



Winter 2020 Newsletter

Redbridge | Epping & Harlow | Essex West | Mid Essex | Maldon | Southend & Rochford

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Welcome to our Christmas and end of year newsletter.

What a year 2020 has been, to think this time last year we were all blissfully unaware of what Covid-19 was or what it is like to be in lock down or to wear a face mask to go to the shops.

Managing and delivering our care service has certainly provided us all with new challenges and huge adjustments to our lives and to working practises. Through the continuing hard work and commitment of our dedicated care teams it has been a very successful year for Bluebird Care in Essex and East London.

In each of our five offices we have continued to deliver an exemplary care service through the toughest of circumstances and in the shadow of the unknown. We have received countless letters and cards of thanks and gratitude from our customers for helping them to navigate such a difficult period in many cases, we were the only real regular contact they had with what was happening outside and our care teams made an enormous difference to the quality of their lives.

While in many professions there were options for flexibility like working from home and using technological resources to replace human contact, at Bluebird Care this was never an option, we knew our customers needed us more than ever and without exception everyone stepped up to the challenge and we really appreciate that. When we did incorporate technology, it was an added extra. A great example is the Zoom conversations and even quiz nights these were fantastic.

If there is a positive legacy to come from the period we have been through it is that all the people that contribute so much to the care and wellbeing of the community are getting some of the recognition and respect they deserve.

We have continued to grow this year with rigorous recruitment for top quality care staff in all of the areas we cover and to strengthen and diversify the administration and support structure based in our offices. We have continued to deliver high quality and comprehensive induction and update training to all our staff despite all of the communication and contact issues, a huge thank you to all involved in that as it is so crucial to the care we deliver and the confidence of our care staff.

Normally at this time of year we would be looking forward to our customer and staff Christmas parties, we are aware this year is very different; however, I know our office teams have come up with some very enjoyable alternatives and we are excited about the impact this will have on all our customers.

As always, this time of year is hectic for our care staff, we never lose sight of the sacrifices you make and dedication you show during this period. Many of you will be juggling your family and friend commitments whilst continuing to care for those people in our community who really need it. We thank you for this sacrifice, everyone is truly grateful.

As we look forward to 2021 with anticipation there is a lot out there to be excited about, our Harlow office will open in the first week of January with the full support of the team at Redbridge and will cover the area from Loughton to Harlow and from Waltham Abbey to North Weald we are sure it will be a success and we will be pushing hard to recruit and retain more of the very best care staff available.

Let's all hope that we have now seen the worst of the virus pandemic and that with caution and the introduction of the vaccination we can all return to a degree of normality in the early springtime. As always we are incredibly proud of how our care service has helped people and the difference you make to the lives of the vulnerable, we would like to thank you all for your ongoing hard work and commitment and wish all the customers, employees and the families of Bluebird Care a very Merry Christmas and a happy and healthy 2021.

Best Wishes Kevin and Tracey McCormack





Meet the Team

During this unpredictable year, we have still continued to evaluate our teams and how we can strengthen and improve upon our amazing team to ensure we provide the outstanding care we aim to achieve.

One of the changes was at our Essex West office,

Stella Warwicker was promoted to care co-ordinator and her insight of working in the field has meant that she has settled into her new role smoothly. Its always lovely to see someone develop and take on new challenges, which makes this appointment even more special.



In July, **Maryann Cleaver**, joined our team as group administrator. Maryann has a varied role, which finds her working with all the offices covering Live In Care, Recruitment, training and Finance.

Our Southend office has seen some changes this year and with Kirsty Davies on Maternity Leave and with Jo Carol due to go on Maternity leave in March next year, **Brodie Coxshall and Abigail Black**

have joined the team fulltime. Brodie, like Stella has been promoted from a Senior and is now a Customer Support Supervisor and is using her wealth of experience to support our customers. Abigail



joined us in October as a Care Supervisor. Whilst new to Bluebird Care Southend, Abigail has joined us from our neighbouring Bluebird Care, so she is very familiar with our Bluebird Care standards.

Sonja Wittig join us as our Training Manager for the group. During this difficult time our training has still continued with the use of zoom and by training in-house with small (socially distanced) groups. Its been challenging, but the whole team has adapted and work hard in order to achieve this.



We would like to thank Clem (Essex West) Megan (Southend) and Angela (Mid Essex) for their support with the training.

As Tracey and Kevin explained in their opening note, we are excited to announce we will be opening a new office in Harlow from January 2020. **Ellie McCormack** will be office manager at the Epping and Harlow branch and she will continue to work alongside Fiona and the rest of the Redbridge team.

Ellie has a great relationship with the care staff who work in the Epping and Harlow area and we are excited to be opening an office here which will mean that we are local provider and employer of care in the Epping and Harlow area.

If you know anyone looking for a career in care or would benefit from assistance from Bluebird Care please contact EllieMcCormack@BluebirdCare.co.uk.





Congratulations

Daljit from our Redbridge office celebrated her 10 year anniversary in October. This is what Daljit shared with us

“Working for bluebird care for the past 10 years has been a pleasure. The company has offered me plethora of opportunities to develop my skills and become a better carer. The experiences I have gained in this organization during my time has further aided these skills. I have also enjoyed the relationships I have built with my seniors, co workers, customers and management who have been great support and appreciate me which is so encouraging. Overall it has been a wonderful 10 years with many more to come.”





We are proud to announce that Natasha Schneider was shortlisted for Bluebird Care's National Covid-Hero Award for supporting our customers throughout the Covid-19 Pandemic.

Natasha has worked relentlessly throughout the Covid-19 pandemic to support our customers.

Bluebird Care has a franchise network of over 200 businesses, and each year they would usually host

their own annual Bluebird Care Awards. However, in light of Covid-19 and the immense bravery, heroism and effort shown by all team members during such unprecedented

times, Bluebird Care wanted to organise something special. They therefore introduced the Bluebird Care Covid Heroes Awards 2020.

Natasha Schneider, Mid Essex Registered Manager was recognised at the national awards as a COVID-19 hero due to the fantastic work she done around organising and coordinating training in a safe and secure way to ensure we can continue to grow in a compliant and quality way and also for the guidance and knowledge she passed on to all of our office's to assist us to remain safe.



Remembrance and Poppy Appeal



As like many events this year, we couldn't participate in our normal Remembrance Sunday events, but we didn't want the occasion to pass without acknowledging what the day means.

One of the activities shared by the group was colouring in poppy pictures. Not only did the pictures brighten up our offices, it gave us all a chance to reflect and commemorate those that lost their lives during the World Wars. Here are a selection of the lovely pictures we received.





Christmas With Bluebird Care's Live in Care Team



As Kevin and Tracey mentioned in their opening message, 2020 has been a year unlike no other. Whilst this year has been undoubtedly tough and challenging, it has also been a time where we have solidified as a team and have thrived off each other's determination to help people regardless of their need. For many of our Live in Care team 2020 has seen the growth of fantastic friendships between customers and their carer's, as this year our Live in Carers have played a more integral role than ever. However, it has also important to recognise many of our carers have missed trips home to see loved ones, or have not accessed social environment's in their breaks. A huge commitment that many of our Live in Care staff have agreed to this year, is working over the Christmas period instead of taking time of too recoup for the new year. The sacrifice's our Live in Carer's have made (and continue to make) to put the safety of their customer's at the fore front of what they do has been incredible. Myself and Maryann would like to thank each and every one of our Live in Care assistants for all their work this year and we really look forward to further building on our relationships in the New Year.

An Interview with our Live in Care Assistant Gabbi

Pictured to the Left is Gabbi one of our Live in Care Assistant's with her customer Barbara. Debby visited her earlier this month to speak with her about how she is preparing for Christmas with Barbara. Gabbi said

"I am really enjoying my time here with Barbara and looking forward to spending the festive period with her. Before being Barbara's Live in Care Assistant I am Barbara's friend and this is important to us. Bluebird Care are supporting me in every way and I do not have any needs unfilled."

A few words from our Customer Barbara

"With Gabbi I am very fortunate, I want to stay in my own home and do not want to go into a care home or hospital with Gabbi's support I can do that. Me and Gabbi share a great sense of humour which is very important to me, and we do things such as gardening together which I enjoy. We also go for walks or sometimes Gabbi pushes me I my wheelchair if I do not feel up to it"



Christmas Around the offices



Elf Day in Essex West



Essex West raised an amazing £153.50 for the Alzheimer's Society this Christmas through playing the Count down to Christmas Elf game and selling cakes to other local business' Congratulations !



Essex West registered manager Joanne Prebble hand baked this Christmas Cake for Director's Kevin and Tracey McCormack. Even Santa on the top is Edible!

Getting into the Festive Spirit at Maldon!



Christmas Around the offices



Our Mid Essex team helped their customer's decorate their tree's



Faye & Daisy decorating the Mid Essex Christmas Tree



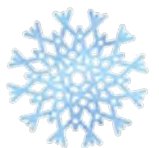
Christmas jumper day



Southend's resident Elf Alf is keeping the team entertained



Congratulations to Southend who have been nominated for the 'Best Festive local Business Award' for their window display



Christmas Around the offices



The Redbridge team got creative and made a Christmas video to wish everyone a Merry Christmas. It will be shared during visits, but if you would like to view the video, please follow the link <https://youtu.be/OPJSI2ky2fQ>



We have been overwhelmed by the lovely messages and kind gestures we have received this year—like this box of chocolates that the local Morrison's gave to our Maldon office



Thank you to our Live in Care Assistant Sabina for this Festive gift!



Christmas Around the offices



Like us we are sure there are many that have missed our Christmas parties. We do not want anyone to miss out on celebrating Christmas, so our teams will be working hard to visit everyone and spread a little Christmas cheer with afternoon tea treats and for our hard-working team instead of a Christmas party we have arranged a surprise gift for everyone to say thank you for your dedication and attentive care during the year



From the bottom of our hearts

Merry Christmas &
a healthy New Year



Christmas Puzzles



MERRY CHRISTMAS Wordsearch

Search for the words going up, down, left and right.



T	U	K	E	B	S	N	Y	Y	V	G	I	I	O	X
L	D	P	Y	O	O	V	F	Q	S	N	O	G	N	U
U	S	G	N	I	T	E	E	R	G	I	W	Q	Z	B
J	D	X	D	E	J	O	W	E	I	L	L	T	K	R
J	J	O	B	E	K	T	O	D	N	O	W	N	E	Q
Q	U	S	R	R	N	E	B	D	G	R	R	E	C	K
Q	S	A	N	T	A	L	R	M	E	A	E	M	X	V
P	R	E	S	E	N	T	S	X	R	C	A	A	I	Y
I	Z	M	J	X	F	S	F	U	B	M	T	N	Y	U
J	E	D	Q	T	E	I	Z	B	R	C	H	R	M	L
X	B	D	N	R	L	M	M	C	E	K	V	O	K	E
M	L	M	X	S	T	R	M	F	A	X	N	I	Q	T
M	S	Z	Z	E	Q	S	W	U	D	N	D	L	Q	I
H	I	H	A	N	U	T	C	R	A	C	K	E	R	D
V	R	F	A	B	K	W	T	S	E	V	L	E	N	E

YULETIDE
GREETINGS
CAROLING
PRESENTS

WREATH
NUTCRACKER
TREE
MISTLETOE

SANTA
GINGERBREAD
ORNAMENT
ELVES



womanofmanyroles.com

Christmas Crossword

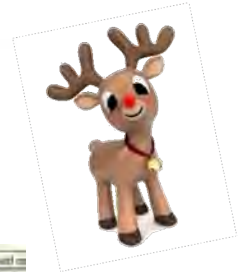


Across

- 2. holiday
- 6. a gift
- 7. a gift
- 9. messenger
- 11. where ornaments hang out
- 12. month
- 14. shiny object in the night sky
- 17. birthplace
- 18. gift giver

Down

- 1. a gift
- 3. mother
- 4. first responder
- 5. carol
- 8. father
- 10. reason for the season
- 13. Christmas tree adornment
- 15. where animals live
- 16. ring of green



Spot the Difference

Can you spot the differences? There are 10 in total.



Copyright © www.ActivityVillage.co.uk Keeping Kids Busy

Photo © iStock.com





Contact Information

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