



Your life, your h♥me, your care, your way.



About us

We help people live their **best life**, in their **own home**, no matter their age, ability, health or state of mind.

With kindness and compassion, our highly-trained and trusted team deliver tailored programmes for ALL needs from companionship through to complex health requirements.

Our energy and happy disposition deliver laughter, whilst our enthusiasm for life keeps you or your family member being themselves, safe in the comfort of their own home for longer.

We are a **care** company that **enhances** lives.





The right care in your own home

Choosing Care

When the time comes that you or a loved one is in need of additional care and support, you'll want to ensure you select the best possible option; one that is right for you and your family and the unique situation you find yourselves in.

We listen to your individual needs and create a care plan that is bespoke to you. We work with you to devise an appropriate care plan and regularly check this to ensure you receive the best possible service.

For more information, you can download *The Ultimate Guide to Selecting Care* at www.bluebirdcare.co.uk/useful-information

Benefits of care at home

- Remain independent in the home you love and know
- Alternative to residential nursing care
- 1-2-1 care and support
- Flexible services that evolve with your needs
- Assistance with household chores
- Caring companionship and opportunities to meet others
- A dedicated, local team that can respond quickly to your needs.
- Familiar routines and environment can delay age-related illnesses



At home with your very own care team

You **love** your **home** and you feel **safe** there. Needing additional care and support shouldn't **change** that.

We make you smile and laugh. We are cheerful and enthusiastic. We learn your personality and what brings you joy.

We understand that your family are looking for peace of mind and knowledge that you're being supported by a team of trained professionals who care as much as they do.

Our team

You can expect nothing but the **highest** quality of care from us, achieved through comprehensive **training** and support given to **all** our **staff**.

The Bluebird Care Training Academy is **above** and beyond industry **standards**.

Our care assistants are fully and expertly trained via a 12-week training programme that ensures they are safe, compliant and confident to provide support to their customers on all levels of care and companionship to an outstanding level.

Training is delivered in person, in classroom and via practical scenarios. As an ongoing process, we are continually developing our team members.



Bluebird Care
are as near
to perfect as
possible

Sheila, Coleraine

Live-in Care

Live-in Care provides you with your own **personal** care assistant that lives with you in your **home** providing **bespoke** care, built around your **individual** needs.

Our well-trusted live-in care service means you can remain in your home, surrounded by loved ones and beloved pets whilst still being able to enjoy your home, garden and community.

You receive one-to-one care from your own personal care assistant which means you are able to build and develop a strong relationship

with them. Your care assistant will encourage independence and interests to be continued as long as possible.

A live-in care package also enables friends and family to take a break from their caring roles, enabling them to spend quality time with their loved ones.

Live-in Care is personalised, catering for anything from companionship to high dependency packages.

Live-in care provides continuity with a familiar face, a familiar routine and in your most familiar environment - your own home.



“

Bluebird Care's
Live-in Care for
Mum is simply
outstanding.

We feel so lucky to have
them caring for her.

Lin, Daughter, Bournemouth

”



What are the benefits of Live-in Care

- A dedicated care assistant that lives with you in your home for ultimate peace-of-mind
- Bespoke care, tailored for your individual needs that can flex and change as much as you require
- A strong and personal relationship with your live-in care assistant that is often compared to having another family member
- Extremely high standard of support as care assistants learn and grow with their customer and can react quickly to changes in behaviour
- Live-in care is known to lower the risk of falls and slow the development of age-related illnesses

More detailed information on live-in care including what you can expect from your live-in care assistant can be found at:
bluebirdcare.co.uk/live-in-care

How else can we help?

“

They're like our other family!

Vivienne, Ballymena

”

Care comes in many shapes and sizes and what one person needs, often differs greatly to another.

Where some of our customers benefit from Live-in care, others desire short companionship visits, and some utilise our Health and Wellbeing checks where their vital signs are checked for early signs of decline.

The following are just some of the way you may benefit from engaging with us:

- Companionship
- Outings
- Overnight care
- Holiday care
- Personal care
- Meal times
- Household chores
- Shopping
- Medication
- Health and Wellbeing checks



How we use technology

We use industry leading technology to support the delivery of our care and to ensure friends and family are kept up to date.

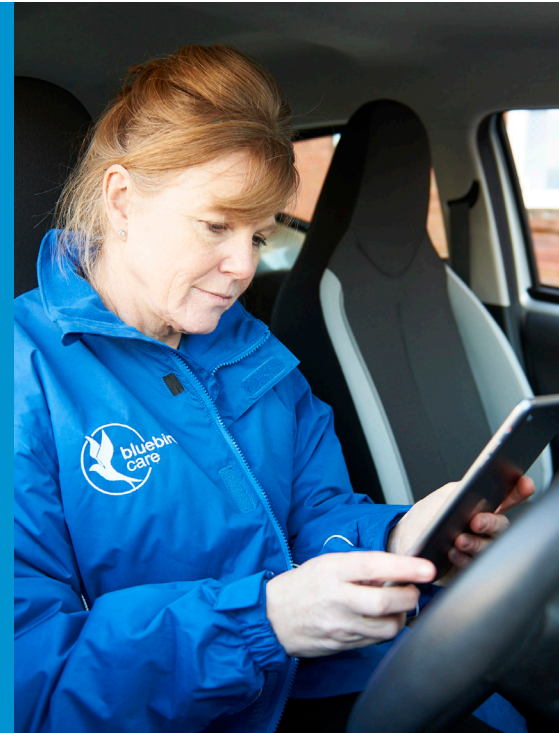
This technology provides a single view of care records from enquiry assessment and medication through to task changes and reviews.

Using technology to update our customers' care plans ensures our care assistants are notified of medication and task changes

in real-time. These systems link our homeware and Live-in Care services to our community-based supervisors.

We understand the challenges our families face and often, the biggest one is living far away from their loved one, yet still wanting an input and regular communication of their care package.

Our use of technology enables families and healthcare professionals real-time access to care records from anywhere in the world.





“

The fact I can use
technology being
from Australia is
amazing.

I was halfway across the
world but could log in daily
and read dad's notes and
know he's happy and safe.
I felt I was involved in his
care plan, even though I
wasn't in the same country.
Invaluable!

Next-of-kin, Poole Customer

”

Our customer promise

You can trust us to keep you safe. We will care and support you with the same compassion and attention as your own family but with the added benefit of our extensive training and expertise. We will bring you joy and pleasure by showing compassion and being your friend.

You can trust us to put you first. We will always listen to your needs and respect your wishes, treating you with dignity and understanding. We will create a care package that is tailored to your individual requirements and will review this regularly to ensure your needs are being met.

You can trust us to be there as agreed, on time.

You can trust us to make life worth living. We will always act professionally whilst arriving with a smile, energy and a cheeriness to make you smile too. We will make your day.

You can trust us to lead the way and introduce technology where appropriate in order to make the whole process as easy as possible. This technology will aid in including your family in the planning of your care and ensure communication with them is open to provide them with peace-of-mind.

You can trust us to do our best to ensure you live a happy and fulfilled life. We will remember with you, we will talk with you, we will listen, we will cook your favourite meal, take you shopping, or to your local dance or whatever keeps you, 'you'!





Your local office

Since 2012, Bernadette and Hugo's Bluebird Care franchises have been delivering home care to enable customers to remain in the comfort and familiarity of their own homes. Providing the highest quality of home care and assistance is their absolute goal, and the team would be delighted to hear from anyone who is seeking support, from short daily visits to 24-hr care, for themselves or a loved one, or who would simply like to talk to someone about the services we provide.

Bernadette and Hugo Mills live in the New Forest with their three children and Pete, the dog. Having previously worked in finance in London, the couple decided to live and work locally. Once the children were old enough, Bernadette and Hugo began looking for a business they could run, giving them family flexibility and a bit of a challenge. They were also very aware of the growing local (and national) demand for care at home. Starting their first Bluebird Care franchise in the New Forest in 2012 certainly didn't disappoint!

Driven by a passion for delivering high-quality care, they subsequently opened offices in Southampton (2015), and Totton (2016) and, in 2017, took over the Portsmouth franchise too. Yet it is not their intention to build the biggest care business, but rather to deliver the best service on a local level through staff who genuinely care. A key focus is establishing a joint partnership between all the teams to provide outstanding daily home care and live-in care.

Next steps



Step 1

The first step is to call us on the number on the back page of this brochure.

We will then arrange a convenient time to conduct a home visit where we will listen and find out more about your individual requirements.

Step 2

During the home visit we will discuss your care and support needs and answer any questions.

We then create a bespoke, personalised care plan that documents all your care needs from medication to personal care, including favourite hobbies and important people in your life.

Step 3

You will check the care plan and make sure it includes everything you told us that is important to meeting your care and support needs.



“

That somebody is
coming every day,

that the carers get to know
my parents and can notice if
there is anything wrong with
them and action, is a bag of
gold for me.

Daughter of Mr and Mrs M

”

Step 4

Our care and support starts with visits from friendly, professional members of our team.

Step 5

We will regularly review your care package and the service you are receiving so that we can respond to any changes in your needs or wishes.





Bluebird Care Southampton
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southampton@bluebirdcare.co.uk

Bluebird Care Portsmouth
023 9200 6218
Portsmouth@bluebirdcare.co.uk

Bluebird Care Totton
023 8202 6500
totton@bluebirdcare.co.uk

Bluebird Care Ringwood
01425 206 700
ringwood@bluebirdcare.co.uk

Bluebird Care Newforest
01590 678 340
newforest@bluebirdcare.co.uk

[bluebirdcare.co.uk](https://www.bluebirdcare.co.uk)



Referred to by our customers as 'lovely blue angels' we deliver
award-winning home care as personal as you are.