You receive one-to-one care from your own personal care assistant which means you are able to build and develop a strong relationship

with them. Your care assistant will encourage independence and interests to be continued as long as possible.

A live-in care package also enables friends and family to take a break from their caring roles, enabling them to spend quality time with their loved ones.

Live-in Care is personalised, catering for anything from companionship to high dependency packages.

Live-in care provides continuity with a familiar face, a familiar routine and in your most familiar environment - your own home.



“

Bluebird Care's  
Live-in Care for  
Mum is simply  
outstanding.

We feel so lucky to have  
them caring for her.

Lin, Daughter, Bournemouth

”



# What are the benefits of Live-in Care

- A dedicated care assistant that lives with you in your home for ultimate peace-of-mind
- Bespoke care, tailored for your individual needs that can flex and change as much as you require
- A strong and personal relationship with your live-in care assistant that is often compared to having another family member
- Extremely high standard of support as care assistants learn and grow with their customer and can react quickly to changes in behaviour
- Live-in care is known to lower the risk of falls and slow the development of age-related illnesses

More detailed information on live-in care including what you can expect from your live-in care assistant can be found at:  
[bluebirdcare.co.uk/live-in-care](https://bluebirdcare.co.uk/live-in-care)



# How else can we help?

“

They're like our other family!

Vivienne, Ballymena

”

Care comes in many shapes and sizes and what one person needs, often differs greatly to another.

Where some of our customers benefit from Live-in care, others desire short companionship visits, and some utilise our Health and Wellbeing checks where their vital signs are checked for early signs of decline.

The following are just some of the way you may benefit from engaging with us:

- Companionship
- Outings
- Overnight care
- Holiday care
- Personal care
- Meal times
- Household chores
- Shopping
- Medication
- Health and Wellbeing checks



# How we use technology

We use industry leading technology to support the delivery of our care and to ensure friends and family are kept up to date.

This technology provides a single view of care records from enquiry assessment and medication through to task changes and reviews.

Using technology to update our customers' care plans ensures our care assistants are notified of medication and task changes

in real-time. These systems link our homeware and Live-in Care services to our community-based supervisors.

We understand the challenges our families face and often, the biggest one is living far away from their loved one, yet still wanting an input and regular communication of their care package.

Our use of technology enables families and healthcare professionals real-time access to care records from anywhere in the world.







“

The fact I can use technology being from Australia is amazing.

I was halfway across the world but could log in daily and read dad's notes and know he's happy and safe. I felt I was involved in his care plan, even though I wasn't in the same country. Invaluable!

Next-of-kin, Poole Customer

”

# Our customer promise

*You can trust us to keep you safe. We will care and support you with the same compassion and attention as your own family but with the added benefit of our extensive training and expertise. We will bring you joy and pleasure by showing compassion and being your friend.*

*You can trust us to put you first. We will always listen to your needs and respect your wishes, treating you with dignity and understanding. We will create a care package that is tailored to your individual requirements and will review this regularly to ensure your needs are being met.*

*You can trust us to be there as agreed, on time.*

*You can trust us to make life worth living. We will always act professionally whilst arriving with a smile, energy and a cheeriness to make you smile too. We will make your day.*

*You can trust us to lead the way and introduce technology where appropriate in order to make the whole process as easy as possible. This technology will aid in including your family in the planning of your care and ensure communication with them is open to provide them with peace-of-mind.*

*You can trust us to do our best to ensure you live a happy and fulfilled life. We will remember with you, we will talk with you, we will listen, we will cook your favourite meal, take you shopping, or to your local dance or whatever keeps you, 'you'!*





# Your local office

Quality Home and Live-In Care  
across Cardiff you can trust

Monday - Friday: 8:30am-5:00pm

Are you looking for support and  
information regarding Live-In-Care in  
Cardiff? We are here for you:

02922 671498  
[cardiffandthevale@bluebirdcare.co.uk](mailto:cardiffandthevale@bluebirdcare.co.uk)

Suite B, St. Hilary Court, Copthorne  
Way, Cardiff, CF5 6ES



# Next steps



## Step 1

The first step is to call us on the number on the back page of this brochure.

We will then arrange a convenient time to conduct a home visit where we will listen and find out more about your individual requirements.

## Step 2

During the home visit we will discuss your care and support needs and answer any questions.

We then create a bespoke, personalised care plan that documents all your care needs from medication to personal care, including favourite hobbies and important people in your life.

## Step 3

You will check the care plan and make sure it includes everything you told us that is important to meeting your care and support needs.



That somebody is coming every day,

that the carers get to know my parents and can notice if there is anything wrong with them and action, is a bag of gold for me.

Daughter of Mr and Mrs M



### Step 4

Our care and support starts with visits from friendly, professional members of our team.

### Step 5

We will regularly review your care package and the service you are receiving so that we can respond to any changes in your needs or wishes.



Bluebird Care Cardiff

02922 671497

[cardiffandthevale@bluebirdcare.co.uk](mailto:cardiffandthevale@bluebirdcare.co.uk)

[bluebirdcare.co.uk/cardiff](http://bluebirdcare.co.uk/cardiff)



Referred to by our customers as 'lovely blue angels' we deliver award-winning home care as personal as you are.