

# Bluebird Care

## By your side



Quarterly Newsletter Spring 2021

## Going above and beyond

As the country prepares to open up this Spring and there is an ease in restrictions, we at Bluebird Care are overjoyed to be reunited with friends and family, get out and about and enjoy the changing of the seasons.



We have been working tirelessly throughout the pandemic to keep our customers safe in their own homes. Our work extends further than just meeting our customers' needs our carers go above and beyond to improve their overall wellbeing to help keep their minds and bodies active.

During this unsettling time, it has been important to reassure our customers that they are not alone, a friendly face, a big smile, and a good chat go a long way to making people feel less isolated. We have seen an increase in Companionship care across the

business. When one of our Bluebird Care assistants provides companionship care, they become a trusted companion who can keep you or your loved one socially engaged in their own home.

Seeing as we could not get out in the community as much as we would have liked we all got involved in photographing daffodils and welcoming the changing of the seasons in our customers' gardens. There is something so friendly and welcoming about the daffodil, with their bright yellow petals they bring the promise of sunshine, lighter mornings, and warmer evenings. A real sign of hope and joy after we have endured most of the winter weather.

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Members of the Bluebird Care team, saying it with flowers!



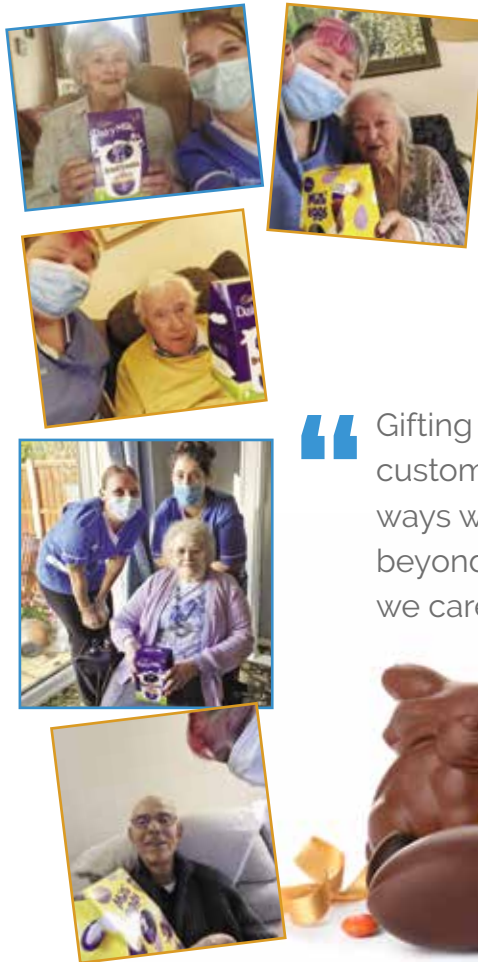
# Eggs-citing Easter deliveries

At Bluebird Care we regularly reach out to our customers, this easter we treated them to some tasty Easter eggs.

We ensured every customer received a chocolate egg, delivering them around Stamford, Rutland, Peterborough, Uppingham, Oakham and Oundle. The eggs are a little way to remind customers that they are not alone at Easter, and to brighten their days.

The Easter eggs were delivered to over 90 customers, as our Care Assistants surprised their customers on their regular care visits.

Gifting Easter eggs to our customers is just one of the many ways we have gone above and beyond to show them how much we care. Many of the customers were very surprised, and they were all over the moon with their Easter goodies. Thank you to all our wonderful team members for helping coordinate this lovely surprise.



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## Dawn's dinner tips

A live-in carer for Bluebird Care, Dawn is a whiz in the kitchen, Dawn loves nothing more than cooking for her customers, Here's her legendary lemon ice cream recipe...



- 400ml Double Cream
  - 100ml Full Fat Milk
  - ¼ of a tin of Condensed Milk
  - 1tsp Sicilian Lemon extract
  - Juice of 2x Lemons
  - Zest of 3x Lemons
  - ¼ of a jar of Lemon Curd
  - 1tsp of Vodka – Optional
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- Add the ingredients to a pan and heat to body temperature (37 C).
  - Add a handful of fresh basil leaves.
  - Pour into to a food processor
  - and blend until smooth.
  - Refrigerate for 2 hours.
  - Whisk until thick and creamy.
  - Return to the fridge for 1 hour, Store in the freezer.
  - Serve with fresh fruit

Bluebird Care Stamford & Rutland contacted local charity Mindspace Matters, who are committed to improving the mental health and wellbeing of the whole town, We could not help but get involved so carers, staff and customers are working together to produce squares for this incredibly inclusive blanket. If you would like to get involved, please contact Kelly Combes – Marketing Coordinator: [kellycombes@bluebirdcare.co.uk](mailto:kellycombes@bluebirdcare.co.uk) 01780 480881



# Focus on dementia Q&A with dementia experts

Leisa MacKenzie, Owner and Director of home care provider Bluebird Care Stamford and Rutland, has years of experience and expertise in providing high quality home care to people living with dementia.

**Q: What is the difference between Alzheimer's disease and dementia?**

**A:** People often confuse the terms 'dementia' and 'Alzheimer's disease'. Dementia is the name given to a specific group of diseases which all cause a serious decline in the functioning of the brain. Whereas Alzheimer's disease refers to one specific type of dementia and is the most common form.

**Q: Is dementia an inevitable part of getting older?**

**A:** Age does not cause dementia, although the risk does significantly increase with age. Dementia can affect younger adults as well as older people. Around 17,000 people under the age of 65 years have a form of dementia.

**Q: What are the main symptoms of dementia?**

**A:** Although the symptoms can differ from person to person, it is vital that you seek medical help if



you or a loved one experiences any of the below symptoms. There is no cure for dementia, but if you catch it early the progression of the disease can be slowed, and you can receive the appropriate care required.

**The main symptoms include:**

- More frequent memory loss, forgetful of familiar people, places, or recent events
- Slower than usual thinking speed and difficulty finding the right words.
- Periods of mental confusion
- Difficulty understanding or making decisions.
- Impaired reasoning, inability

to make judgements, plan or carry out tasks that require concentration.

- Changes in personality or mood, disinhibited behaviour
- Increased apathy or lack of interest in their usual activities
- Withdrawn due to a loss of confidence or inability to manage everyday tasks and communication.
- Hallucinations, hearing or seeing things that others do not.
- Loss of sense of time, people, places

**Q: How do you care for someone living with dementia?**

**A:** At Bluebird Care Stamford and Rutland, we can provide experienced staff to help those living with dementia to maintain their quality of life while remaining in their own homes. We do this by creating specialised dementia care plans with our customers.

## Twiddle Muffs



They are knitted muffs with items attached to keep people living with dementia hands active and busy. A twiddle muff provides a wonderful source of visual, tactile, and sensory stimulation, and keeps hands snug and warm at the same time.

If you know someone who would benefit from a Twiddle Muff, please email [kellycombes@bluebirdcare.co.uk](mailto:kellycombes@bluebirdcare.co.uk) or pop into the Stamford Office where we have a large supply of them.

## Juicy Jelly Drops

As you will know we always celebrate our customers' birthdays. We have decided to trial Jelly Drops over the next few months. Jelly Drops are an innovative sugar-free treat, made of 95% water, designed to increase fluid intake. Popular with people with dementia, the elderly and others who struggle to stay hydrated.



# A career in care



## Healthcare Exchanger – Betty-Ann

One of our newest team members Healthcare Exchanger Betty Ann retired from the NHS as a nurse three years ago. She wanted a complete career change, Betty no longer felt fulfilled in her role or environment. She turned to care following a recommendation from a friend.

*“To treat somebody with respect and sensitivity, maintaining their dignity in the most intimate of moments. It is great to feel valued and that customers know they are being cared for by someone who enjoys giving care.”*



## Silver Carer – Trudy Fenton

Proudly in her ninth year working for Bluebird Care Trudy officially retired last year but was not ready to give it all up, so she settled on semi-retirement which gives her more time for herself yet still doing the job she loves – the best of both worlds.

*“The smile on customers faces when you walk in and knowing you have made their day is infectious. Retirement doesn’t mean giving up, I grew up in Peterborough along with many of my customers so I can relate with their memories of how it has changed, lots of chats of “do you remember”.... yes I do I was there!”*



## Difference Maker – Rosalind Cerqua

After she lost her mum very suddenly Ros was left with an enormous amount of heartache but at the same time a lot of love to hand out. She wanted to make a difference to others' lives, there are ups and downs and she admits there can be feelings of sadness but the great times and bonds with customers outweigh them by far.

*“I have to say I LOVE my job and working in my customers’ homes give me a chance for the more one to one interaction I really enjoy”*

Are you a...



Healthcare Exchanger? Silver Carer? Difference Maker? Sector Starter? Sector Switcher?



## Sector Starter – Jess Amps

After finishing a degree in Biomedical Sciences at the beginning of the pandemic last year, Jess didn't know what she wanted to do as a career but she did know that she wanted a path that combined science, medicine and people. Jess is so glad she chose to work within the care sector, she has the pleasure of meeting so many amazing people and making a real difference to their lives – who else can say that about their first professional job out of education?

*“What I love most about the job is the customers and how pleased they are to see you and how grateful they are for what you do. I honestly do not think there is a more fulfilling and rewarding job than being a carer.”*



## Sector Switcher – Suzanne Briars

With a successful career in hospitality and restaurant management Suzanne decided she needed a complete career change, and she has not looked back. She now has job security and a flexible career which she can work around her child who has medical needs from birth. Over the years she has found satisfaction in helping people when they need it. Having consistent care, getting to know your customers and continuity are the most important things.

*“If you’re thinking of changing career to the care sector – do it! You need to have a lively attitude, patience and a winning smile. Be willing to chat and have excellent listening skills.”*

# Care in our community



## Life begins at 40 for our Michelle

Our wonderful Registered Care Manager Michelle Inwood turned the big 40! – a beautiful cake made by Helen @Bakery Cottage – check out the website [www.bakerycottage.com](http://www.bakerycottage.com) if you order any of her beautiful brownie boxes or cakes make sure you mention Bluebird Care.



## Silence of the lambs

Eleanor Knight who is part of our wonderful finance team had a treat for her birthday and we took her to go and see the new born lambs at Croft Farm Uffington. This is something Eleanor used to do as a child, and she thoroughly enjoyed herself. Special thanks to Susan Genever-Jones for making us feel so welcome!



## Stamford Garden and Food Show



This is the first event we have done in 2021 and since the pandemic began last year. Bluebird Carers and staff hosted a busy stall at The Garden & Food Show run by the Rotary Club St Martins and hosted at Stamford & Welland Academy on Sunday 9th May. A great day was had by all and we met lots of lovely people – it was fantastic to be out and about in our own community and raise funds for our allocated Alzheimer's Charity – A Year to remember!

“ We all had a really fun day raising money for charity ”

## Game for a laugh on Red nose day

We had a hoot in the office for Red Nose Day, the whole office got stuck into writing up their jokes and donning their red noses. The jokes were particularly bad but they made us laugh.





**Leisa MacKenzie**

Joint owner and Director of  
Bluebird Care Peterborough & Rutland

# Meet the team



**Tim Carey**

Joint owner and Director of  
Bluebird Care Peterborough & Rutland



**Abby Domp**  
Office Administrator



**Caroline Geddes**  
Quality Assurance

## Stamford & Rutland Team



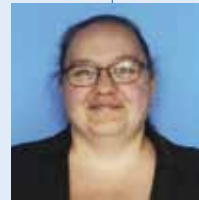
**Michelle Inwood**  
Registered Care Manager



**Tanya Walker**  
Care Coordinator



**Stacey Broomhall**  
Live-in Care Manager



**Lorna Peters**  
Registered Care Manager



**Jake Waters**  
Care Coordinator



**Vicki Abel**  
Community Care Manager  
Oakham & Rutland



**Karen Brammer**  
Community Care Manager  
Stamford



**Anita Jones**  
Probationary Care Manager

**Bluebird Care office  
normal opening hours  
8.30am - 5.00pm  
Monday to Friday.**

## Accounts | Recruitment | Marketing



**Karen Andic**  
Accounts & Payroll



**Eleanor Knight**  
Accounts Department



**Sam Mulligan**  
Recruitment and  
Retention Manager



**Kelly Combes**  
Marketing Coordinator

We love to receive feedback of all kinds. There's lots of ways: Call us and let us know: Stamford & Rutland: **01780 480 881** • Peterborough & Oundle: **01733 459 907** • Oakham & Uppingham: **01572 729357**  
Alternatively you can email us at: [stamford@bluebirdcare.co.uk](mailto:stamford@bluebirdcare.co.uk) or [peterborough@bluebirdcare.co.uk](mailto:peterborough@bluebirdcare.co.uk)

For all the latest news about how Bluebird Care Peterborough & Rutland can provide the services you require in the comfort of your own home, visit our website at: [bluebirdcare.co.uk/peterborough-oundle](http://bluebirdcare.co.uk/peterborough-oundle) or [bluebirdcare.co.uk/stamford-rutland](http://bluebirdcare.co.uk/stamford-rutland)