

# NEWSLETTER

Ashton Manor Nursing Home ~ December 2017



**Beritaz Care**

*Care You Can Trust*



Ashton Manor Nursing Home

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

Welcome to the December edition of our Relatives' and Residents' Newsletter. It's hard to believe that Christmas is just around the corner.

Last year our wonderful Ashton Manor Care Team were finalists in the Surrey Care Awards for Care Team of the Year and I was the winner in the Manager of the Year Care Home category. The Surrey Care Awards are the Oscars of the Social Care industry and recognize outstanding achievement in the world of care.

This year I am delighted to say that the Care Team at Robertson Nursing Home, one of the other Beritaz Care Nursing Homes in Surrey, has been nominated for Care Team of the Year and the Manager of Springkell House, Karen Goddard has been nominated for Manager of the Year. I'm proud to say both are in the finals for the awards.

Many of you will know Krishna and I am delighted to report that she has had a beautiful, healthy baby girl. Both mother and baby are very happy.

Our reception area has been refreshed and I think you'll agreed that it's now lovely and welcoming, reflecting the atmosphere in the home. We have recruited a new administrator, Charlotte Neill, for the home and we're all looking forward to her joining the team.

As you will know, we are always looking at ways of improving the service we offer to our residents and enclosed with this newsletter is a survey for relatives and friends together with a stamped addressed envelope for your response. I 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 see many relatives and friends of our residents when they come to visit. However if you do have any queries or points you would like to discuss, let me know and we can arrange a mutually convenient time to meet.

Many people looking for care look on the website [carehome.co.uk](http://carehome.co.uk) for information and verified reviews of homes. We have a score of 9.3 on the site with some lovely comments from families of current and former residents. Unfortunately reviews which are holder than 12 months no longer count towards the scores, so if you would be kind enough to do a new review for Ashton Manor, this would really help others looking for care. I lead a brilliant team and would love this to be reflected in an even higher rating for Ashton Manor on [carehome.co.uk](http://carehome.co.uk). The review card is enclosed and there's no postage to pay.

*Carla*

# Team News

## – Spotlight on Tina Hamer

Tina joined the Ashton team in November 2011, working in the kitchen, so she's now been with us for six years. She has always worked in healthcare and before coming to Ashton she worked with the NHS.

She loves working with the residents and they are always happy to see her as she gives them all the nice things like cups of tea, snacks and fruit. She always tries to ensure that they have what they like for lunch, so if they're not sure about the items on

the menu, she will go the extra mile to make sure they are given something they enjoy eating. When she's not at Ashton Manor, she enjoys reading a good book, unless of course the grandchildren are around. At the tender age of 55 she has 11 grandchildren.



## Planned Outings and Activities

We celebrated Halloween with one of our traditional "spooky" afternoons and are now looking forward to the next focus of activities. Over the summer our residents enjoyed a trip to the beach and to Bird World.



We also had a Western Event over the summer with fancy dress optional. It was a wonderful day with many visitors, everyone getting into the spirit of the day. You can get a flavour from some of the images below, including the ones of the staff bravely in the stocks and having wet sponges thrown at them.

We also had a staff barbeque over the summer. Our Chief Executive, Kumar Gnanakumar attended with his wife and even helped to cook the food on

the barbeque for all the team, assisted by Lubo and Derrick. Valsa brought in some super delicious fried rice and the event was much enjoyed by all.

## Recruiting and Inspiring our Teams

When we recruit for all of our homes, we always have in mind our core values of Caring, Trusting and Choices and it's vital that all of our staff share these. Our new initiative of Employer of Choice is to ensure that we are the first choice for those looking to develop a career in the care sector.

Beritaz Care aims for a high performance culture in all its homes and is achieving this through increased staff engagement and participation.

The process starts with a day of off-site induction training, including:

- An introduction from our Chief Executive, explaining the values and history of Beritaz Care
- Our Quality Assurance Manager explains how we ensure that the care given at our homes is just the sort of care we would like for our own family members
- A presentation from the Beritaz Consultant who



supports our talent management programme

- One of our Managers talks about their role and responsibilities to residents and to their staff team. They explain how their career developed, what staff members can expect from their manager and what managers expect from their employees
- An existing member of staff will outline their career progression and what Beritaz Care means to them
- We also have a session with a relative explaining what they looked for when selecting a care home and what their expectations are once their loved one has been admitted to the care home

The induction training is only the beginning of our training and development. No fewer than five of our current Beritaz Managers have been developed and appointed from within the group. All home managers, their assistants, deputies and senior staff have attended a tailored leadership development programme and learned a variety of leadership techniques including different styles of management, coaching skills and so on. Following on from this they work with every member of their team to assess their competencies and build a Personal Development Plan to show each employee how and where they can progress should they wish to do so with a clear development framework. This process also ensures that we identify rising stars speedily and they are provided with appropriate support to nurture and develop them further and retain them within the organisation. If staff do not appear to be reaching our basic criteria for the role we have a Performance Improvement Plan with a clear timeline to improve coupled with appropriate support and guidance.

Other initiatives to support our staff include an employee forum for expressing their ideas and suggestions, reward and recognition schemes and wellbeing initiatives.



Carla with other Beritaz staff at a recent training session

## A Life In The Day Of...

**Carla Dixon-Peart, Manager of Ashton Manor and Surrey Care Association's Manager of the Year 2016**

Born in Jamaica in 1977, Carla started her nursing training at the age of 17 in Jamaica, and then later, knowing that to progress her career, she'd need an additional specialism, at 24 she trained as a midwife. Carla lives with her husband Lloyd and children Triana and Zaire in Wrecclesham. She's got a warm friendly smile and her ready laugh is instantly recognizable. Carla became Manager of Ashton Manor in 2014.



"I'm not really a morning person (and neither are my children) but I'm up at 6.30, have a nice bowl of cereal and fruit (if I'm organised) and then I'm in work by 7.30. I grew up in Jamaica so I find the winters here cold. I was a real Daddy's girl growing up and one of my happiest memories is of my father's homemade gym including his homemade punching bag. I would be boxing or doing karate with him. I think that's what makes me so passionate about my kids doing sports and other activities. I am fiercely proud of them. I will happily ferry them around in the evenings and weekends to make sure that they can participate. My kids would probably say that I am strict, the disciplinarian of the family. I'm probably tougher at home than at work, but they'd also say I'm fair and that I laugh, and make them laugh, a lot. My work colleagues would say that I'm open, a good listener and communicator and someone they can come to if they need to. Someone you respect and know cares for residents and staff alike.

"When I get into work I know that there's no typical day ahead. Usually the first thing I do is see the night staff and handover before they go off. I'll sit in on the morning reports, get updated on what's happening with the residents then do a walk round to check the building and see how the residents are doing. Once I'm satisfied that everything is fine, then I'll go into the office, there could be a meeting or a planned phone call. There will nearly always be a couple of one-to-ones with staff to see how they are getting along and how I can support them. I make sure that I go out on the floor to see visitors and check they're happy and

*Continued over*

if not, resolve any issues. I'll do observations, see the quality of care being provided and there are always audits to do such as environmental, accidents and falls, etc. I do different audits on different days. Then of course there are emails, computers, phone calls to respond to, assessments to organize and recruitment etc – no two days are alike.

"When I leave work a typical evening would involve a lot of taxi-ing round my kids, making sure they are fed. Towards the end of the evening I like to have a little bit of alone time to reflect, watch a film or read a book.

"I am really proud of the care we give at Ashton Manor, success is seeing residents cared for, ensuring that end of life care is pain free and empathetic, minimizing distress to the resident and their loved ones. What really makes me angry is bad care, safeguarding issues and people feeling they haven't been cared for. And as I drift off to sleep at around 1.00 am, I'll reflect on my grandmother's advice which is a template for life – work hard for everything you want in life, nothing will come easy, work hard if you want to achieve".

*Carla*

## Joining the Beritaz Team

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:

[joinourteam.ashton@beritazcare.co.uk](mailto:joinourteam.ashton@beritazcare.co.uk)  
to let us know to expect their application.

### 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.

## Dates for your Diary

### 15th December Residents' Christmas Party

As we get towards December and Christmas we will be letting you know about arrangements for the day itself. If you would like to join your loved one for a meal in the days before Christmas Day itself, please do let me know so that I can ensure that we cater accordingly.

**Enclosure with this newsletter:**

**Quality Survey and reply envelope**

**Carehome.co.uk Review Card**

## Contact Details

Please let us know if your contact details have changed, or if you would like to receive communications (including this newsletter) by email – it's much quicker than the postal system – [info@ashtonmanor.co.uk](mailto:info@ashtonmanor.co.uk).