

Wellbeing sector stories: Compassionate leadership – Bluebird Care

Emma Williams 0:04

Hello and welcome to the wonders of wellbeing news. Today we're going to be talking to the organisation Bluebird Care Mid and West Cornwall, and how wellbeing throughout the whole team is one of their top priorities, to make them feel valued, included, listened to, and really let them know that they're not alone, especially through the recent pandemic. We're going to be lucky enough to talk to some of the team members and also the Registered Manager Caroline Sommerville, so I hope you enjoy thank you for watching.

Staff member one 0:35

Wellbeing is essential to us all, we can't function in our own lives and do the things that we need to do if we don't take care of ourselves. So in order for people to take care of themselves, as an organisation, we need to take good care of our team members, where we felt that Bluebird supported us right the way through the pandemic, with things like they gave us a £50 gift voucher to use anywhere. And yeah, it was just handy because you couldn't get to the shops could we so it made it easier to go shopping online and things like that so that was good for our wellbeing Amy Fox, the counsellor for Bluebird's been great, she's been available for anyone to talk to, she's done sessions with us and she's always there if we want her at all. And their wellbeing newsletter that come out every single week with rotas and stuff and obviously was a good read, like catching up with everything that's going on all the other teams with Bluebird were keeping in contact with everybody, as well and I found really helpful knowing what everyone was doing in lockdown, and all their little, you know, all the cool little activities and stuff everyone was doing. Good to keep us going. And we've all seen it in the office, yeah, staying open the whole way through the pandemic. So we can act obviously with the measures and stuff around but we can access the office to get paperwork, PPE everything we needed at any point. And our line manager Sarah, yeah, she she's so good. Everyday, yep, and if you could get down and drop anything she would she'd go out of her way to do it, wouldn't she? Yeah, Jake, the team leader has done all the rotas to make sure that everyone's got the right time off if they needed to see family, yeah definitely. Yeah, just the whole thing was really good.

Staff member two 2:28

Just my little piece really on how I felt supported by Bluebirds and for me it was really important, especially at the height of the pandemic, to really feel like you were being looked after. And, you know, and I felt like Bluebirds, you know, delivered on that. You know, and it was, it wasn't just, it wasn't just the goodie bags. It wasn't just the fact that, you know, there was always someone on the other end of the phone, it was it was the fact that you were able to talk as well, and didn't matter, the fact of the

matter was, is that there was always somebody there to talk to, and, you know, always somebody there to, you know, really just sort of be a shoulder to lean on. You know, I couldn't have wished for anything more, you know, and that, that helped my wellbeing more than anything, you know, I'm a really active person. You know, and, you know, aside from doing lots of walking, and you know, your own self care, knowing that there was somebody else there, as well, you know, just on the other end of the phone, or even just a simple text, you know, letting you know, that you weren't alone through the pandemic, you know, and, for me, that was more important than anything that was more important than receiving any gifts, more important than receiving any, you know, little prizes or anything like that. When you need that time to talk to someone, you know, Bluebird, they were always there, they always delivered.

Staff member three 4:12

We need to ensure that we have things in place and support in place for people when they need it during the good times and the bad times. And it's something agreed by care that we've been mindful of for many years now. And we've implemented various different resources that are available to our team members. We have seen those services being used more so throughout the last 12 18 months as a result of COVID. And we're constantly thinking of new initiatives and ideas as to how we can best support our team members. We truly believe that if we provide the best support to our team members, then in turn they'll provide the best care to our customers. And everything is knitted together and marries up. So wellbeing is absolutely at the top of our list of Bluebird Care.

Staff member four 5:08

After joining Bluebird during the pandemic nearly a year ago, I think they've been amazing of supporting my wellbeing my mental health and just been all around amazing sport. We've had loads of gifts given to us Amazon vouchers just to keep us going. Great. I can't commend the team enough. Thank you.

Caroline Sommerville 6:54

One of the initiatives that I thought would be nice during the pandemic last year was to get our team members involved in expressing their feelings in various ways. And one of those formats was through poetry. So we encouraged our team members and our customers to put pen to paper and create some some words that summed up how they were feeling about the pandemic, how they were feeling about lockdown, and so on. As a result, we created this lovely book of poetry of Bluebirds. We're really pleased with how it's come out. We've got all our lovely poems in here with some beautiful illustrations. We've shared it with our team members and our customers. And I'd really like to share my poem with you now. I wanted to acknowledge the hard work of all our team members and this poem is entitled Blue. The world has caught a virus, it really is an evil bug. It stopped us from seeing people and giving each other a hug. The government has given us some very

stringent rules. They've closed the pubs and restaurants, the libraries and the schools. We all feel sad and lonely, this certainly is true. But we can all help each other from feeling quite so blue. Be kind, be patient, be sensible and strong. Work with care and caution and pray it won't last too long. Always remember Bluebirds we really are the best. So let's make sure we stay that way, now that we're put to the test, help our colleagues and customers to also stay safe and well as together we support each other through this corona virus hell. Thank you.