



# Bluebird Care Hambleton and Richmondshire

Customer Newsletter: April 2021

## Dear Customer,

We hope that you and your families are keeping safe and well during the pandemic.

### In this month's newsletter we will cover:

- Please leave us a review
- New Bluebird Care car
- Updated website
- Wordsearch
- Live-in care service
- National gardening week
- Covid-19 lateral flow test and vaccinations
- PPE (Personal Protective Equipment)
- Care Assistant and Office Team Update

### Please Take a Moment to Leave Us a Review!

We really do appreciate your feedback and would love to hear from you and/ or your family. There are three helpful platforms where you can leave us a review.

#### 1) **Homecare.co.uk**

Please leave us a review on [homecare.co.uk](https://www.homecare.co.uk) by clicking 'submit a review' and searching for **Bluebird Care Northallerton, Thirsk and Catterick**.

You can also search the following into your search engine:

<https://www.homecare.co.uk/homecare/agency.cfm/id/65432209750#submit-review-tab>

*Customers and their families can leave us a review on [homecare.co.uk](https://www.homecare.co.uk), but care assistants and office staff cannot assist filling out this review.*

#### 2) **Google**

If you have a Google account, you can leave us a Google review by searching **Bluebird Care Northallerton, Thirsk & Catterick** into Google. On the right hand side you should see a 'leave review' button.

#### 3) **Facebook**

If you have a Facebook account, please search for us at **Bluebird Care Northallerton, Thirsk & Catterick** and head to the reviews tab.

If you struggle with any of the above options, or would prefer to write to us, please contact the office.

T: 01845 440 271

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

W: <https://www.bluebirdcare.co.uk/northallerton-thirsk-catterick>

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## Introducing the New Bluebird Care Car!

We have introduced a new vehicle for our lovely Bluebird Care assistants who may be having technical issues with their own car. Making sure that we have every available resource to ensure our care assistants can care for our customers is exceptionally important to us.

### How will we ensure the car is Covid-19 secure?

With ample amounts of personal protective equipment (PPE), we will make sure that our new car is equipped and stocked up with:

- Antiseptic wipes
- Antibacterial hand sanitiser
- Disposable seat covers between each use.

It is also equipped with a sat nav to ensure our Bluebird Angels can easily navigate between each customer visit.



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## Website Update

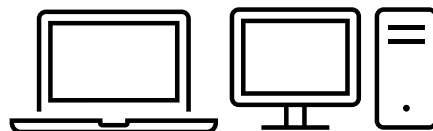
We have been working hard over the last couple of weeks to update our website!

You will now be able to find more information on our website including an updated meet the team page as well as lots of useful information. We will continue to update our news section often!

For example, did you know that the name Bluebird Care is in honour of Sir Malcom Campbell and his array of record-breaking vehicles; all of which he painted blue and named Bluebird?

You can take a look at our updated website for yourself by typing the following into your internet search engine:

<https://www.bluebirdcare.co.uk/northallerton-thirsk-catterick>



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## Wordsearch

The following 10 words can be found horizontally, vertically as well as backwards. Can you find them all?

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

LIBRARIES  
HAIRDRESSERS  
RETAIL  
OUTDOORS  
SPRING  
ENJOYMENT  
BLUEBIRD CARE  
HOSPITALITY  
LEISURE  
BLUE ANGELS

Play this puzzle online at : <https://thewordsearch.com/puzzle/2236469/>

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## Have You Heard of Our Live-in Care Service?

Choosing Bluebird Live-in Care means:

- The comfort and security of your own home. No need to move to a care home.
- A personal service where your unique needs are considered every step of the way, available as and when you need it - day or night
- Fully trained, compassionate staff who respect your home and your privacy
- A flexible service, where every day can be different
- A wide range of care and support– personal care, housework, social activities
- We find the right care assistant right for you
- Regular follow up from a Bluebird Care manager to check you are happy with our service

**Live-in care - keeping your familiar friends, family and belongings around you.**



**No upheaval. No stress. No trouble.**

**Please call the office on  
01845 440 271 to discuss  
live-in care.**

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## National Gardening Week

Did you know that Monday 26<sup>th</sup> April to Sunday 2<sup>nd</sup> May 2021 is national gardening week?

We have had some lovely weather this April, so what better way to take in the sunshine and Vitamin D than enjoying your garden.

If you don't have a garden, a great way to incorporate some colour and purify the air in your home is to consider a window box or house plant, such as a spider plant or swiss cheese plant.

With Covid-19 lockdown restrictions lifting, you can also now enjoy your local park or local gardens.

Happy gardening!



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## Covid-19 Roadmap Update

On Monday 12<sup>th</sup> April 2021 the government introduced Step 2 of the Covid-19 easing roadmap.

This means you are now able to:

- Enjoy all retail facilities: essential and non-essential shops are open including hairdressers.
- Enjoy hospitality in an outdoor setting.
- Enjoy indoor leisure facilities.
- Meet outdoors in groups of six, or two households of any number, can now meet outdoors
- Enjoy visiting libraries or community centres

We hope you have been able to enjoy some of these activities safely.

The next phase of the lockdown roadmap will be introduced on the 17<sup>th</sup> May.

As always, we will update you on these rules in our next newsletter.

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### Free Covid-19 Lateral Flow Tests

The Government is now encouraging the public to order free Covid-19 tests and take at least one test a week whether you have symptoms or not. You can order these tests at:

<https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>

If you need help ordering these tests, please contact the office.

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### Covid-19 Vaccinations

The vaccination programme is now continuing by age band.

The government has recently announced that anyone 40 or over can book a vaccination on the NHS website.

The link to book is:

[Book a coronavirus vaccination – NHS \(www.nhs.uk\)](https://www.nhs.uk)

Or type the following into your internet search engine:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/>

Vaccinations are being carried out at GP's, in hospitals, some pharmacies and in large regional centres, our nearest being Newcastle at present.

If you need assistance to attend one of these settings for vaccination, please contact the office.

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## Covid-19 Protective Measures

As the pandemic continues, we have a wide range of measures in place to protect our customers and staff from the virus, including:

- All care staff have full PPE (Hr masks, gloves aprons, eye protection) plus 70% alcohol hand sanitiser, also visors if required.
- Staff are issued with a bag to protect their PPE.
- Weekly COVID testing of all staff
- We do not accept hospital discharges without a negative COVID test
- Individual risk assessments completed for all staff who may be vulnerable
- Regular monitoring of guidelines via Gov.uk and webinars with Head office, Local Authority
- Increased cleaning regime
- All care staff have had refresher training including infection control
- No staff sharing vehicles
- Full office risk assessment in place as per HSE requirements
- No sharing of office equipment including pens
- Care staff attending office wear masks and socially distance, all carers and other visitors to site must book appointments to minimise footfall
- Supervisions and reviews etc are done remotely where possible

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### Covid-19 Protective Measures Continued

- Office staff split into A and B teams to assist social distancing – half of the team work from home on alternate days
- If office staff tested positive, the group would need to self-isolate
- Glass screens in place for all office staff and in training room
- Increased ventilation – windows door open if practicable
- No hot desking
- Use of outdoor space for breaks wherever possible
- Touch free Hand sanitiser stations x 3 in office
- Signage and mats in place regarding social distancing, hand washing, hand sanitiser
- Professional waste disposal
- Temperature checking at office entrance
- Increased hand washing facilities - antibacterial hand wash no touch dispenser paper towels
- Appropriate disinfectant spray and disposal cloths in line with COSHH
- PPE stock managed by Directors to ensure adequate supplies
- Any staff testing positive need negative test before returning to work
- All staff aware of need to self isolate if have symptoms / positive test
- We have recently invested in a fogging machine and a temperature checker

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### **PPE (Personal Protective Equipment)**

Official guidance on the use of face masks and other PPE in social care settings has **not** changed since our last letter to you.

Therefore, our care assistants will continue to wear all other PPE as per last letter.

This is the case whether they have been vaccinated or not.

**Please be aware that care assistants need soap and hot water available when they visit you, to thoroughly wash their hands before using their antibacterial gel.**

This is in line with government advice, and we have issued specific guidance to our staff on handwashing.

We have ample stocks of PPE and have established reliable supply lines, however we remain vigilant and all stocks of PPE are reviewed on a weekly basis.

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## Care Assistant and Office Team Update

Jules, our Training, Recruitment and Live-in Care Manager, has been busy training our newest Bluebird care assistants. We would like to welcome Diana, Laura, Joanne and Tracey to the team!

Care co-ordinator Victoria Graham has left the company by mutual consent. We hope you will join us in wishing her all the very best in the future. Following a successful interview, Lauren Smith has now been promoted from supervisor to Care Co-ordinator.

We continue the recruitment process for a Registered Manager.

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We will send further updates on a regular basis but in the meantime, please call us on 01845 440271 if you have any questions, queries or concerns. Our offices remain open as usual.

Kind Regards,

**Heather Price**

Director Bluebird Care

Hambleton and Richmondshire

A franchise owned and operated by SH&B Ltd

Registered in England & Wales No: 08455786

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