

# Customer Newsletter

## *March 2025*

bluebird  
care®

Cardiff and The Vale

## Hi there, welcome to your *monthly newsletter*

*Live-In Care can be the right option for you!*



We believe that Live-In Care could be the right option for you! But, are you considering Live-In care but do not fully understand what it includes?

1. Our care experts support with bathing, toileting, and dressing, and are also there to help prepare healthy and delicious meals.
2. Our care experts are there to help with household chores, including laundry and other general cleaning tasks.
3. Our care experts are also there to provide companionship, accompany on outings to the local supermarket, and visiting friends and family.
4. Our care experts are also there if needed overnight, providing care when you need 24/7\*. They can also provide specialist care, which can include taking care of catheters, stomas and PEG's etc.

If you would like to speak to us about what Live-In care could look like for you, give us a call today on 02922 671498, and one of our helpful office staff will be available to speak with you.

## *Visit Sheets*



Please note: When you receive your visit sheets that share with you the carers who are due to visit for your scheduled care visits, the information may not always be accurate. Due to staff shortages, sickness, and staff holidays, last-minute changes may occur, meaning different carers may be assigned to your care call at short notice.

While we always aim to keep you informed of any alterations, we appreciate your patience and understanding when adjustments are necessary.

## Outside Clinic



Have you heard of our new partnership with Outside Clinic?

Outside Clinic specialises in providing eye tests and eye care at home and Bluebird Care have formed a partnership, designed to ensure that individuals who find it difficult to access traditional optician services can receive high-quality eye care right in their own homes.

The service is tailored to be as accommodating and stress-free as possible, with special training provided to OutsideClinic optometrists to adeptly support customers with dementia or other complex needs. If you would like to book an eye test with OutsideClinic, please contact us for a unique referral link.

## Respite Your Way Grant



Voices Wales currently has their 'Respite Your Way' grant open for applications for unpaid carers.

Voices are offering grants of up to £200 to enable unpaid carers of all ages to take a break from providing care in a way that suits them, either with or without the person(s) they care for.

Visit [www.voices.wales](http://www.voices.wales) for more information on how to apply!

## Staff Anniversaries



**Congratulations to these staff members celebrating their work anniversaries in March!**

## Employee of the Month



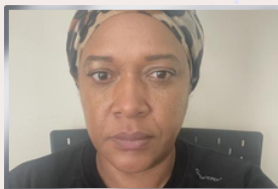
*February*  
Employees of the month



Congratulations to our winners of  
*Employee of the month!*

*Chloe Hutton  
and  
Jacqueline Gabbidon*

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.

## Carers of the Year

**Congratulations to our winners of  
Carer Of The Year!**

*Crimson Ala*

*Anne Lucas*



Voted for by all of our staff, these amazing members of staff have been selected as our carers of the year for their hard work all year long. They both go above and beyond to take care of you, our amazing customers ❤️

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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*Thank you*