

# NEWSLETTER

Robertson Nursing Home ~ Summer 2017



**Beritaz Care**

*Care You Can Trust*



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## Update from Penny King, Registered Manager

I'm delighted to be able to tell you that at our recent assessment by Investors in People (IIP) we achieved silver status – this is real recognition of all the work that we do to lead, support and manage our staff. Of course this also means that our happy team is motivated and supported to deliver the best of care to our residents – it's their top priority.

Having Silver IIP status helps us both in attracting new staff to Robertson and retaining them. We have an innovative Talent Management programme which recognizes potential leaders, engages them in learning and development, supporting them to progress within the Beritaz family of Care.

We have introduced a new scheme to recruit more staff – it's Recommend a Friend. We've realized that our lovely caring staff have lovely caring friends so they've been busy talking about their great jobs and encouraging others to join us. So far it's early days but you should soon begin to see the results of this.

I've been busy chairing the Surrey Skills for Care Managers' Meetings which happen quarterly. I was delighted to be asked as it's recognition of Robertson's great reputation, but I have to confess to being daunted too. However I have thoroughly enjoyed it and it ensures that I'm one of the first to hear about all the latest initiatives Skills for Care (and others) are setting up to support the care workforce in Surrey.

You may have spotted our lovely new welcome sign. The children from Green Oak Primary School have always been very thoughtful in sending individual Christmas Cards to all of our residents with the most

heart-warming messages. In a recent competition we asked the children to design a Welcome sign for Robertson Nursing Home. We struggled to find a winner as the standard of entries was so high, but you'll see the Welcome sign designed by Elizabeth Jones, Aged 10 proudly on display.

Please let us know if you'd like to join your loved one for lunch or supper to celebrate a special occasion. We do ask us that you give us five days notice to help us with our planning.

We are always looking at ways of improving the service we offer to our residents, so enclosed with this newsletter is a short survey for relatives and friends together with a stamped addressed envelope for your response. You can fill this in anonymously, or add your name so that we can follow through on any suggestions directly with you. I look forward to receiving your completed surveys and will let you know the results in due course.

Many people looking for care look on the website carehome.co.uk for information and reviews of homes. I'm delighted to say that we have a score of 9.6 on the site, with some lovely comments from families of current and former residents. Reviews which are older than 12 months no longer count towards the scores, so if you would like to do a new review for us, this would really help others looking for care. I lead a wonderful team at Robertson and would love this to be reflected in an even higher rating on carehome.co.uk. The review card is enclosed and there's no postage to pay.

**Penny King**



# Update on the Team

Charlene is continuing with us as Administrator. She works part-time – at Robertson as well as working remotely.

You will have seen that Gabi returned from maternity leave on 5th June to a new part-time role - Assistant Manager. She will be assisting both Penny and Angela in running the home. She will be working out of normal working hours, so you may see her in the evenings when she'll be carrying out observations, supervision and competencies. Penny, together with Angela as Deputy, will continue to run the home, with Gabi providing additional management presence in the evenings.



## Staff News

We welcomed Lyudmila Radeva, Maciej Giza, Anda Bobleanta, Ileana Tanase and Leah Lake (Ileana and Leah are pictured below). Leah (below left) joins us as a Care Companion, this is her first job since leaving school – she's only 16 years old so definitely qualifies as our youngest member of staff. We hope they will be very happy with the Beritaz family.



**We said goodbye to two of our carers,** Julie Edwards who left due to family/personal reasons and Francesca Vazzano who left to further her education back in Italy. They both worked so hard and we wish them all the best for the future.



**The team has had a hand in choosing their new uniforms** – they're pleased with the results as you can see.



## 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>

# Inside Out

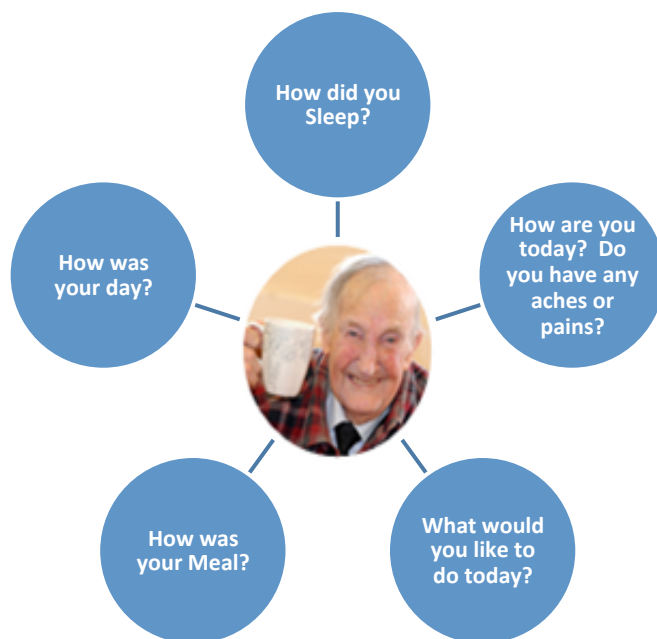
## In this edition we describe how we ensure Quality of Care at our homes.

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.

## Residents and Relatives meetings

We've introduced a focus for our regular relatives' meetings and I hope that you'll find these relevant, informative and interesting. The first of these sessions was on End of Life Care, led by Frances Line, one of the trainers that we use regularly. Those who attended found this to be helpful and informative and have said how much they are looking forward to the next session which will be focussing on dementia. It will give information about living with dementia, tips on visiting loved ones and what you can expect. This is on 6th September at 3.00 pm.

Please let me know if you have a topic you'd like discussed at these meetings or if you have any other comments. Some relatives have said that they have found the sharing of information (and solutions) with other families at these meetings is very supportive.

If you would like to have the notes from the meeting, just let Penny know.

# Contact Details

We would like to keep you up to date with all events and news from Robertson, so please let us have an email address for you and also let us know if your contact details have changed or if you would like other relatives to receive information.

## Upcoming Events

The next Relatives Information session focussing on Dementia is on 6th September at 3.00 pm

## Post

All of the post for our residents is stored safely in the Nurses' Office. Please remember to pop in and pick up any post each time you visit to avoid receiving delayed post.

**Over the summer, our residents and visitors are enjoying being outside in the gardens.** We've had a couple of broken car windscreens caused by stones thrown up by cars going too fast along the drive. In order to avoid any potential injury to people (or cars) please drive up slowly to the front entrance.

Many thanks.



**Residents keeping cool**



**Beritaz Care**

*Care You Can Trust*

## Beritaz Care Mission Statement

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

## Our Core Values

### Caring

We care with warmth and understanding in a secure and happy environment.

### Trusting

We build and maintain strong relationships by being open and transparent.

### Choices

We respect each other and those around us through understanding and supporting individual needs and choices.



**Keeping active despite the hot weather**

## Enclosure with this newsletter:

Quality Survey  
Carehome.co.uk review card  
Recruitment Card