



Bluebird Times

Spring 2025



Welcome to the Spring edition of our newsletter. Content will be put together by our team on a quarterly basis, with the aim of keeping you up to date with news, events and other useful information. We hope that you find the content both informative and fun. The newsletter is available via post and email and can also be provided in large print if required. Scan the QR code to access our website.



At Bluebird Care, we celebrated Valentine's Day together in the office. Our wonderful Registered Care Manager, Vicki Jones, took a moment to express her heartfelt appreciation for each of us by gifting a beautiful bouquet of roses. And of course, Oaty was right there, spreading his own special brand of love and cheer!

While we each have our own roles to play in keeping the service running smoothly, it's our teamwork and shared dedication that truly make the difference in delivering exceptional care.

We absolutely love what we do, and it's the care and kindness we give to each other and to those we care for that makes every day so meaningful.



Diamond Quality Award

We are thrilled to announce that Bluebird Care Burton & Swadlincote has attained the Diamond Quality Award from our Quality Team, marking a significant milestone in our ongoing commitment to excellence. This achievement signifies that we have met 100% of the quality standards in exceptional best practices.

The Diamond Quality Award is a prestigious recognition that reflects our commitment to exceeding industry standards. Based on 29 criteria, this award assesses how we deliver care and support, train and develop our staff, and ensure a positive, empowering experience for both our customers and employees.



Key evidence submitted for our award included consistently positive feedback from customers, staff, and stakeholders. We also showcased case studies that highlight how we've helped customers achieve their desired outcomes with the highest quality care. Furthermore, our strong focus on staff development, recognition, and reward has been pivotal in retaining our dedicated team members while ensuring ongoing professional growth.

Comments from the Bluebird Care's National Support Quality Team:

"We are incredibly proud to announce that Bluebird Care Burton & Swadlincote has earned the prestigious Bluebird Care Diamond Quality Award. This achievement is a true reflection of the dedication, teamwork, and commitment to excellence demonstrated by every member of your team. Showing your passion and detailed commitment to delivering the highest standard of care, and this recognition is a testament to the incredible work you do each and every day. Continue to set the bar high in delivering high quality care and congratulations again."

Vicki Jones, our Registered Manager, shares her thoughts on this achievement:

"My whole team are absolutely thrilled with this achievement. We work tirelessly to exceed standards and this award evidences our dedication and passion for excellence, and truly sets us apart from other care providers. We're excited to continue building on this success."

☀️What a fantastic start to our 2025 monthly coffee mornings! ☀️

We were delighted to be joined by Dean from Wiltshire Farm Foods, who generously provided our customers with a taste of their delicious meals. The Sweet & Sour Chicken was definitely a favourite! 🍗🥕

We're thrilled to be partnering with Wiltshire Farm Foods, and they're currently offering some fantastic discounts exclusively for Bluebird Care customers. 🎉

Thank you to everyone who came along.

Looking forward to seeing you at our next coffee morning!



Call Bluebird Care today on 01283 487373 to claim your 10% off codes.

Call Wiltshire Farm Foods to order: 01543 271877

Or visit: wiltshirefarmfoods.com

We're proud to be partnering with the wonderful **Wiltshire Farm Foods**.

They prepare and deliver high-quality frozen ready meals that taste just like home-cooked food, making eating well effortless. You'll find all your favourite dishes – simply pop one into the microwave or oven and enjoy!

Delivery is free, and it's not one of those subscription services – you can simply order as little or as much as you like.

As a Bluebird Care customer, you're entitled to **10% off your first 6 orders!** Please do enjoy choosing yourself some tasty meals with our very best wishes. We've tried them ourselves and we can safely say the quality is top notch!

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bluebird care[®] COMMITTEE

We are pleased to share that our first Committee meeting, held on February 26th, was a resounding success!

The purpose of inviting customers, carers, and families to participate in the Bluebird Care Committee is to encourage active engagement and inclusivity, ensuring that everyone has a voice in shaping the direction of our services. We are eager to hear your ideas, insights, and feedback to help us continually improve the care and support we provide.

During the meeting, we focused on reviewing our recruitment process, specifically how we select the best candidates to join our dedicated team. We discussed the relevance of our current interview questions and assessed how well they align with the qualities we seek in new applicants. Committee members were encouraged to share the values they consider most important in a care assistant. These values ranged from excellent communication skills and patience to professionalism, kindness, and dedication.



We also invited members to record testimonials on what they look for in a colleague, a care assistant, and in support for a loved one. These invaluable insights, along with video contributions, will be incorporated into our induction training. This will ensure that our high standards and expectations are set from the very beginning, making all customers, families, and employees feel respected, valued, and heard.

We warmly encourage others to join our committee to learn more about the day-to-day operations of Bluebird Care and to share your thoughts on how we can continue to make positive changes. If you are unable to attend in person, we are happy to offer the option of joining remotely via Teams from the comfort of your own home—just a smartphone, tablet, or laptop and an internet connection are all you need.

Our next meeting will be held on April 23rd, 2025, from 2:00 PM to 3:30 PM at our office. We will be discussing upcoming customer and carer events and activities, with the goal of adding value to the care and support we offer.

If you would like to be part of the next meeting, please contact us at 01283 487373 or email eaststaffs@bluebirdcare.co.uk. We would be delighted to have you involved.

Mental Health First Aid Workshop

Take charge of your mental well-being

Our Supervisor Louise is currently completing her Mental Health First Aider course, equipping her with the skills and understanding to provide essential mental health support to our care team.



Louise Hawksworth
Field Care Supervisor

OUR SERVICES



Mental Health Workshops

Group workshops to provide tips and support for a positive impact on mental health and wellbeing.



One-to-one Mental Health First Aid

If you prefer to talk one to one, we can arrange this during the day or the evening (subject to availability).

JOIN OUR WORKSHOPS STARTING APRIL 2025

Our Mental Health First Aid workshops are to support the wellbeing of our staff, customers, and their families. These workshops aim to improve mental health awareness, provide practical tools for managing stress, and offer a safe space to talk.

We will hold these workshops monthly, offering a supportive environment for everyone involved. For those who prefer more personal support, 1-to-1 sessions are available upon request, subject to availability.

Remember, your mental health matters. Don't hesitate to reach out and seek the support you deserve. Together, we can overcome challenges, build resilience, and foster a positive mental well-being.

UPCOMING Events



Coffee Morning:
28th March 2025



Committee Meeting:
23rd April 2025



Coffee Morning:
25th April 2025

<p><i>Fun Facts</i> ORCHIDS</p>		<p>Orchids have the tiniest seeds in the world. A single seedpod can have up to 3 million seeds inside!</p>
<p>Orchids are one of the oldest family of flowering plants.</p>	<p>The smallest orchid is the size of a dime. The largest weighs several hundred pounds!</p>	<p>The vanilla bean comes from a species of Orchid.</p>

Helping your dad *rest*.
And you to *recharge*.

It's good to *be home*

Boots
With you. For life.

Proud to be working together

Boots Partnership
Find Bluebird Care on the Boots Health Hub, your go-to destination for personalised health services and expert advice. Explore a wide variety of articles and videos tailored to help you understand and enhance your wellbeing

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Care Expert Spotlight



Our Field Care Supervisor Laura completed a memory walk for The Alzheimer's society in memory of her Gran. Laura says, "I enjoyed this walk so my children could take part with me. It was lovely to see everyone come together in memory of their loved ones."



Our Field Care Supervisor Rachel ziplined through Freemont Street in Las Vegas last October. Rachel says, "This was a once in a lifetime experience, it was amazing, and I would do it again in a heartbeat!"



Our Care Expert Chloe completed a 26-mile trek last year, and she will be competing it again this year to raise money for The Alzheimer's Society. Chloe says, "It was a challenge, and I didn't think I would do it, but I completed it, and I'm looking forward to raising money again this year."

Employee of the Month

January 2025



Lauren Leiter



Lauren's ability to work seamlessly with others makes her a true team player. Her kindness, dedication, and willingness to support her colleagues, no matter the situation, has not gone unnoticed. Whether it's helping out with additional shifts or offering a kind word to brighten someone's day, Lauren's presence on the team has made a real difference.

February 2025



Kathleen Ford



Kat has shown true compassion and empathy towards her customers and always tailoring her approach to ensure the best result. Recently, Kat has made significant progress with customers who were initially resistant to care, establishing a strong foundation for positive working relationships. This has shown Kat's diverse skill set and her dedication to her role.

Companionship care, it's good to make new friends

Now the weather is getting warmer, it is time to think about going out into the community.

Did you know Bluebird Care can arrange for your regular care assistant to support you out into the community or even provide companionship in your own home or garden.

From going for coffee and cake, to supporting with potting those new plants, we have you covered.

These visits can range from an hour upwards, so there is always plenty of time to support you to wherever you need to be.

Give us a call to arrange this as a one off, or a regular booking. We would love to spend time with you.



GUESS THE FLOWER



- 1: _____
- 2: _____
- 3: _____
- 4: _____
- 5: _____
- 6: _____
- 7: _____
- 8: _____

Answers: 1: Lotus, 2: Sunflower, 3: Tulip, 4: Rose, 5: Lily, 6: Sage, 7: Orchid, 8: Daisy.

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ReSPECT

ReSPECT stands for Recommended Summary Plan for Emergency Care and Treatment. The ReSPECT process creates a personalised recommendation for your clinical care in emergency situations where you are not able to make decisions or express your wishes.



Who is ReSPECT for?

This plan can be for anyone but will have increasing relevance for people who have complex health needs, people who are likely to be nearing the end of their lives, and people who are at risk of sudden deterioration or cardiac arrest. Some people will want to record their care and treatment preferences for other reasons.

How does a ReSPECT plan work?

The plan is created through conversations between you and your health professionals. The plan stays with you and should be available immediately to health professionals called to help you in an emergency, whether you are at home or being cared for elsewhere. Professionals such as ambulance crews, out-of-hours doctors, care staff and hospital staff will be better able to make quick decisions about how best to help you if they can see your ReSPECT plan in an emergency.

Who makes the recommendations?

The ReSPECT process is designed to support conversations between you and your health professionals (and other people important to you) in order to understand your priorities of care and use those to develop an agreed plan that records what types of care or treatment.

It is important to understand that the ReSPECT plan cannot be used to demand treatments that are not likely to benefit you and would not be offered.

In an emergency where you are not able to say what is important to you, clinical decisions will be made by health professionals trying to act in your best interests and for your benefit.

How can I get my own ReSPECT plan?

If you contact your GP, they can arrange for an appointment or a home visit to discuss this with you and your family.



Here is some advice on how to stay safe and being scammed over the phone:

- Scammers will try to put you under pressure and make things seem urgent or even dangerous to convince you to act. Don't panic, take a minute and try to assess the situation calmly before doing anything
- Never disclose your personal or financial details over the phone. If you're unsure who is asking for them, contact the organisation in question through an official channel
- A bank will never ask you to set up a call divert to anyone else's phone, if someone asks you to do this, it's not genuine.
- Call Protect is an opt-in service, available for free to all existing and new BT home landline customers – and it's available now. To activate the service, call 0800 389 1572 from your BT landline. Once you sign up, it can take up to 24 hours for Call Protect to start working.

You can call 1572 from your landline or log in to the Call Protect portal on BT's website.

You can add specific phone numbers to your personal blacklist, and, as above, divert any calls from international, withheld or unrecognised numbers.

There's also an option to add the last number which called your landline – which means if you've just hung up on a pesky PPI call, you can pick up the phone again and add the caller's number to your blacklist straightaway.

6 ways to help prevent a fall

1

Keep active

'Active' varies depending on mobility.

NHS Inform suggests 150 minutes per week to reduce the risk of falls.



2

Eat & drink well

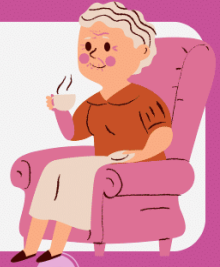
Eating a healthy, balanced diet can reduce light headedness, dehydration, tiredness and depression.



3

Look after vision & hearing

Regular eye and hearing tests ensures you or your loved one can spot any potential hazards as well as hear the surrounding environment.



4

Manage medication

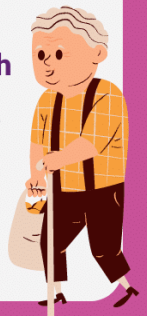
Check the side effects on any medication you or your loved one is taking and discuss risks with a doctor or pharmacist.



5

Look after bone health

As we age, our bones often become weaker and more fragile, which increases susceptibility to fractures from falls.



6

Adapt your home

Ensure your home is safe; secure loose rugs, electrical cords, clutter and uneven flooring. Check there's adequate lighting and consider installing grab bars and hand rails.



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

Dementia Friendly Café

First Monday of every month, (2nd Monday if bank holiday)

A social group for people with Dementia and their families, all welcome, no need to book just turn up. Support and information from different organisations regularly arranged alongside planned activities (optional participation).

Dates of Café in 2025:

6th January

Quiz

3rd February

Stretch Class

3rd March

2 year anniversary

7th April

Easter Crafts

12th May

Bingo

2nd June

Wimbledon Session

7th July

Therapy Dogs

4th August

Tai Chi

1st September

Reminiscences

6th October

Music

3rd November

Craft Session

1st December

Christmas Party

1:30pm - 3:30pm

Maple Tree Café, Repton, DE65 6GR



For more information please contact helena@sd cvs.org.uk
07514 728197



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Lasting Power of Attorney



It can be difficult to think about the future and to plan for life ahead, but it is important. Planning can make things much easier, and it can also be reassuring to know that you have made your wishes and preferences clear. It can also help you to know that you have chosen people you trust to make decisions for you when you need them to.

If you don't make a Lasting Power of Attorney and later become unable to make certain decisions for yourself, there may come a time when no one can legally make those decisions for you. This can make things difficult and very drawn-out.

Many people with dementia will reach a point where they can no longer make some decisions for themselves. This is known as lacking 'mental capacity' to make those decisions. When this happens, someone else – often a carer or family member – will need to decide on behalf of the person with dementia.

Planning ahead can make things easier for your family and friends as well. Lasting powers of attorney are not the only way to plan. You can make arrangements, choices and decisions about your property, finances, future care and medical treatment. For example, you can: make a will (or update a will you have already made) make sure that your finances are in order. This might include getting financial advice make an advance decision or advance statement. These allow you to refuse certain medical treatments or to express your preferences about your future care and things that are important to you.



If you don't have access to the internet, or don't feel able to complete the forms online, Alzheimer's Society offers a digital assistance service.

LPA forms are completed on your behalf by one of our trained volunteers using an online tool created by OPG
The service does not offer legal advice.

To sign up, call Alzheimer's Society support line on 0333 150 3456.

