



Bluebird Times

Autumn 2025



We are thrilled to announce that Bluebird Care Cannock & Great Wyrley has attained 98% in our internal audit.

98%

We're thrilled to celebrate an outstanding achievement for Sam & the whole team for scoring an incredible 98% on our recent internal compliance audit!

This fantastic result is a true testament to the commitment, dedication, and passion we bring every single day to delivering safe, high-quality care to the people we support.

Behind this score lies a team that consistently goes above and beyond, ensuring that standards aren't just met, they're exceeded. Whether it's through compassionate care, attention to detail, or a relentless focus on improvement, you've proven what excellence in home care truly looks like.



bluebird
care®

Bringing People Together: Supporting Older Adults Through Our New Partnership with Re-engage

We are delighted to announce our collaboration with **Re-engage**, a national charity dedicated to combating loneliness and isolation in people aged 75 and over. Re-engage provides vital, life-enhancing social connections at a time when many older people find their social circles diminishing.

As part of this exciting partnership, we are proud to be supporting the launch of **a new activity group** in the area, designed to bring companionship and joy to older members of our community.

Two valued members of our Bluebird Care team – **Care Assistant, Diane Webster** and **Care Assistant, Lucy Kendrick** – will be volunteering their time to help lead these groups, offering a warm and welcoming environment for meaningful connection and fun.

Re-engage accepts both self-referrals and referrals from family, friends, and professionals. If you, or someone you know, could benefit from regular social interaction, we encourage you to get involved.

To make a referral, simply visit: www.reengage.org.uk
If you would like us to make a referral for you, please call us **01543 505262**

We're incredibly proud to be working with Re-engage to help make a real difference in the lives of older people in our community.

St Luke's Church Centre
9 Church St, Cannock WS11 1DE
Next Dates: 26th November and then 17th December
11am-12.30pm



We're thrilled to announce that Rick Parekh has been appointed as the new Director of Bluebird Care Cannock & Great Wyrley (formerly Bluebird Care Mid Staffs).

Rick is no stranger to our Bluebird Care family as he already leads two high performing offices in Burton & Swadlincote and Stafford, both of which have consistently delivered excellent care under his leadership.

Under Rick's direction, Bluebird Care Stafford has been awarded Franchise Partner of the Year 2023 for its outstanding achievements in marketing, quality assessments, engagement and growth and also recently achieved the Diamond Quality Award showing his team's dedication to compliance and premium standards.

In Burton & Swadlincote, Rick's office were awarded their Diamond Quality Award earlier in 2025, reflecting near-perfect compliance and a remarkable level of care and professionalism.

As we adopt our new name **Bluebird Care Cannock & Great Wyrley**, we want to assure you that though our name has changed, our promise to you remains the same: Premium care, the same high standard of services, delivered with compassion, reliability, and integrity.

With Rick leading the way, we're excited to build on our successes and grow locally, continuing to enhance the quality of life for everyone we care for.

We look forward to working with our fantastic team, and with you, to uphold the standards you have come to expect from us.

Thank you for your continued trust in Bluebird Care.



It is with sadness that we say farewell to our Care Coordinator, Lee, this October. Since joining Bluebird Care in 2018, Lee has shown unwavering dedication and commitment, progressing from Care Assistant to Supervisor, and then to his current role as Coordinator.

Throughout his time with us, Lee has provided outstanding support to both staff and clients, and his presence will be greatly missed.

We sincerely thank him for his hard work and contributions over the years, and we wish him all the very best for the future!

*Good Luck
in your
New Job!*

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FOODS

Call Wiltshire Farm Foods to order:
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Or visit: wiltshirefarmfoods.com

We're proud to be partnering with the wonderful **Wiltshire Farm Foods**.

They prepare and deliver high-quality frozen ready meals that taste just like home-cooked food, making eating well effortless. You'll find all your favourite dishes – simply pop one into the microwave or oven and enjoy!

Delivery is free, and it's not one of those subscription services – you can simply order as little or as much as you like.

As a Bluebird Care customer, you're entitled to **10% off your first 6 orders!** Please do enjoy choosing yourself some tasty meals with our very best wishes. We've tried them ourselves and we can safely say the quality is top notch!



Going the Extra Mile

One of our carers raised a concern after noticing something wasn't quite right at a client's home. Thanks to their quick thinking and a supportive family member, our field care supervisor Hayley was able to act fast and make sure everything was safe and under control.

After a call to 111 for advice and a good chat with the family, Hayley and the family made the joint decision that it would be best for the client to stay with his loved ones overnight just to be on the safe side. It was a lovely team effort, and we were so touched by the kind words and appreciation shared both on the night and afterwards.

Moments like this are a reminder of how important it is to have a care provider who will go above and beyond.

**WELL!
DONE!**



Mental Health First Aid Workshop

Take charge of your mental well-being

Our Staff development and Engagement Lead Louise has recently completed her Level 2 Mental Health First Aider course, equipping her with the skills and understanding to provide essential mental health support to our care team.



Louise Hawksworth
Staff Development and
Engagement Lead

OUR SERVICES



Mental Health Workshops

Group workshops to provide tips and support for a positive impact on mental health and wellbeing.



One-to-one Mental Health First Aid

If you prefer to talk one to one, we can arrange this during the day or the evening (subject to availability).

JOIN OUR WORKSHOPS STARTING SOON

Our Mental Health First Aid workshops are to support the wellbeing of our staff, customers, and their families. These workshops aim to improve mental health awareness, provide practical tools for managing stress, and offer a safe space to talk.

We will hold these workshops monthly, offering a supportive environment for everyone involved. For those who prefer more personal support, 1-to-1 sessions are available upon request, subject to availability.

Remember, your mental health matters. Don't hesitate to reach out and seek the support you deserve. Together, we can overcome challenges, build resilience, and foster a positive mental well-being.

Let Us Support You This Festive Season With More Than Just Care!

As the Christmas season approaches, the to-do lists grow longer, and for many of us, the festive period can feel a little overwhelming. At Bluebird Care, we believe that everyone deserves to enjoy the magic of Christmas – without the stress. That's why we're delighted to offer extra support this season that goes beyond traditional care.

Whether it's helping you with Christmas shopping, decorating the tree, or simply being there for a weekly visit to help you keep on top of the little things, our care assistants are here to make your festive season easier, more joyful, and filled with the traditions you love most.

Christmas Shopping

Battling the high street crowds or navigating online shopping can be a challenge at the best of times and even more so during the holidays. Our friendly, reliable care assistants can help you:

- Visit local shops or supermarkets for Christmas gifts or essentials
- Assist with online orders and deliveries
- Wrap presents and prepare festive cards
- Help with list-making, budgeting, and organisation



Tree Decorating

There's nothing quite like seeing your home transform for Christmas, but putting up decorations and decking the halls can be difficult without a helping hand. We offer:



- Christmas tree decorating (real or artificial)
- Putting up lights and festive ornaments
- Assistance with festive baking or card writing

Personal Assistant Visits

We offer Personal Assistant (PA) support for day-to-day tasks that aren't always care-related. Think of us as an extra pair of hands someone to help you live life the way you always have.

- Help with paperwork, organising appointments or calendars
- Support with hobbies, outings, or visits to family and friends
- General companionship and social support
- Help around the home with non-care related tasks



We know that care is about more than medication and mobility – it's about connection, comfort, and confidence. We're here to support you through every season, so you can enjoy life, your way.

Give us a call today on 01543 505262

How to Fall-Proof your Home this Autumn



The scorching summer has been and gone and it's time for autumn to take over. The evenings are already becoming darker, and the leaves are crispy and ready to cover the streets with a mosaic of orange and gold. But, whilst it's time for cosy evenings and dreams of the festive season, it's important to make sure your home is safe and free from clutter that could lead to falls. Here at Bluebird Care Burton and Swadlincote, we're here to help with a handy checklist to make sure your home is fall-proof this autumn.

Lighting

As the darker seasons approach, you must pay attention to the lighting around your home. 60-year-old eyes need three times more light than 20-year-old eyes. Here are some simple ways you can make sure your home is well-lit to keep you safe...

1. Consult a trusted, professional electrician about your lighting options such as branched lights to replace single bulbs which will increase light without glare.
2. Avoid trailing cables from lamps that could pose a trip hazard.
3. Consider installing two-way switches on the landing/hall and/or extra stair lighting.
4. Always use your bedside light when getting up in the night! If the switch isn't easily accessible, consider a touch activated lamp or keep a good torch by the bed too.
5. Never walk around in the dark, if you regularly get up to use the loo just keep the landing light on.



How to Fall-Proof your Home this Autumn



Living Areas

It's important to keep all living areas clean and tidy to allow you to move around your home every day safely and with ease. Here's just a few things to look out for...

1. Check all rugs have a non-slip underlay and replace worn ones. You should also consider replacing frayed carpets or get someone in to tack them down.
2. Use cable ties to organise jumbled wires by the TV, computer or speakers. Get someone to help you tape trailing extension leads to skirting boards.
3. Clear away clutter, especially in the hall, landing and doorways.
4. Never store items on the stairs.
5. It's surprising how many people trip over their pets – buy them a bright collar with a bell to alert you when they're around.

Kitchens & Bathrooms

1. If you find you're continually reaching up for things, try rearranging the cupboards so that items you use frequently are always within reach.
2. Clear up spills and messes straight away.
3. Always use a non-slip mat in the bath or shower.
4. Consider installing grab rails in the bathroom.



Garden

1. Keep paths free of moss and leaves and repair any cracks in paving.
2. Ensure your back and front doors are well lit.
3. Consider installing safety rails for steps.

Here at Bluebird Care Burton and Swadlincote, we are here to provide more than medication management or personal care. It's our mission to make sure our customers are safe, comfortable and supported so they can live a full and meaningful life in the place that means most to them: their home.

Coffee Mornings

We are excited to announce that we'll be hosting monthly Coffee Mornings for our valued customers and their families!

These relaxed and friendly gatherings will take place right here in the local area and will run **once a month.**

Whether you're popping in for a quick chat or staying for the duration, it's a great chance to enjoy a warm drink, meet other members of the community, and spend some quality time together in a welcoming atmosphere.

Best of all it's completely free to attend!

Keep an eye out for dates and locations, which we'll be sharing soon.
We can't wait to see you there!

If you require transport from one of our care assistants, there is a small transportation charge, please call us on **01543 505262** to discuss.
Transport will be on a first come first served basis.



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Your feedback means the world to us, and we're always looking for ways to improve the service we provide. Over the next few weeks, you may receive a quick message from us via text or email with a link inviting you to share your thoughts. You'll have the option to leave a Google review or complete a short feedback form through Working Feedback - whichever you prefer.

Spending just a few moments to share your experience makes a big difference to us.



Out and About with CK!

CK recently requested some extra time to enjoy monthly outings with our care team and this was her very first Monday out!

She had a wonderful time visiting The Hollybush, enjoying good company, a lovely atmosphere, and a change of scenery.

It's moments like these that highlight the importance of person-centred care, supporting independence, building connections, and making memories. We're so glad you had a great time, CK. We look forward to seeing where you go next!

A lovely day out with GC!

A Lovely Day Out with GC

One of our amazing team members took GC out for a wonderful day of food, fun, and fresh air!

First stop was The Hollie Bush, where they enjoyed a tasty lunch followed by a peaceful stroll around the gardens.

Then it was off to Stafford for a bit of PJ shopping because you can never have too many cosy pyjamas!

Lots of smiles, great company, and memories made. We love supporting days like this that bring joy and independence to those we care for.

Can't wait to see your next day out GC!



Telecare System Information



Telecare systems, such as lifeline pendants, play an important role in providing reassurance and peace of mind for people living alone, as well as for their families. As our care team are not medically trained and must follow a strict “no lifting” policy to protect both customers and themselves, anyone who cannot get up on their own after a fall would need to wait for paramedics to provide assistance. With current pressures on the NHS, this can sometimes mean waiting for six hours or more – particularly if no injury has been sustained.

This is where telecare systems can make a real difference. Many modern devices now offer falls support, automatically raising an alert if someone falls and is unable to call for help. This ensures that assistance can be arranged quickly, reducing anxiety, minimising unnecessary waiting times, and providing vital reassurance that help is always available. Some telecare services also provide physical assistance known as a “Mobile Falls Response Service”. The mobile response team will arrive with specialised lifting equipment, such as inflatable lifting cushions, to safely and respectfully get you back on your feet. They may also perform basic health checks before and after the lift. For those living alone, having this safety net can bring peace of mind, knowing that even in the event of an unwitnessed fall, they will not be left without support.

Important Information: Digital Switchover and Your Lifeline Pendant

The UK is currently moving from the old analogue telephone network to a new digital system. This change will affect everyone, but it is especially important for people who use home alert systems, often known as lifeline pendants. These devices are designed to give you peace of mind by allowing you to call for help quickly if you have a fall or medical emergency. However, once the analogue network is switched off, older equipment may no longer work properly unless it is updated to be compatible with the new digital service. This means that if you rely on your pendant or other telecare equipment, you will need to make sure it is ready for the change.

To prepare, it is important to contact your lifeline provider or the organisation that supplied your equipment. They will be able to check if your current device will still work and advise if an upgrade or replacement is needed. It is better to act sooner rather than later, to avoid any disruption to the support you rely on. If you are unsure who to speak to, you can also contact your telephone provider for guidance. The digital switchover is happening gradually, but making arrangements early will ensure that you stay safe, connected, and fully supported when you need it most.



Jelly Drops are award-winning sweets designed to boost hydration. They're 95% water, sugar free & vegan with added electrolytes & vitamins. Inventor Lewis Hornby was inspired to create water sweets after his grandma Pat, who had dementia, was struggling to hydrate. With a fantastic solid, but smooth, texture – these sweets do not have a liquid centre – encouraging independent hydration for all, through a delicious snack.

We were delighted to be selected for the prestigious Alzheimer's Society Accelerator Programme for dementia innovation, allowing us to learn from people affected by dementia, to ensure that Jelly Drops are the most effective that they can be.

We are now proud to be able to give back to the Alzheimer's Society's important work, with 1% of profits from every box sold going directly to them.



www.jellydrops.com



Frequently Asked Questions

At Bluebird Care, we understand that it can be worrying or confusing when we talk about safeguarding concerns. The information below is here to help explain why we do what we do, and how it's always about keeping your loved one safe.

Q1: Why do you need to report unexplained bruises or marks on my family member?

We have a **duty of care** to look out for any signs that someone may not be safe or well. This includes things like bruises, marks, changes in behaviour, or if a person tells us something worrying. Even if we don't know what caused the mark, or the person can't tell us, we still need to report it. This helps to make sure that nothing serious is missed and that your loved one is being looked after properly.

Q2: What if my family member doesn't have capacity to explain what happened?

When someone can't explain things clearly—because of memory loss, confusion, or other conditions—we take extra care. If a person can't tell us whether they are okay, we have to be even more observant and cautious. We always report any concerns so the right people can check it out properly. It's about protecting those who can't always protect themselves.

Q3: Are you saying we've done something wrong by reporting this?

Not at all. Reporting a safeguarding concern does not mean we think anyone is doing anything wrong. It simply means we've noticed something that needs to be looked into. It's up to the local safeguarding team (usually the local council) to decide if anything needs to happen next. Our role is to share the concern—we don't make any judgments or accusations.

Q4: Why do you use words like "abuse" or "neglect"? That feels upsetting.

We understand that words like abuse or neglect can sound harsh or upsetting. *Please know:* these are standard terms used in safeguarding across the UK, not words we choose ourselves. When we report something, we must use the correct language that matches safeguarding guidelines. It does not mean we believe that abuse or neglect is definitely happening—it just helps ensure the concern is taken seriously and looked into properly.

Q5: What happens after you report a safeguarding concern?

Once we report a concern, it goes to the local safeguarding team. They look at the information and decide whether any further action is needed. In many cases, no further steps are required, or simple advice is given. In others, they may want to speak to the person receiving care or to family members. We will always keep you informed wherever we can.

Q6: Can we talk to someone if we're worried or unsure?

Absolutely. We are here to support both the people we care for and their families. If you have any questions, concerns, or just want to talk things through, please speak to the care manager or a senior member of staff. We want you to feel confident that your loved one is safe and well cared for.

We report concerns because we care. It's about protecting people, not blaming anyone. Safeguarding is everyone's responsibility, and working together is the best way to keep your loved one safe.