



## Care visits at home

*We care passionately*

Inspected and rated

Outstanding ★



# Welcome to *Bluebird Care*

This information has been designed with you in mind, so you and perhaps your family will be able to make an informed decision on which of our services are right for you.



At some time in our lives we will probably find ourselves needing a little extra help with daily tasks. Or we may be looking after a loved one, whether they are our parents, sisters, brothers, uncles and aunts or close friends, we will want to do our utmost to give them the best help and care possible.

At Bluebird Care, we understand that it is not always possible to take on the role of full time carer for your loved one as we all have work and family commitments of our own. Caring for a loved one when we are close by is hard enough but when we are separated by distance this becomes even more difficult.

Bluebird Care offers a full range of home care services to assist and support families and individuals in their own homes. Bluebird Care provides a professional, highly trained team of care workers. All staff from the management and administration team to our care workers believe passionately in supporting and delivering quality care with dignity and in a polite manner and we work hard to ensure our values are upheld at all times.

By working together with our customers, Bluebird Care consistently delivers a professional quality service that is flexible and responsive to individual needs, providing what the customer wants, when they want it, with the respect and dignity that all customers deserve.



You can contact our Registered  
Manager on  
01780 480881  
or email:  
[Peterborough@bluebirdcare.co.uk](mailto:Peterborough@bluebirdcare.co.uk)



# A step by step Guide to Home Care

## Step 1

### Initial Visit & Assessment

When you have made your initial enquiry to us, a manager will arrange a complimentary, no obligation meeting with you and your family to discuss your loved one's care needs further. This initial meeting can be carried out in the home or hospital. The manager will advise and guide you on what level of care may be required to meet your needs and will also explain how we work, about our care workers and the tasks and activities they could carry out. Family members and other healthcare professionals may discuss any concerns they may have at this visit.

## Step 2

### Personalised Individual Care Plan

After the initial meeting, the manager will devise an individual, personalised Care Plan for you or your loved one. The Care Plan will include all the information gathered and direct instructions for the care worker to follow to ensure all care needs discussed are carried out to your satisfaction. The manager will then appoint the most suitable care worker(s) for you.

## Step 3

### Customer/Care Worker Introduction

Once the Care Plan has been finalised to your satisfaction and a start date agreed, it's now time to introduce your care worker. We always try to accompany the care worker on their first visit to you. This part of our service to our customers is a way of putting you and your family at ease and making sure you are happy with your care worker.

## Step 4

### Quality Assurance

We believe that monitoring and supervision of our care workers is of vital importance to your care running smoothly. A supervisor will visit you occasionally whilst the care worker is in your home during the initial 'settling in' period. Thereafter, we will keep in regular contact to ensure the care worker is carrying out their duties as set out in the Care Plan and you are satisfied with the level of support you are receiving. If you are not satisfied with any aspect of our service, you can contact us anytime. We also carry out regular customer satisfaction surveys to help us identify any issues and resolve them.

## Step 5

### Quality Assurance

The care worker has been with you or your loved one for some time now but it is becoming clear that your needs are changing. There may also be other activities you would like to add to the Care Plan. You may feel that you or your loved one needs more or less care than originally planned for; this is where our Customer Reviews come in. Our supervisor will liaise with you and/or your family on a regular basis for the first 12 weeks and then as a required thereafter to ensure that any changes needed are made to the Care Plan and everyone is advised accordingly.





# Our Care Workers

Bluebird Care attracts and recruits the friendliest and most reliable care workers. We believe that in order to provide the highest standard of care possible for our customers, our care workers must also be of the highest standard.

We only employ people that we personally would be happy to have looking after our own loved ones. We also believe in taking good care of our care workers, they are trained to the highest possible standard, monitored regularly and above all listened to if they have any issues. We go out of our way to promote a positive, happy and supportive environment for our care workers to work in.

## Recruitment

Our care workers undergo a rigorous interview, recruitment and selection process. This ensures that we only employ the best care workers possible. It is a fact that we turn down far more applicants than we employ, which is the opposite of most care providers. Our care workers undergo enhanced DBS (Disclosure and Barring Service Checks) and we check and verify recent employment history and collect a minimum of two written references.

Our care workers are not agency staff and are all directly employed by us. They are all proficient drivers and fully insured to transport you to appointments and outside activities. They wear uniforms and carry Bluebird Care photo identification badges at all times whilst on duty (unless you specifically request them not to be in uniform).

## Training

Our care workers undergo an intensive induction training course when they join Bluebird Care. Induction & Orientation days take place in-house and include:

- Infection Control
- Medication
- Food Hygiene & Preparation
- Personal Care Skills
- Abuse Prevention Training
- Health and Safety Training
- Bluebird Care and Policies and Procedures

Further specialised training is provided to improve our care worker's knowledge and understanding of our customer's needs. All of our care workers must attend our training courses regardless of whether they have done this type of training in the past. When we are satisfied that their level of knowledge is good enough, they will then 'shadow' an experienced care worker(s) for up to 14 days. Once this has been satisfactorily completed they are then allowed to work in our customers' homes. All of our management team are trained trainers in Moving and Handling, Medicines Management, Dementia and End of Life specialities.

## Quality Assurance

Our care workers are supervised very closely. Their performance is constantly monitored through a combination of supervisor/manager visits, telephone calls and meetings. We also conduct regular progress meetings and appraisals with our care workers.

We hold regular care workers' team meetings where care workers can get together with our Care Manager on an informal basis and discuss any issues they may have.

We also do annual customer surveys to gauge how our service is performing.

We strongly believe that if our care workers are happy working for Bluebird Care that they will deliver the best level of care possible to you.









# Bluebird Care Services

Each customer will have a Care Plan that is personally tailored to suit them and their circumstances. The level of help will undoubtedly adjust as time goes by, as the customer decides to expand or change the range and type of services that are most appropriate or desired. Here are just some of the services that Bluebird Care offer.

## Daily Essentials

- Companionship/Conversation/Reading
- Preparing meals and light snacks
- Prompting or assisting with medication
- Assisting with clothing selection
- Monitoring meal requirements and storage
- Help with shopping including collection
- Organise post and assist with correspondence and diaries
- Arrange visits and appointments
- Provide transport for hospital or doctor's appointments
- Accompany you on trips out or even holidays
- Overnight care (awake or on-call).

## Around the House

- Light housekeeping (dusting, mopping and vacuuming etc)
- Laundry and ironing
- Making beds and changing linen
- Prepare shopping lists
- Take out rubbish.

## Personal Care

- Help with getting up and going to bed
- Bathing and showering
- Assisting with mobility
- Continence with care
- Special diet/meal preparation
- Assistance with feeding
- Transferring and positioning
- Dressing.

## Specialised Care

We have care workers with different levels of knowledge about assisting people with these difficult conditions. We will endeavour to 'match' the right care worker for your needs. Where further knowledge and training would be beneficial, we will arrange for this to be undertaken.

- Alzheimer's & Dementia Care
- Parkinson's Care
- Stroke Care
- Palliative Care
- Other neurological conditions eg Multiple Sclerosis, Cerebral Palsy.

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# Live-in Care

Live-in care is a realistic affordable service for you or your loved one as an alternative to residential care. Our live-in care service will provide you and your family with peace of mind and security by having a Bluebird Care live-in care worker living in your home with you on an ongoing basis.

These days more and more people would prefer to live out their lives in their own homes and if their care needs are low to moderate then this is a perfect solution. You or your loved one will be able to keep your independence and routine, and be surrounded by your own friends, family and pets.

Your live-in care worker will be able to adapt and attend to your changing needs without too much disruption to you or your family. You will all have peace of mind knowing that your live-in care worker is on hand when you need them.



## Can anyone have a live-in care worker?

Of course, anyone can avail of this service, however it is suited best to people with low to medium care needs who may need on going assistance and support at home. People who would benefit from a Personal Assistant would be someone who may live on their own or who has limited family support. They may have;

- Alzheimer's Disease
- Parkinson's Disease
- Multiple Sclerosis
- Cancer
- Motor Neurone Disease

Every person's personal circumstances are taken into account when deciding whether live-in care is appropriate.

## How do I get a live-in care worker?

It works in the same principal as setting up any care package, except the Care Plan is more detailed and tailored in a slightly different way to ensure that you or your loved one receives the best possible support, allowing for on going changes in care and social needs.

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# Living with Dementia

Caring for a person you love with this disease at home can be demanding, lonely and challenging. Symptoms grow worse over time, and there's no way to predict how quickly the disease will progress or exactly how behaviour will change.

Managing basic activities of daily living such as eating, talking, sleeping, dressing and finding things to do can be hard for both your loved one, you and your family, especially as the disease becomes more severe.

## You and your family need support too

Finding out that your loved one has this disease can be shocking, stressful, frightening and overwhelming. As you begin to take stock of the situation, here are some tips that may help;

- Ask your doctor any questions you may have about the disease and what support networks there are locally
- Find out what treatments might work best to alleviate symptoms or address behaviour problems
- Talk to people who have been placed in a similar situation as they will be able to give you valuable insights and advice
- Contact the Alzheimer's Society for excellent advice, guidance and information
- Plan for your future; understand that you and your family will need help and support
- Understand that you will need help to look after yourself as well as your loved one.

## Bluebird Care can help you

You and your family are the primary care givers for your loved one. However, our care workers can provide you with much needed assistance and support when, where and how you need it.

- Assistance with personal care
- Respite care to give family care givers an important break
- Assistance with meal preparation and feeding
- Assistance with getting up and going to bed
- Overnight care
- Companionship for your family and loved one
- Assistance with physical and social activities
- Medication administration.

Please call our Care Manager to arrange an informal no obligation visit. They can discuss all your care requirements and put together an individual Care Plan for your loved one and to ensure all the family needs are met.



# Frequently asked questions

## What is home care?

Home care provides individuals with one-on-one assistance and support in the comfort of their own home. This enables them to live at home independently, safely, with dignity and privacy.

## How much does home care cost?

Bluebird Care charge a rate per visit for our home care service. Visits can range from ½ hour right up to several hours a day or overnight. Rates and costs will be discussed and agreed upon with the customer during their initial visit with our Care Manager. We have a transparent price policy; there are no hidden booking fees, mileage payments (except for customer trips) or VAT. The price we quote is the price you pay.

## Can I get help with the costs of care?

Many of our customers are eligible to receive financial assistance with their care costs from Social Services. This will depend on whether your combined savings/capital falls below the current Government threshold. You can check with your local Social Services department who may carry out an assessment with you. If you are eligible, Social Services will normally arrange your care through their 'contracted' providers. You may prefer to choose your own provider. This can be done in several ways but the usual way is through a scheme known as Direct Payments.

This scheme gives you the right to choose your preferred care provider, thereby allowing you more choice and control. Providing you are eligible for help from Social Services and are able to make decisions or express preferences about the services you receive, you have the right to receive a Direct Payment. Telephone your local Social Services department for further information and to check you eligibility.

## Do I have to book a minimum number of hours?

No, you do not have to book a minimum number of hours with Bluebird Care. We believe it is everyone's right to choose the amount of care they wish to have, anything from one ½ hour visit a week up to full time live-in care.

## Why should I stay at home and have home care rather than go into residential care?

We all enjoy the comforts of our own home and garden, with our friends, family, pets and treasured possessions around us. Familiar surroundings are a vital part of our wellbeing and health. Having a care worker coming into your home ensures that your family stays together and it promotes healing if someone has recently come out of hospital. Home care also allows people to have freedom, choice and independence. It takes away the need for family members to become full-time carers.

## Do I have to commit to a long term contract?

No, we have terms of business like every other company providing a service; however, you are free to cancel your care service with just 28 days notice (shorter by prior arrangement). You are also entitled to cancel within the first seven days with no notice requirement if you decide to.

## Is live-in care cheaper than residential care?

The price of live-in care is comparable with nursing home prices. Live-in care is charged at a unit rate and not an hourly rate so in the long term is cheaper and you will be able to carry on enjoying your home comforts, freedom and independence.

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## How do I know I can trust Bluebird Care care workers?

Bluebird Care care workers are trained in all aspects of personal care and grooming, companionship, continence care, moving and handling, infection control, health and safety, food hygiene and dementia care. Our care workers either have an NVQ Level 2 in Social Care or are working towards it.

Our care workers go through a rigorous recruitment process. All previous employment is checked, and every care worker is employed subject to Disclosure and Barring Service Checks before they work with any of our customers.

Bluebird Care is committed to the highest standards of service. We monitor, supervise, train and appraise our care workers on a constant basis.



## Who owns, manages and runs Bluebird Care (Peterborough & Rutland)?

Bluebird Care (Peterborough & Rutland) is owned and operated by Mason Thomas Ltd under licence from Bluebird Care Franchises Ltd and is fully registered with the Care Quality Commission. Their key aim is to deliver the highest quality individually specified personal care, together with excellent customer service, in the Peterborough, Oundle, Stamford, Oakham, Uppingham & Rutland area. Live-in and night care and sleep-in care is available.

The Directors of Bluebird Care (Peterborough & Rutland) are Tim Carey & Leisa MacKenzie who have lived in Stamford for 15 years; both Tim and Leisa are Business graduates who have previously held various senior management positions in the Printing & Advertising Industry.

Tim & Leisa decided to move in to the care sector after Tim had a serious accident & they found good support difficult to find during this time. Once recovered, they felt that they wanted a business that was centred around helping people directly as well as being able to give a service to his local community.

Providing high quality, customised personal care to vulnerable people was one way of satisfying those ambitions and in joining Bluebird Care they have found the perfect vehicle for their aspirations.

Both are passionate about quality both in the delivery of care and in customer service and believes that quality should be the measure of their business, not necessarily the speed of growth.

Julie Mair is the Care Manager for Bluebird Care (Peterborough & Rutland). Julie is a PManagement graduate and has worked for Bluebird Care now for 4 years, with experience both hands on within the community and in 10 years experience in leadership roles.

Julie has experience with palliative care, working with vulnerable people from all backgrounds and with mental and physical health problems. She has a real passion for delivering top quality care and is highly driven to making a difference in the community.

Julies role is pivotal to Bluebird Care (Peterborough & Rutland) as she is the one responsible for ensuring that the care workers are well managed, trained, motivated and above all share our passion for the delivery of good quality personal care.





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