



Bluebird Times

February 2025



Upcoming changes-

We have some exciting updates to share regarding recent office changes, as well as upcoming changes set to take effect in March 2025.

As some of you may already know, our Registered Care Manager is expecting her second baby, due in late March. With Emily preparing for her maternity leave, there will be some adjustments to the management of the office team.

During Emily's absence, Jessica Heffernan will step into the Deputy Manager role and lead the team. Please rest assured that these changes will not impact you, and the service will continue to run smoothly as usual.

If you have any concerns or questions, please feel free to reach out to the team. We're here to support you and provide any reassurance you may need.

As some of you may already know, Lisa, our Senior Care Worker, has stepped into the role of Field Care Supervisor. In this new position, she will be responsible for onboarding new customers, reviewing current ones, and providing day-to-day support to both our team and those we care for. This role is designed to assist Jess and the rest of the team during my absence. I'd like to take a moment to wish Lisa all the best in her new role.

Valentines

Valentine's Day is often associated with love, however for others it can welcome feelings of loneliness or isolation. Small gestures—such as receiving a card, sharing a meal, or simply spending quality time together can go a long way in brightening someone's day and reminding them that they are valued and loved.

Employee of the Month



Employee of the month for January has been awarded to.....

Ploy Sawyer

Ploy has been awarded Employee of the Month in recognition of her professionalism and actions during a particularly challenging call she recently attended. Despite the high level of stress in the situation, Ploy responded swiftly, applying her knowledge and training to ensure the most effective course of action was taken to assist the customer.

Her dedication didn't end there. Ploy provided ongoing support to the family members present, setting aside her own emotions and offering a calming presence during a difficult time.

Ploy, your handling of this situation was truly exceptional. We are incredibly proud to have you on our team, and we can't thank you enough for the kindness and compassion you showed both the customer and their family. A huge well done from all of us!



Staying Connected

Whether near or far, we want to ensure you stay connected with your loved ones. If you need help setting up virtual visits or phone calls, don't hesitate to ask our staff. We're always happy to help you stay in touch with those who matter most.



Customer Celebrations



Christmas 'Golden Ticket'

Pat L- we are thrilled to announce that Pat was the lucky winner of our Christmas hamper, she pulled her cracker which revealed the 'Golden Ticket' Pat said 'It was a lovely surprise to receive the Christmas Hamper and added that some of the items used are going down very nicely'



100th Birthday Celebrations!!!!

Last week, we were overjoyed to celebrate an incredible milestone- Jill M 100th Birthday!!! We gifted her with a birthday card, a balloon and some yummy cake.

Jill wanted to extend her thanks to everyone for such a kind gesture, made by Bluebird Care.

Our next coffee catch up

We are delighted to invite you to our next **Customer Coffee Catch Up** – a wonderful opportunity to relax, catch up, and connect with others in our community over a cup of coffee (or tea, if you prefer!).

Date: Friday 31st January 2025

Time: 1pm-3pm

Location: Stafford office

What to Expect:

- **Friendly conversation** with staff and fellow customers
- **Complimentary refreshments** (coffee, tea, biscuits, cakes)
- **Opportunities to connect** with other customers and share experiences

We'd love to see you there and hear about what's been going on in your life! Feel free to bring along a friend or family member to join in the fun.

Transport- Please note that transport charges are based on your hourly rate and will depend on the time taken to travel from home



Live In Care Support

Live-in Care lets people stay in the place they love best: their home. By receiving Live in care support, you or your loved one's can live the independent life you want, simply by having one of our Live-in Care Experts by their side.

Our Care Experts will respect you and your home, as well as your own space and privacy but will be immediately on hand to give professional care with the time and attention you like, which cannot always be provided in a busy care home.

Why Choose Live-in Care?

Live-in Care gives you real choice. The choice for you or your loved one to feel free. The choice to continue birdwatching and the other hobbies you love. The choice to create a routine that enables you to live the life you wish.

This can either be long-term, if you or your loved one has complex care needs, or short-term if, for instance, extra support is needed after surgery.

The important thing is that it gives you and your loved ones a say in how you live a life that's fulfilling to them.

Live-in Care vs a Care Home

If you're trying to decide between Live-in Care and a care home, a lot of it will come down to your personal situation and what your preferences are. With that in mind, there are certain physical and emotional benefits to choosing Live-in Care instead of a care home that you should know about. These include:

Live-in Care	Care Home
Continuing to enjoy the comforts of home, where things are familiar	Getting used to a new environment with communal living areas
Keeping your routine and not needing to change your current lifestyle	Changing your lifestyle, including regulated mealtimes and bedtimes
Enjoying genuine 1-to-1 support	Experiencing a 'one size fits all' approach
Living days independently	Having all outing organised for you well in advance
Enjoying the company of your pets	Potentially needing to re-home your pets



