



Bluebird Care

Lancaster & South Lakeland

Autumn Newsletter



bluebird
care®

It's good
to be *home*



Autumn Is Here!

“And all at once, summer collapsed into fall” - Oscar Wilde

A Season For The Senses.

The crisp air against the skin and the vivid, luminescent colours of the foliage. Sublime!

The drawing in of the light and the first home-fires bringing cosiness and comfort. Sitting in a warm house, listening to the wind outside is soothing and peaceful, protecting us from a hectic world.

And always – although I can’t work out why - the season's shift triggers a sense of nostalgia, new beginnings, and a return to stability.



News

2025 Customer Survey

Responses closed at end-October, so thanks to all who completed and returned theirs. We had a good response rate and therefore have valuable analysis to inform our ongoing Quality Improvement Plan.

Overall, the survey results indicate high levels of satisfaction with our service and we are delighted to learn this.

As regards to meeting peoples' needs, feeling comfortable and familiar with carers, being treated with dignity and respect, and contacting managers, the answers were 100% positive.



Customer satisfaction with our communication has improved significantly from last year, which we are delighted with, although we still have a bit to go – and we continue to work hard at this.



News

Also good is that most people feel it is easy to contact us to express concerns, questions etc. However, there are still a number who feel unclear about how to make a formal complaint.

To that end, we enclose a paper copy of our Complaints Procedure with this newsletter by way of refresher. Can I suggest the best place to keep it is in your yellow folder, although hopefully you already have one in there.

Please keep your feedback coming in – at any time of year. It doesn't need to be just on the annual survey. Positive or negative, this is all high value information for us. We keep diligent records of it all and regularly analyse to identify scope for improvements. Some survey responders gave feedback specific to them and we shall liaise with those individuals separately.

Do please just ask if you'd like a copy of the full report and we'll post/email it out.





Achievements

Staff Awards

We held the 2025 staff awards evening on at The Borough in Lancaster in mid-September. A great night and some amazing outfits.



This was a chance to let our hair down and have fun together, but it is also an occasion to recognise exceptional performance: Other awards included - The Queen of the One Liner – Ruth Kinh, The Quiet Achiever Award – Tracey Lord, The Biggest Diva Award – Sam Waller, The Heart of Gold Award – Helen Prady, The Most Likely To Be on TV Award – Jade Naylor, The Always Got Your Back Award – Rachel Turner



Carer of the Year 2025 – went to Andile (Andie) M



Team Player of the Year – Cheryl P



Rising Star Tinotenda M



Most improved Team member - Barbara S



Senior Carers left to right - Cheryl Prouse, Sam Waller, and Yvette Don are now our team of Seniors, supervising and monitoring staff out in the field.



They are also well placed to feed in any concerns you have about the care service you are receiving. These guys play a critical oversight role in the management of our service.



Professional Qualifications

We have always valued professionalism and education in our workforce. It makes us better at the job and better at organising the job. Lots of our team have been working really hard behind the scenes, mostly in their own time alongside family commitments. This is no mean feat and I am very proud to report the following:

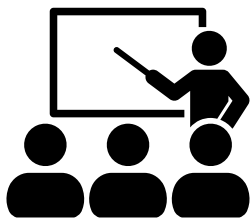
NVQ Level 5 Leadership and Management Alyson H (Registered Manager)

NVQ Level 3 Jana C, Sinead B

NVQ Level 2 Ilona, Susanne S

We've recently had a new crop of students begin their NVQs – wishing them all the best with their studies!





Training

We believe we are the leading local provider of enhanced dementia care. Our Dementia Care Expert Helen P organised what is probably the most insightful training currently available in the UK as regards dementia. Training2Care's Mick trundled up north in his famed Dementia Bus and gave 25 of us a virtual experience of what it is like to live with dementia. It was a humbling experience but one which left us all bubbling with ideas for how we can do our jobs better and with better understanding.



We had a few spaces spare so we asked along local MP Lizzi Collinge, some dementia research scientists from Lancaster University and The Grand Theatre.



New Starters

Vivienne M has taken a new part time marketing role. She will help us to tell our story better and attract both new staff and new customers.



We welcome: Georgia and Senti



And say goodbye to: Barbara and Emmanuel



Socials



August Summer Outing – a great trip out for a small group who no longer have their own transport. We went took a cruise on Lake Windermere followed by Afternoon Tea at the Lakeside Hotel near Newby Bridge. Splendid!



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September Coffee morning: fun, friendly, familiar

We'll be planning the next social for Christmas, dates to follow.
As usual, support with transport is offered.

Birthdays

100th

Ken K turned 100 in May. What a guy! His 100th coincided with the 80th anniversary of VE and VJ days, during which time Ken was a serving officer. There is even a Radio Times article about him.



Charity

We continue to support CancerCare as our 2025 charity for fundraising. Our very own Steph Anderson was part of a prestigious group taking part in CancerCare's Betrayers – a local version of the popular TV series Traitors – This October, Steph played her part beautifully and, between them the Group raised £7K for CancerCare.



Best wishes everyone...