



Bluebird Times

Summer 2025



Congratulations!

We are thrilled to announce that Bluebird Care Burton & Swadlincote has attained 99% in our internal audit.

99%

Lucy Jackson, Bluebird Care's Quality Manager, praised the East Staffordshire team for their exemplary performance:

"I am incredibly impressed with the high standards of compliance maintained by East Staffordshire in their care services. The commitment to excellence is evident in their exceptionally person-centred care plans, which are tailored to achieve fantastic, outcome-based support for each individual. The innovative and creative approaches they employ ensure that their staff are fully equipped with the necessary tools and knowledge to deliver a premium level of service. This dedication to quality and personalised care truly sets them apart within the industry. Vicki is an exceptional Registered Manager, and her dedication to her role is clear. Quality and standards are her driving force, and this runs through all that she sets out to achieve. Her leadership creates a culture where excellence is the norm."



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 **two new activity groups** in the Burton area, designed to bring companionship and joy to older members of our community.

Two valued members of our Bluebird Care team – **Care Mentor, Codie Hamilton** and **Care Assistant, John Bell** – 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 **01283 487373**

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.

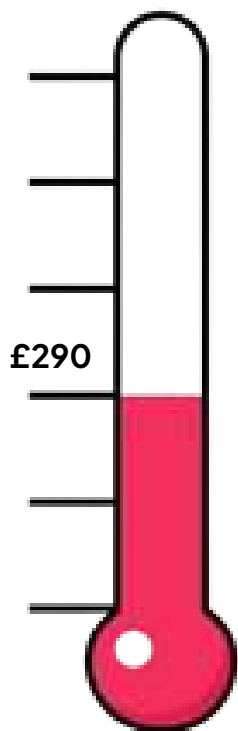
Short Street Cafe
104 — 106 Short Street, Burton
upon Trent, DE15 9LT
1st Wednesday of the month
2pm–3.30pm

181 Community Hub
181 Hawfield Lane, Winhill, Burton
upon Trent DE15 0BY
3rd Tuesday of the month
2pm–3.30pm



CLIMBING SNOWDON FOR CHARITY

£500 GOAL



Climbing for a Cause!

On 13th September, our **Registered Care Manager, Vicki Jones** and **Care Coordinator, Rachel Banford** will be taking on an incredible challenge — climbing Mount Snowdon — to raise vital funds for The Alzheimer's Society.

Neither Vicki nor Rachel are experienced climbers, so this journey will push them to their limits. But they're determined to take every step in honour of the countless individuals and families impacted by Dementia — and to support the life-changing work The Alzheimer's Society does every day.

They're doing this not just for themselves, but as proud representatives of the entire Bluebird Care Burton and Swadlincote team. We are incredibly proud of their dedication.

Let's rally behind them and help them reach their fundraising target!

Follow our Facebook page for updates, cheer them on, and share their journey — together, we can make a real difference.

Bluebird Care Burton & Swadlincote





In November 2024, you may recall that Vicki Jones, our Registered Care Manager, won the Regional Finals of the prestigious Great British Home Care Awards. Well, we are beyond thrilled to share that on Friday, 14th March 2025, Vicki was crowned the winner of the National Finals, where she scooped the award again for Registered Home Care Manager. This incredible achievement places her among the very best in the UK care sector, and we couldn't be prouder.



Vicki's remarkable ability to lead and inspire her team is truly outstanding. Her deep understanding of her role, paired with her commitment to the ongoing training and development of her team, has set her apart. She ensures that everyone under her guidance is equipped with the knowledge and skills necessary to provide the highest quality care, while her meticulous approach to compliance and audit processes ensures that the highest standards are maintained at all times.

Judge Mike Harrington, who was part of the judging panel, had this to say about Vicki's leadership:

"Victoria is an exceptionally knowledgeable and experienced professional who consistently demonstrates a deep understanding of her role. Her expertise enables her to offer clear and detailed explanations, helping others fully understand the complexities of the work. She ensures that all staff are well-trained, with up-to-date sessions and strong audit and compliance processes. Victoria's unwavering commitment to the service, the individuals she supports, and her team is evident. Her leadership, which actively utilises her team's strengths, makes her an invaluable asset."

Reflecting on her success, Vicki shared:

"The event was truly special, made even more memorable by the incredible people I was fortunate to share it with. I'm incredibly proud of what I've achieved with Bluebird Care. I work with an amazing team of people that share my values, making what we do possible. I feel very privileged to be a part of a brand that truly cares! I look forward to many more years of success with Bluebird Care."

This win is a testament to the passion, dedication, and hard work of both Vicki and the entire Bluebird Care team.





We're pleased to share some exciting news with you about a recent change to our name. As you may know, we were previously registered with the Care Quality Commission (CQC) as **Bluebird Care East Staffs & South Derbyshire**. To better reflect the specific areas we serve — and to make it easier for our customers to identify their local Bluebird Care office — we have updated our name to **Bluebird Care Burton & Swadlincote**.

While our name has changed, everything you value about our care remains exactly the same.

Our dedicated team, core values, and the high-quality, personalised services we provide continue without interruption. This change simply brings our name in line with the heart of the communities we're proud to support every day.

As part of this exciting transition, our rebranding is now well underway. Our office has been freshly decorated, new signage has been ordered, and our care team are proudly modelling their brand-new uniforms — all part of a refreshed look that reflects our premium service.

In addition to Bluebird Care Burton & Swadlincote, we're also proud to serve customers through two additional branches: **Bluebird Care Uttoxeter & Cheadle** and **Bluebird Care Leek & Biddulph**. Each of these local teams shares the same commitment to excellence, compassion, and continuity of care.

As we continue to grow alongside the communities we serve, this name change marks an exciting new chapter for both our team and the people we care for. Whether you're based in Burton, Swadlincote, Uttoxeter, Cheadle, Leek, or Biddulph, you'll continue to see the same familiar faces and receive the same outstanding support — helping you or your loved ones live safely and independently at home.

Thank you for your continued trust in Bluebird Care.

MENTAL HEALTH FIRST AID WORKSHOP



This week marked an exciting milestone as our Mental Health First Aid Champion Louise Hawksworth held our very first **Mental Health Wellbeing Workshop**—a dedicated hour to celebrate ourselves, and start an ongoing journey toward greater emotional wellness.

The theme of the workshop was around self-love and shifting the spotlight to the parts of ourselves we are proud of. In a world that often encourages us to dwell on the negatives, Louise's session encouraged a powerful mindset shift: to also reflect on the *good*—traits and efforts that make us who we are. Through light-hearted ice-breakers and meaningful conversation, we shared laughter, personal insights that brought us closer as a team.

Everyone was given a **personal wellbeing notebook**—a space to jot down thoughts, reflections, and discoveries throughout the workshop. This small gesture symbolizes a commitment to tracking our individual journeys toward better mental health.

The atmosphere was warm and open, we explored not only what challenges us, but more importantly, what helps us relax & feel supported. Feedback was overwhelmingly positive, with staff members expressing appreciation for the opportunity to take time out for themselves.

As we look forward to future workshops, we're committed to making staff wellbeing a true priority—not just something we talk about, but something we actively nurture. This first step was just the beginning, and we can't wait to see where this journey takes us as we continue to build a workplace where mental health matters.



*"It was absolutely great.
Made such a lot of sense
what you was saying.
It was a lovely atmosphere
and you are truly
amazing."*

*"It was great! Thank you
Louise. You're a star. "*

*"You did a very good job as
usual Louise! You are very
good of all you do!"*



March 2025 – Rachel Banford



When a teammate was unwell, Rachel stepped in without hesitation. Later in the week, Rachel not only picked up extra responsibilities but also provided genuine emotional support — all while continuing to deliver excellent training and care. She also made a late-night visit to see a customer, to ensure her needs were met — putting the customer first, as she always does.

April 2025 – Jasmine Eagle

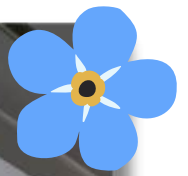


Jasmine has made an outstanding impression in a remarkably short space of time. From day one, she has shown a genuine commitment to delivering high-quality care and support to her regular customers. Her efforts haven't gone unnoticed — the office has received numerous phone calls and messages from customers praising her compassionate approach and attentive service.

May 2025 – Codie Hamilton



Codie has been recognised for her unwavering dedication. She is currently completing the final module of her Level 2 Diploma in Health & Social Care, demonstrating her commitment to continually improving the quality of care she provides. In recognition of her hard work and passion, Codie has recently been promoted to Care Mentor, where she is already making a meaningful impact.



How many Forget - me - nots?



Our customer Mrs G and family have knitted these forget-me-nots in honour of Dementia Awareness week.

Can you guess how many have been knitted?

UPCOMING Events



COMMITTEE MEETING:
18TH JUNE 2025



COFFEE MORNING:
27TH JUNE 2025



COFFEE MORNING:
25TH JULY 2025



WE WANT YOUR FEEDBACK

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.

TIPS FOR STAYING HYDRATED WITH OLDER AGE

Drinking enough fluid throughout the day is important for older adults (65+).

SIGNS OF DEHYDRATION



Thirst, dry
lips, or dry
mouth



Flushed skin



Headache



Dark yellow,
strong-smelling
urine



Dizziness
and/or
fainting



Low blood
pressure and
high heart rate

HOW TO STAY HYDRATED

1. DRINK REGULARLY



Drink 8 cups* of fluid each day.

This includes water, milk,
coffee, tea, and soup.

*1 cup = 250 mL

2. CHOOSE WATER



Choose water when you are thirsty.

Drink water when you wake up, and
during meals and snacks.

3. PLAN AHEAD



Drink more in **hot weather**
and when you are **active**.

Keep a bottle or glass of water with you
during the day, and re-fill it regularly.



SIMPLE SELF-CHECK:

- ☐ Check your thirst (e.g., dry lips or mouth)
- ☐ Check your urine (it should be light yellow)
- ☐ Check how you feel (e.g., hot, dizzy, etc.)



Our previous committee meetings we have held, we have focused on topics such as our recruitment process, our customer engagement and events, and how we can continue to value our staff.

Our next meeting is held on June 18th and it will be focused on community partnership working and marketing. We would love to see more members join us in shaping your care and having a hands on approach to how things are being improved. Committee meetings are held at our office **2pm–3.30pm** and we can also have you join via teams if you have a laptop or computer.



Proud Sponsors of Burton Radio & Echo!

We're absolutely thrilled to announce that **Bluebird Care Burton & Swadlincote** is now an **official sponsor of Burton Radio and Echo!** This exciting partnership reflects our shared commitment to supporting the local community and celebrating the amazing people, stories, and initiatives that make Burton such a special place to live and work.

For those who may not be familiar, **Burton Radio** is a fantastic local station that champions everything community-focused — from shining a spotlight on local talent and businesses to keeping listeners informed and entertained with engaging content and uplifting stories. It's a platform built by local people, for local people, and we're proud to be part of something that truly gives back to the area we care so deeply about.

As part of our new partnership, our **Registered Manager, Vicki Jones**, will be joining **Honor & Harry live on the Snoozy Breakfast Show on Tuesday 22nd July**. It's a great chance to hear more about what's happening behind the scenes at Bluebird Care and how we're continuing to support people across Burton and Swadlincote. You can **tune in online at www.burtonradio.co.uk** — we'd love for you to join us!

We're also excited to welcome **Burton Radio Brand Ambassador & Writer, Tom Drysdale**, to our **15-Year Anniversary Summer Event**. Tom will be joining us as part of our celebrations to mark this important milestone, and we can't wait to share the occasion with our staff, customers, and community



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

We will have samples and a discount code for your first order at our summer event at Anslow Village Hall on July 31st

Pop along for your free sample and more information.



ALL PROCEEDS GO TO

**Alzheimer's
Society**



Summer Event

THURSDAY 31ST JULY
11AM TO 3PM



Come and go as you please —
there's something for everyone:

Live Entertainment by Wendy B
Raffle & Tombola Prizes

Katie's Kitchen Fish & Chips
(Available for your own
purchase)

Staffordshire Fire & Rescue
Table top magic!



Bring your friends and family —
let's make a difference
together!

ANSLOW VILLAGE HALL, MAIN ROAD, ANSLOW, DE13 9QH
CALL 01283 487373 FOR MORE INFORMATION



Frequently Asked Questions



I live away from my parents, I don't get to visit often, is there a way I can see the carers notes?

We have a free app called open pass which we can set up using an email address. With consent from the customer, we can allow access to all of the carers notes, in real time, so you can see how your parents are doing even if you live further away. Please call for more information.

If my loved one falls, are you able to pick them up? What's your process?

Unfortunately, we are unable to support anybody off the floor incase they are injured and we cause further injuries. If the customer has fallen, and they have the ability to help themselves up, we can offer a chair for support, for them to push up onto their knees to then stand. We cannot take anybodies weight to support them up. If the customer was unable to get up assisted, we would call an ambulance, or press their lifeline for further instructions.

Do you do any social or companionship visits?

We can offer a wide range of social and companionship visits to suit the needs of the customer. We can provide companionship visits from an hour upwards, and this can take place in their home, or venture out into the community. We can support with appointments, shopping or just nipping for a coffee. These can be a one-off or a regular occurrence, please call us to book.

My parent needs a lot of care, I think a care home is the next step.

Although residential care is suited to some people, it is not the only option. If your loved one would really like to remain at home in their familiar surroundings, with their belongings and their pets, we do offer overnight or live-in care. Care can be provided around the clock to ensure your loved one can remain at home whilst getting the care they need. For more information call us on 01283 487373.



SUMMER WORDSEARCH



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

WORD LIST

BARBECUE
BASEBALL
BEACH
CAMP
COOKOUT

HEATWAVE
HIKING
HOT
HUMID
KITE

LEMONADE
OCEAN
PICNIC
POOL
SAILING

SAND
SUMMER
TENNIS
TRAVEL
WARM