



Bluebird Care Bury Newsletter

The realistic alternative to residential care

February 2012

A reminder – take care during the bad weather

The rain of recent weeks is now likely to be replaced by very low temperature, frost and ice, and possibly snow. In these circumstances **Bluebird Care** advises you to:-

- Have enough essential medication to cover extended periods of bad weather so obtain prescriptions in advance.
- Consider having a free flu “jab”, if you qualify – providing you some protection during the traditional flu season (normally January and February).
- Maintain and service boilers – gas companies and plumbers were run off their feet during the early cold snap, when central heating systems malfunctioned, leaving older people and the vulnerable at risk.
- Try to make sure a friend or neighbour is aware if you’re vulnerable and spending long periods alone.
- Try not to venture out in extreme weather conditions unless it’s essential.

Annual Customer Survey

The Annual Customer Survey is enclosed with this Newsletter. We would be very grateful if you would complete the questionnaire to tell us what you think of the service **Bluebird Care Bury** provides. We treat all comments in strictest confidence and will respond to all compliments and concerns. A reply paid envelope is also enclosed for you to use.

Electronic call monitoring

We did promise more news on this in our last Newsletter but the only news is no news. Our alternative is not practical for financial reasons but the original system continues to be trialled by other offices and once they are happy we will look at it again. But this is likely to be some months away.

Bury Council Connect & Direct

This one-stop shop for all matters relating to Adult Care Services in the borough offers fully trained customer advisors who can: -

- give you information and advice about Adult Care Services;
- connect or direct you to services provided by the community and voluntary sector;
- give you an 'initial assessment' which asks questions about your situation so we know how we can help you; and
- help you to use our new website on our free internet kiosks.

They also have an excellent booklet that helps you find your way through Self Directed Support.

You can check them out on the Council’s website (<http://www.bury.gov.uk>) or by calling 0161 253 5151.

A new phone number for Non-emergency crimes

101 is the number to call when you want to contact your local police when it is less urgent than 999. The new number is available 24 hours a day 7 days a week.

You should use 101 to report less urgent crime and disorder to the police or just to speak to your local officers. For example call 101 if: -

- your car has been stolen
- property has been damaged
- you suspect drug dealing or use in your local area
- you need to report a minor traffic accident
- you need to make a general enquiry

999 should be used where a crime is in progress or there is some danger to a person's life and other serious offences.

NHS 111 – a new means of connecting with local NHS healthcare services

NHS 111 is a new telephone service being introduced to make it easier to access local NHS healthcare services. You can now call 111 when you need medical help but it is not an emergency.

The service is staffed by fully trained advisers supported by experienced nurses, who will ask you questions to assess symptoms, give the healthcare advice you need and direct you to the right local service as quickly as possible. This can include an out-of-hours doctors, walk-in centre or urgent care centre, community nurses, emergency dentist or late opening chemist.

You can call NHS 111 24 hours a day every day of the year and all calls from landlines and mobiles are FREE.

Awards for Staff

The January Care Worker of the Month award was won by Vincent Croft whose work during the month drew praise from customers and fellow staff.

Do you know anyone.....

who is not satisfied with their current home care provider or might be thinking that some help in the home would be useful, please put them in touch with us. There is no obligation on them; just an opportunity to meet Theresa or Joanne to discuss their needs and how [Bluebird Care Bury](#) can help. If you want a [Bluebird Care](#) leaflet to give to them please ask your care worker.

Theresa Norris – Care Manager

Terry Bowman – Director

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