

Bluebird Care

By your side



QUARTERLEY NEWSLETTER NOVEMBER 2022



Welcome to the winter edition of our newsletter. Every quarter we endeavour to pack this publication with interesting and relevant articles whilst also including pertinent information about the care sector, our staff, customers and general advice. We hope you enjoy reading these pages as much as we enjoy putting them together for you. Once again we thank you for choosing and putting your trust in Bluebird Care, allowing us to take care of you, a family member or a friend's care requirements; we realise how important it is for you to work with a company that is focused and committed to delivering the best in home care possible - care that we would be happy for our own family and friends to receive.

In August 2022, the challenge of a national cyber attack on the roster provider, Staffplan/Advanced, nationwide was presented to Bluebird Care and many other health and social care providers including the NHS. This has caused some disruption to the smooth running and production of rosters and schedules, but, as we would expect, Bluebird Care staff, continued to excel in meeting the challenge face on, and supporting whilst we looked to over come this. The good news is we have now begun implementation of a new roster system, Pass Roster, which aligns with our PASS and OpenPASS system. We are delighted, that from a 'grey cloud' many 'silver linings' have been identified that will allow us, once fully implemented, to improve the service we provide and that you receive. These include, features such as real time accuracy schedules, available via OpenPASS and app based software, email schedules and invoices and much more. Over the next eight weeks, further staff training, roll out of these features will commence and communications will be made to all our customers.

Thank you all, customers and staff, who have been and continue to be so patient during this disruption to our scheduling system.

Despite the challenge, we have focused on and achieved some excellent positives, and continue to strive for excellence and invest in the future of care. A massive welcome to familiar faces, as we 'welcome back' to Julie Mair, Head of Care & Operations who re-joins us from Evergreen Care Trust, and to Michelle Inwood who returns to our Peterborough management team.

We do hope you enjoy the good news and information in this issue, celebrating our staff and our community.

A WORD FROM OUR DIRECTOR

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KEEPING WELL IN WINTER

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COMPANY NEWS

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RECOGNITION & REWARD

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COMMUNITY NEWS

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CHRISTMAS



“ We are delighted to welcome Julie back to Bluebird Care as Head of Care & Operations as Bluebird Care Stamford & Rutland and Bluebird Care Peterborough & Oundle moves forward and we continue to grow. Julies values align and commitment to care and team align totally with ours, and we are excited in moving forward with Julie at the helm of our ship. ”

Keeping well this winter

Changes to our bodies as we get older mean that cold weather and winter bugs affect us more than they used to. As we age, our immune systems become weaker and less able to fight off viruses. We gradually lose the muscle mass that helps us keep warm and moving about. And the cold makes health conditions harder to manage – it can even affect our hearts and circulation. The good news is that there's lots we can do to help keep ourselves well in winter.



What you can do

- **Keep moving:** Try not to sit still for more than an hour at a time. Even a little bit of activity now and then can help you maintain strength and mobility.
- **Eat well:** It's a good idea to keep your cupboards stocked with some basics just in case you can't get out to the shops.
- **Get your winter vaccinations:** Those aged 50 and over are eligible for coronavirus and 'flu booster jabs.
- **Keep your home warm:** Try to heat your home to a steady and comfortable temperature throughout the day in the rooms you use most, such as the living room and bedroom.
- **Stop the spread of germs:** Regularly washing your hands with soap and water is one of the best ways to stop germs from spreading.
- **Wrap up well:** Wearing plenty of layers is the best way to keep warm in winter.

Useful links

A guide to the COVID-19 autumn booster
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1099636/UKHSA-12441-COVID-19-guide-to-the-autumn-booster.pdf

Age Uk - Stay Healthy in Winter
<https://www.ageuk.org.uk/information-advice/health-wellbeing/keep-well-this-winter/stay-healthy-in-winter/>



Remember to drink a lot of fluids. Whilst hot drinks are great in winter, keep drinking water too!

Bluebird Care Company News

Welcome back Michelle

Michelle Teeson has returned to Bluebird Care as Peterborough & Oundle Community Care Manager after a two year break. She started with us on her care journey in 2017 after a successful career in retail. Michelle worked through her Bluebird Care career journey from part time carer, Senior Carer, Community Team Lead, to Community Care Manager, completing her QCF/NVQ Level 3 in Health and Social Care.



Michelle joins Stacey Broomhall, as Community Care Manager in Peterborough & Oundle team, responsible for both customers and carers.

It's great to have Julie and Michelle back with us and we hope you'll join us in welcoming them 'home'.

New roles for Caroline and Jess

Caroline and Jess join Charley Collins, Community Care Manager, in the Stamford & Rutland Operations team.



Charley also celebrates one year with Bluebird Care as Community Care Manager for Stamford – well done Charley and thank you for all your work and being part of our team.



Farewell to Jenny T and Vicki A

We'd like to express fond farewells and thanks to Jenny and Vicki. Jenny is retiring and Vicki joins pastures new in Leicester. Everyone at Bluebird Care wishes you all the best for your futures.

Recognition & Reward

All of our team do an incredible job, however, each month we look to recognise particular team members as **Employee of the Month**, who have stood out through their reliability, consistency and delivering our high standards and core values.

Stamford & Rutland

- Pat T
- Maureen S
- Daleen
- Katerina
- Asha



Peterborough & Oundle

- Catia
- Stacey S
- Beth H
- Karen R



All of our Bluebird Care staff are important in ensuring the Business runs smoothly. Our Director Leisa MacKenzie introduced **Above & Beyond Awards** to recognise a team member from each team for going Above & Beyond their role or for their customers.

Stamford & Rutland

- Michelle R
- Saskia
- Haluk
- Asha



Peterborough & Oundle

- Elaine W
- Melissa S
- Karen R



Celebrations

Stamford & Rutland

- Jenny Taylor – 1 year anniversary
- Emma L – 1 year anniversary
- Charley – passing of probation CCM respectively
- Asha – passing of probation and Care Certificate
- Saskia – 5 years service
- Tina G – 4 years service
- Suzanne

Peterborough & Oundle

- Sandra Santos – 1 year
- Daleen Live in carer – 2 years
- Dawn R – passing of probation and care certificate
- Stacey S – Passing of probation and care certificate
- Charley – passing of probation CCM respectively and 1 year service
- Asha – passing of probation and Care Certificate
- Jodie W – 4 years service
- Cristina T (Live in carer) - 6 years service

Team Bluebird loves getting together for monthly meetings!



Stamford & Rutland

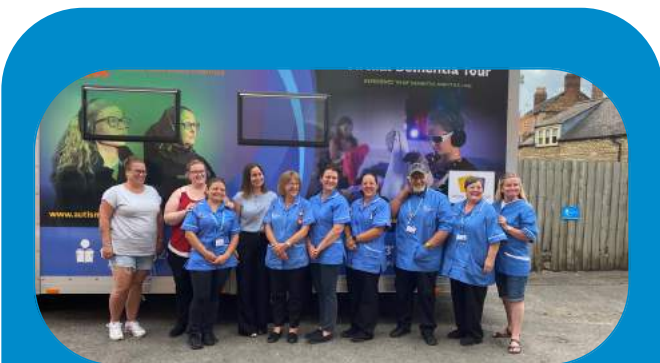


Peterborough & Oundle



Our Bluebird Care Community...

This is our community gallery - here are just a selection of some of the lovely moments we have had with our Customers. Can you spot anyone you know?



Bluebird Care are officially sponsoring Training 2 CARE's latest state-of-the-art mobile dementia simulator – fondly known as the 'Dementia Bus'.

The mobile dementia simulator gives a person with a healthy brain the chance to experience what dementia might be like by replicating different symptoms and challenges faced by someone with the condition. The medically-proven training method encourages people to understand what they can change in their care practices and settings to reduce frustration and improve the experiences of a person with dementia.



To celebrate more than 10 years as a Bluebird Care customer, we took Sheila out for lunch at at the Admiral Hornblower in Oakham. Sheila was joined by members of her long serving, regular care team and Director Tim, who said "We're delighted to have cared and to continue to support and care for Sheila since pretty much the start of Bluebird Care. Sheila has been as much part of our care journey as we are of hers, and we are now in our 11th year with each other, supporting Sheilas independence and the great care Sheilas team has provided."

Sheila replied "It is so lovely to be invited out to celebrate this. Bluebird Care provides me with excellent care and I love all my Carers. It's so lovely seeing familiar and new faces. They are all smashing!"

Christmas season arrangements

Once again, it is that time of year, when we begin to think about the festive period. Our office opening hours are also enclosed for this period for your information. As always, during closed office periods, the Bluebird Care Emergency On Call is available in case of emergency.

If you would like to discuss your care over Christmas, or in general, please do not hesitate to contact the office on: 01780 480881, where one of our team will be happy to help.

Christmas and New Year opening hours

Date	Office opens at	Office closes at
Friday 23rd December 2022	8.30am	3.30pm
Saturday 24th December 2022	Closed all day	Closed all day
Christmas Day (Bank Holiday charges apply)	Closed all day	Closed all day
Boxing Day (Bank Holiday charges apply)	Closed all day	Closed all day
Tuesday 27th December (Bank Holiday charges apply)	Closed all day	Closed all day
Wednesday 28th December	8.30am	5pm
Thursday 29th December	8.30am	5pm
Friday 30th December	8.30am	5pm
New Years Day 2023 (Bank Holiday charges apply)	Closed all day	Closed all day
Sunday 1st January (Bank Holiday charges apply)	Closed all day	Closed all day
Monday 2nd January (Bank Holiday charges apply)	Closed all day	Closed all day

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