

February 2024

Office Team updates...

At the end of last year Care Mentors, Evette Jones & Rachel Banford joined our office team in their new roles as Field Care Supervisors. We are delighted to say that they are both going from strength to strength in their new roles. **Evette says...** *"Part of my new role involves meeting new customers and completing their initial care assessments, this is probably my favourite part of the role, as I get to hear people's life stories and what is important to them, I include this in their care and support plan to ensure they get a personalised service".*

Promotion...

We are also pleased to inform you that Care Assistant, Katie Goddard has recently been promoted to Senior Care Assistant. Katie will be supporting our office team to coach and mentor new staff into the business as well as carrying out competency assessments and supporting to review customers care and support. Congratulations Katie we look forward to supporting you on your career journey!



Dignity Action Day – 1st February

On 1st February we proudly support Dignity Action Day, emphasising the importance of treating individuals with respect, acknowledging their needs, and offering choices. Providing care that promotes a sense of value and consideration is at the core of what we do every day at Bluebird Care.

Our Registered Manager, Vicki Jones has taken the Dignity Pledge on behalf of Bluebird Care and pledges to:

- Uphold the Ten Dignity do's
- Stand up and challenge disrespectful behaviour
- Act as a good role model by treating other people with respect particularly those who are less able to stand up for themselves
- Speak up about dignity to improve the way that services are organised and delivered
- Influence and inform colleagues
- Listen to and understand the views and experiences of our customers



Adventures of Bertie Bear!

In January we issued a "Missing Bear Appeal", Bertie had not been seen for almost 3 weeks! A reward was offered for his safe return, and fortunately he was found safe and well by Senior Care Assistant Charlee Shaw. Although he was caught sleeping on the job, we were all grateful for his safe return.



Calling all knitters

We are looking to enlist the help of any of our customer or their families / friends that like to knit. In order to support customer living with Dementia we are wanting your help to make fiddle mutts. A Fiddle Muff is a knitted muff (hand warmer) that has a variety of sensory attachments including different fabrics, textures, buttons, zips and ribbons. The muffs are designed to relieve tension and restlessness in people with Dementia by providing a comforting sensory experience. If this is something you would like to help us with, please get in touch or let your care assistant know and we will provide more information along with the materials. All you need is some knitting needles, time and willingness to make a positive impact on a person living with Dementia.



Puzzle Corner

Can you guess what am I?

This is as light as a feather, yet no man can hold it for long. What am I?

I have lakes but no water, no cars but I have streets. Many places and borders, but I'm in one piece. What am I?

I have one head, one foot and four legs? What am I?

Answers below:

Your breath, A map, A bed

Employee of the Month

Employee of the month for January is awarded to **Codie Hamilton**. Codie is attentive to customers' needs and has an eye for detail. She regularly shares hints and tips with her fellow colleagues keeping them up to date with useful information.



Thank you and well-done Codie!



Useful Information

Staffordshire County Council Adult Social Care Team

0300 111 8010

Derbyshire County Council Adult Care Services

01629 533190

East Staffordshire Adult Care Team

0300 303 0693

