

NEWSLETTER

Chestnut Court Rest Home ~ January 2017



CHESTNUT COURT REST HOME

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Update from Becky Wilson, Manager

Welcome to the winter edition of our Relatives' and Residents' Newsletter. May I send you my warm good wishes for a healthy and happy 2017.

My first few months as Manager of Chestnut Court have been very exciting. I have now sent off my Care Quality Commission application form to become the Registered Manager. I have started an "Employee of the Month" competition for staff with a monthly theme. The first one was for the most positive person which was fiercely contested, but won by Lisa Shaylor. Next month's focus will be on best recorded time-keeping and I look forward to updating you all on the results of that.

We have also placed suggestion cards by the front door so we can ensure we are doing the best we can for the residents. Please do let us know if you have any suggestions that would benefit the residents and the home. I will give feedback on the suggestions at each Residents' and Relatives' Meeting.

Becky



New Library Service

The residents are thoroughly enjoying the new library service visiting us. Anne Munro from the library service comes in regularly and spends time talking to each resident to get a good idea of what books each resident would like to read. She has also been kind enough to bring in books which she herself has read and she passes them on to our residents to keep.

Staff News

I am delighted to let you know that, following a recruitment procedure, Lisa Shaylor has been appointed Deputy Manager of Chestnut Court. Many of you will know Lisa who worked initially as a Night Senior then becoming a Senior Care Assistant during the day. She has been employed at Chestnut Court since 22nd February 2016. She's very excited about this opportunity and taking up her new role. We are always keen to support our staff to develop their careers within the Beritaz family and are proud of Lisa.



Tool Box Talk Kits

Louise has been busy putting together tool box talks. The idea is that this imaginary box will contain all the necessary tools that staff will need on a particular topic, one that might come up regularly at Chestnut Court. So, for example, this could centre around an issue such as equality and diversity. It gives the staff a chance to get together, refresh their knowledge on these subjects and discuss new ideas to improve existing practice. Of course it also acts as a mini team building exercise enabling the team to work even more closely together. Louise came up with this idea and has been working hard on it, ensuring that we're able to keep giving the very best of care to our residents.

Chestnut Court Updates To The Building

You may have noticed that we have been working on the upstairs dining room which has had something of a makeover. As a result our residents, their relatives and friends have been enjoying using it more frequently. The reception area too has had some attention making it more welcoming and inviting.



Staff News



Alan Tomlinson is our new chef. He started coming to Chestnut Court initially as an agency chef. He then decided that he liked the home so much, including the residents and staff, that he couldn't bear to leave us. Alan is looking at the menu and talking to the residents, so we are looking forward to a new menu in the New Year.

Robert Bedea is from Romania and started working with us in November as a Care Assistant. Robert has developed a good relationship with the residents and staff and he is enjoying being part of a great team at Chestnut Court.



Angela Duta is also from Romania and joined our great staff team in August as a Care Assistant. Angela has developed a good relationship with the residents and staff. She likes spending time with the residents and finding out about them.

Paul Claridge is our new maintenance person. Paul started working at Chestnut Court in September for two and half days a week. Paul says the people at Chestnut Court are nice and he enjoys his job.



Shannon Stewart is our new Laundry Assistant, also helping out with activities. Having started with us in September she says that she loves the homely feel of Chestnut Court and the good people.

Hannah Thomson is our new Night Support Worker Hannah started working at Chestnut Court in September and has developed a good relationship with both the residents and staff.

Saffron Warburton has been working at Chestnut Court for four months, initially as an Activities Assistant. Since joining us, she wants to pursue a career in care and is working as a Care Assistant.

What Are People Saying About Us?

We receive some lovely comments from our residents and their relatives. A relative of a recent resident mentioned the kind and loving care he received and the kindness shown to relatives who were "always made welcome". She goes on to say "As an ex-hospice sister I was so impressed with the high standard of end of life care and so pleased that my relative was made comfortable"

Recent Events

Emma, our Activities Assistant has been busy talking to residents to find out what activities and outings they would enjoy in the months ahead. In the past few months, the visit of the Miller Ark Farm animals to the Chestnut Court Garden was popular with residents who enjoyed watching and stroking the tame, familiar animals.

We celebrated Halloween with a party for our residents. The staff got into the party spirit and scary mood by getting dressed up, the witches hats they wore were much appreciated by residents. There was much shared laughter.

Delicious hot dogs, dazzling fireworks and lots of fun were the order of the day for Guy Fawkes Night – what a show!

Emma will be asking our residents about future activities so that we can make exciting plans for 2017 ensuring that these are enjoyed by our residents and their families.



Carehome.co.uk

Some of you have already reviewed Chestnut Court on carehome.co.uk, either by sending in a pre-paid review card, or by posting a review on the web: ([http://www.carehome.co.uk/carehome.cfm/searchazref/10001035CHEC](http://www.carehome.co.uk/carehome.cfm?searchazref/10001035CHEC)).

The way the reviews are collated has slightly changed as had the review card itself. The rating for each care home is now split equally between:

- The ratings each reviewer gives in each particular category

and

- The number of reviews received for each home (in ratio to the number of beds available)

If you would like to review us for the first time or update the review you've already submitted, we'd be very grateful. A review card is enclosed with this newsletter. We would love to be the top care home in New Milton!

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.

Care Quality Commission

As you will know, we are rated as Good by the Care Quality Commission (CQC) and it is one of their requirements that we regularly send our Complaints Procedure to Residents and their Relatives, a copy is therefore enclosed with this newsletter.





Upcoming Events

6th January – Relatives' Meeting

We will be holding a Relatives' Meeting on Friday 6th January at 2.30pm. This will give us the chance to update you on any feedback from your suggestions received to date and to update you with the latest information at Chestnut Court, including our future staffing plans. I look forward to hearing from you if you have ideas for future topics at these meetings.

No Uniform Day

Each month we are going to hold a no uniform (or MUFTI) DAY. There will be a theme for each of these days giving all the staff the opportunity to dress up and have fun with the residents. Some of the days will be based on a certain time in history (such as remembering the time of the launch of the QE2, or 50 years of James Bond) which will ensure residents have the chance to be reminded of days gone by and take part in reminiscence activities. If you have an idea for a theme, please let the team know, we will do our best to fit it in.

Enclosure with this newsletter:

Carehome.co.uk review card
Complaints Procedure



CHESTNUT COURT REST HOME



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.

We are always looking for outstanding, warm individuals to join our team at Chestnut Court.

We offer a great range of benefits as well as training and support to develop your career. We also have opportunities at our sister homes in Bournemouth and Poole.

Please see our website beritazcare.co.uk for our vacancies at all our homes in Dorset, Hampshire and Surrey.