

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 Emma or Ric on
01543 505262 ext 1008
or email
midstaffs@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

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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 your 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.

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.



Bluebird Care (Mid Staffs)

Price List – Applicable from 1st April 2024

- Prices are exempt from VAT and include travelling time. Mileage charge for shopping trips, hospital appointments etc is 0.50p per mile or part thereof. Please Note – we do not charge our customers a booking fee.
- Please see opposite for our Terms of Business

Visit Length Price

WEEKDAYS 6am-10pm
(Minimum visit time is 15 mins)

One Hour £37.40
45 Minutes £29.70
30 Minutes £25.30
15 Minutes £19.80
Sleep-in (10.00pm – 06.00am)*
Prices Start from £230

WEEKENDS 6am-10pm
(Minimum visit time is 15 mins)

One Hour £41.80
45 Minutes £35.20
30 Minutes £30.80
15 Minutes £22.00
Sleep-in (10.00pm–06.00am)*
Prices Start from £230

Bank Holidays 6am-10pm
(Minimum visit time is 15 mins)

One Hour £44.00
45 Minutes £36.30
30 Minutes £33.00
15 Minutes £24.20
Sleep-in (10.00pm – 06.00am)*
Prices Start from £230

Comfort Calls
From £5.00 (15-minute Telephone call)

Live-in Care:
Standard or High Dependency Needs -
Please call for details & free quotation

Short-term live-in care is charged at standard hourly rates

*Note: Waking nights (classified as more than two 20 minute assistance periods per night) are charged at the prevailing hourly rates.

*Minimum length of visit is 15 minutes. There is no maximum limit

*A sleep-in night is charged at £230 (£290 for a bank holiday) for 8 hours (10pm to 6 am). Any additional hours are charged at the standard hourly rate

*A waking night is charged at the standard hourly rate

*Fuel costs incurred as part of a visit e.g. shopping, doctor's appointments, outings etc. are charged at 50p per mile. There is no fuel charge where care is delivered in your own home.

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TERMS OF BUSINESS FOR PUBLIC BODIES, CUSTOMERS AND PURCHASERS

1. These are the main terms of business for Lifestyle Support Limited trading as Bluebird Care (Mid & South Staffs) hereinafter known as Bluebird Care (Mid & South Staffs). Other considerations will revolve around our legal responsibilities and the policies and procedures of the company, which are available upon request and which may vary from time to time. All work is undertaken subject to the then current Terms of Business of the company. Purchasers and users of the service will be deemed to have accepted these terms by accepting care services from Bluebird Care (Mid & South Staffs).
2. Bluebird Care is a registered provider of domiciliary and live-in care services
3. All Care Workers are under contract with Bluebird Care for the provision of care services.
4. Bluebird Care will give a minimum of fourteen day's notice of any change in the fees payable. A retainer fee of 50% is payable for respite or hospital stays up to 14 days, after which the allocated call times may be reallocated.
5. Bluebird Care will provide a detailed invoice or breakdown for each customer. Invoices are payable within seven days. If invoices are not paid this may affect the ability of the company to pay care workers and hence service may be suspended if accounts are not paid promptly.
6. The customer has the right to terminate this agreement within fourteen days of signing this agreement. Should this be the case all charges for any services which have been delivered prior to any such termination shall be chargeable and payable at the agreed rate. Any termination within the first fourteen days shall not be subject to a notice period and will be immediate.
7. Should a customer or their representative chose to appoint a care worker introduced to them by Bluebird Care as a direct employee or a self-employed person, Bluebird Care shall levy an invoice of £1000 as a 'finder's fee's to cover the cost of recruitment, training etc.
8. Bluebird Care will agree with the customer and with any other stakeholders involved, a Care Plan, which will specify the days and tasks to be carried out. Changing these without the formal agreement of Bluebird Care may affect the wellbeing of other customers or the company's responsibilities to staff, members of the public or other customers. It is therefore a condition that changes must always be formally agreed.
9. Bluebird Care does not accept responsibility for damage to the fabric, fixtures, fittings and contents of the Customer's home, howsoever caused, and Customers should make sure that their home and contents insurance covers this risk. However, we would accept our legal responsibilities for any justifiable claim.
10. A notice period of twenty eight days will be given by Bluebird Care in the event of withdrawing from service except where continuing provision may be in the view of the company potentially hazardous or in any case judged by Bluebird Care as being of force majeure.
11. If a customer should decide to terminate a single visit early or to cancel a single visit with less than 48 hour's notice the full charge for the visit shall be made. If a customer shall choose to send a care worker away at any time during the visit for any reason a full charge for the visit as booked will be made as if the full visit had been completed.
12. The customer shall give a minimum of twenty eight day's notice for termination of the service. If such notice is not given, an invoice will be payable based on the agreed care plan for the relevant period.
13. Bluebird Care reserves the right to transfer the benefit of this contract to another provider, giving fourteen day's notice.
14. Copies of Bluebird Care policies and procedures, including the Statement of Purpose, are available on request.
15. Bluebird Care shall be entitled to vary these terms and conditions at any time.
16. From time to time Bluebird Care may seek to offer you additional services or products which it feels may be of benefit to you. If you do NOT wish us to contact you with such information please advise the company at its Registered Office
17. To uphold the quality of our services we may be inspected from time to time by the Care Quality Commission, the Local Authority and the audit team from Bluebird Care Franchises Ltd. We will share your information with these people only in as far as quality monitoring and compliance with regulations are concerned.
18. By agreeing to these terms the customer accepts that Bluebird Care has permission to deliver care services and that consent for this service to be delivered has been given by the person who receives the care