

Customer Newsletter

January 2025

Cardiff and The Vale

bluebird
care®

Hi there, welcome to your *monthly newsletter*

Happy New Year

2025

A Very Happy New Year to everyone! Here's to a healthy and happy 2025! 🎉

As we are full swing into 2025, we are looking forward to another year of delivering excellent care and making a real difference to your care and your lives.

We want to remind you that we are still here for you and will help you with whatever you need in 2025.

If you have any queries, concerns or would like to discuss changes to your care, please don't hesitate to call the office, someone will be available to speak with you.

Whatever you and your family needs, we are here to help ❤️

Employee of the Month



December
Employee of
the month



Congratulations to our winners of
Employee of the month!

*Clara Martings
and
Aimee Higgins*

Thank you for
all of your hard work!



Please remember, if you wish to nominate any of your carers for Employee of the Month, call the office and ask to speak to Clara on 02922 671498.

Staff Anniversaries

Congratulations!
On your work
anniversaries



Congratulations to these staff members celebrating their work anniversaries in January!

A message from Lynne



Hello Everyone,

I'm Lynne Churchill, the Director and Responsible Individual for Bluebird Care.

You are in the very capable hands of our dedicated team, led by our Registered Manager, Cerys, and Deputy Manager, Simon. Supporting them are our outstanding Supervisors and Coordinators.

My role is to ensure that our service is managed and delivered in full compliance with regulations, maintaining the highest standards for our customers.

In the coming year, I am committed to visiting as many of our customers as possible. If you would like to meet with me, please don't hesitate to reach out, and we'll arrange a visit.

Best regards, Lynne Churchill

Saying thanks to your carers



We can appreciate that there will be times you want to thank your care experts for all their hard work and you want to thank them for taking care of you.

Unfortunately, in most cases our carers can't accept gifts you may give them. The only exception is that you may give a small gift providing it is no more than £10 in value and is not in the form of a cheque, cash or gift voucher.

Thank you for understanding

LEAP - Helping you save on energy bills



Have you heard of LEAP? (Local Energy Advice Partnership)

LEAP is completely free service for residents of Cardiff and the Vale.

With LEAP, you can ensure you're not overpaying on energy, receive free energy-saving devices, and even get help with referrals for funded energy-efficiency improvements.

To find out more, call **0800 060 7567** or visit **<https://applyforleap.org.uk/>**

As always, if there is anything you need, please get in touch with the office.

We are here for you. Whatever you need.

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Cardiff: 02922 671498 | Vale: 02922 671497

Thank you