

# NEWSLETTER

Ashton Manor Nursing Home ~ Spring 2017



**Beritaz Care**

*Care You Can Trust*

## Carla Dixon-Peart, Home Manager writes...

Welcome to the April edition of our Relatives' and Residents' Newsletter.

I have been busy with the team over the past months and am delighted to report that following an intensive recruitment process we are now fully staffed. You will know that we have many EU Nationals working at Ashton Manor who have been living and working in the UK for some considerable time. We value their qualities, their commitment to delivering high quality care as well as their loyalty to Ashton Manor. At the time of writing, there is still a lack of clarity over the future of this group of EU nationals. We are optimistic that they will be free to continue to live and work in the UK. We will, of course, be watching the Brexit news carefully as the situation becomes clearer.

We are always looking at ways of improving the service we offer to our residents, so enclosed with the newsletter is a survey for relatives and friends together with a stamped addressed envelope for your response. One of the completed surveys will be drawn at random at the end of April and the lucky winner will receive a bottle of fizz as our thank you for participating.

We look forward to receiving your comments and suggestions, but if you think of something else after you have sent off the survey, please don't hesitate to contact me personally. I'm pleased to receive your comments and suggestions at any time. Feedback from the last survey can be found in the following article.

I have also enclosed with this newsletter a review card for the carehome.co.uk website. More and more people are looking online to find out about good quality care homes and your review of Ashton Manor would help other families looking for residential care for their loved ones.

Carla



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## Feedback from Ashton Manor's Quality Survey in December 2016

We had a number of comments and suggestions sent to us in response to our last survey.

We were asked if it would be possible to expand the car park and I am pleased to say that we have done so and added a further 3 spaces.

We are organising some more seating for the garden and this will be in place by the summer. I hope more of you will soon enjoy relaxing with your family and friends in our lovely gardens. I have my fingers crossed for some sunshine.

Visitors reported that sometimes it took a long time to answer the front door. Of course the first priority of the staff is the care of the residents, but we have addressed this with the team and having checked the log I can report that there has been a significant improvement in the time taken to answer the door (although there will still be occasional delays when the team are busy with residents).

We have also put in place a Key Worker system to ensure that residents' wardrobes are kept tidier. There was also some concern about lost laundry items. A button scheme has been introduced and once relatives purchase buttons, they can pass clothes to our staff team who will label them and put them in the residents' rooms.

If you have any questions or would like more information, please let Carla know.



# Planned Outings and Activities

We organise a range of activities and outings for our residents. These include mentally stimulating activities such as quizzes as well as music and singing, crafts and visits to the home by various groups of people (and animals). Our activities are carefully tailored so that there is an opportunity for all residents to choose and participate in an activity they enjoy. Residents can take part in large and small groups or on a one to one basis, but the aim of all this is to bring joy, laughter and a sense of wellbeing to our residents, encouraging confidence and a sense of belonging. We have found that an increased sense of positivity and purpose improves physical health too.

Amie has been organising our spring programme of activities including our Easter Eggtravanga on 15th April. We are also planning our Summer Fair for Saturday 29th July and will keep you in the loop regarding the programme for the day, but we hope that you will mark both these dates in your diary.

(Right) images of some of our entertainment and a birthday celebration.



## Spotlight On The Team

### Susan Gurung – Support Manager

Susan joined the Ashton Manor team in May 2016 as Support Manager. She has a background in care and was previously managing a care home for adults with learning disabilities.



She takes a real pride in her role and is passionate about promoting a positive and can-do attitude amongst the team so that everyone works together to enrich the lives of our residents delivering the sort of care that they themselves would want for their own family members. Susan says that one of the best things about working for Ashton Manor, part of the Beritaz Care family of care homes, is their culture of thinking ahead. She admires the fact that they are always thinking about continuous improvement of the service.

When she's not working, Susan likes to relax with her feet up with a late night treat – a bowl of ice-cream (Oreo ice-cream is her real favourite).

You will know that our staff team work hard; we support them to develop their careers to reach their full potential and encourage them to work as a team. We recently went paintballing together – an opportunity to build our team and unwind at the same time.





# Gift Foods



It is important to make sure any foods given to residents as gifts or donations are safe for them to eat.

We kindly ask that should you wish to bring in food products for your loved one or friend you follow the advice below or speak with a senior member of staff.

## THE REASON:

We cannot be sure foods given as gifts and donations are safe for our residents to eat, for example:

- Some foods can interact with medications
- Some foods may have an adverse effect on a residents health e.g. Diabetes, Crohn's disease etc.
- Some residents may have food allergies
- Foods could be inadvertently contaminated during preparation, cooking, storing and transporting

# Safe Foods

We do not wish to deprive your loved ones of your generosity and therefore ask you consider food gifts of the following:

- Washed fresh fruit
- Biscuits
- Chocolate
- Fruit/Sponge Cake (without icing)

## STORING:

It is advisable to store foods in sealed containers and label the container with "Best Before" Dates and resident's name.

Should you bring in a food which needs refrigerating can we ask that it is either eaten on the day or passed to staff to store?

We sincerely thank you for your cooperation, should you wish further information or advice on bringing foods into care homes please follow the link.

<https://www.food.gov.uk/business-industry/caterers/sfbb/carehomes>

# Focus on Dementia

Did you know?

- There are 850,000 people living with dementia in the UK today, that's 1.3% of the population.
- In the UK 45,000 people under the age of 65 have dementia.
- Alzheimer's Disease is just one form of dementia, although it is the most common. Others include Vascular Dementia, Dementia with Lewy Bodies, and Frontotemporal Dementia.
- It can affect anyone irrespective of lifestyle, background or education.
- Dementia is not an inevitable side-effect of getting older nor is it just about memory loss (it can show itself, in behaviour, for example, with confusion, disorientation and hallucinations).
- It's possible to live an active life with dementia, with the right support and that can include making new friends or taking up hobbies and activities.
- The right treatment (and support) can help people to live with their symptoms but there is currently no cure.

At Ashton Manor all our staff work together to provide support for residents with dementia including working with GPs to make them aware of residents' needs, training staff to provide the right level of support, understanding what might trigger anxiety or episodes of challenging behaviour and taking steps to avoid this, providing meaningful and fulfilling activities for all residents, including those with dementia.

## Dates For Your Diary

### 15th April 2-4 pm

**Easter Eggtravaganza** – Come and join us for an afternoon of Easter activities, musical entertainment, tombola, raffle, refreshments (including cocktails and mocktails) and even a visit from some Easter rabbits.

### 20th April 7.00 pm

**Residents' Meeting** focusing on Deprivation of Liberty

### 29th July

**Ashton Manor Summer Fair** – more details to follow nearer the time, but it will be unmissable!

# Inside Out

**In this edition we describe how we ensure Quality of Care at our homes.**

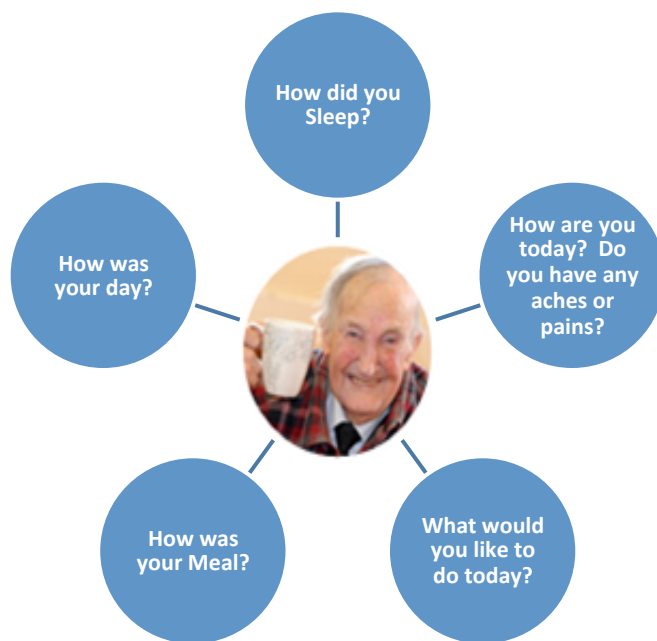
Our Core values of Caring, Trusting and Choices are central to everything at Beritaz Care and our commitment to quality of care runs through all that we do. In order to meet the required regulatory standards of the Care Quality Commission (CQC), Health and Safety Executive, Local Authorities, Clinical Commissioning Groups and above all, our own standards, we have a comprehensive quality assurance process which includes a monthly review of all our homes. A full audit of each home twice each year is carried out by Chris Walsh, the Beritaz lead for quality assurance and service development. We use the reviews and audits as part of our continuous improvement process and they cover all clinical, operational, environmental matters as well as health and safety.

However this regulatory aspect of quality assurance is only one strand of our commitment to care. Beritaz also ensures quality of care through a robust and rigorous staff recruitment and development programme. The most important things that we look for when recruiting are a compassionate and empathetic nature coupled with a willingness to learn. We then support our staff through the induction process encouraging them to undertake learning and development to grow to their full potential. We are also keen to reward excellent performance and offer a wide range of benefits to our team. This commitment to the fulfilment and welfare of our staff can be seen, for example, in our structured management development programme, providing staff with the opportunity and support to become future leaders, furthering their careers in care within Beritaz Care. It is testament to this approach that we have many members of staff who have been with us for a considerable period of time. In fact no fewer than five of our Managers began their careers at Beritaz, and over time and with support, they have been promoted to manager level.

We're also committed to ensuring that our residents' nutritional needs are well catered for. We use fresh seasonal produce sourced locally and prepare delicious nutritious meals for our residents. Our chef will check with residents to make sure that if there is a particular favourite food, that this is included on the menu.

There is a shared belief that all the people who live in our homes should receive the care that we would

want for our loved ones. Every day we talk to our residents and ask them the questions on the image below to ensure that we are delivering the best of support to them.



We ensure that our residents are treated and respected for who they are not the person who sits behind the mask and label of dementia. We make sure that they are treated as someone who is respected and recognised for the values and beliefs that they passed onto us.

**We know that Ashton Manor** is the best place to work and we're always interested to hear from outstanding, warm and caring people who'd like to join our team.

We really care about our clients but we also care about our team of staff – we want them to love their job and in return we'll pay them a good salary, give them great benefits and support them to develop their career within the Beritaz Care Group.

All our vacancies in our care homes in Surrey, Dorset and Hampshire are listed on our website: [beritazcare.co.uk](http://beritazcare.co.uk). If you know someone suitable send them the information about the job vacancy and email us at [info@beritazcare.co.uk](mailto:info@beritazcare.co.uk) to let us know to expect their application.

**Enclosures with this newsletter:**  
Quality Survey and reply envelope  
[Carehome.co.uk](http://Carehome.co.uk) Review Card

## **Beritaz Care Mission Statement**

At Beritaz Care we provide peace of mind, individuality and choice by giving home from home quality care.