

NEWSLETTER

Chestnut Court Rest Home ~ Spring 2017



CHESTNUT COURT REST HOME

9 Copse Road, New Milton
Hampshire BH25 6ES

Tel: 01425 620000

www.chestnutcourtcarehome.co.uk

Email: chestnutcourt@beritazcare.co.uk

Update from Becky Wilson, Manager

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

It's been a busy time and I can't believe that Spring and the lighter evenings are here.

Chestnut Court was recently awarded Bronze Investors in People (IIP) accreditation for all the work we do in supporting our staff to become the best that they can, developing to their full potential.

The Inspector who spoke to residents, their families, friends, visitors and the staff team, commented: "I was able to see throughout my visit the focus on providing highly personal care where there are high levels of respect both for residents and within the team. Asking people to identify the one thing the organisation does exceptionally well, the view from everyone was that it had to be the care for residents."

I was delighted with the positive report which highlighted our high level of care as well as the emphasis we place on ensuring our staff feel valued and part of a strong team.

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.

We had a lovely day on Friday 24th March with our Mad Hatter's Tea Party. We decorated the home in according to the Mad Hatter theme - the residents enjoyed wearing hats and seeing the staff dressing



up. We also had a variety of visitors and everyone enjoyed the cakes as well whilst raising money for a great cause. We're pleased to say that we will be donating £42.11 to Comic Relief.

As a result of comments made in the last quality survey we have made improvements to freshen up the décor at Chestnut Court and there are more planned. We've also looked at the way in which we return clean clothing to residents' rooms and I hope that you'll agree that wardrobes are tidier as a result.

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 Chestnut Court would help other families looking for residential care for their loved ones.

Becky



Team Spotlight

with Sarah Wilcox,
Senior Care Assistant



What's your role and how long have you been working at Chestnut Court?

I started as a Senior Care Assistant in 2013 and, wanting to use my other skills, I began to work part time in the Kitchen too. I love both roles as I still have plenty of contact with the residents. When I'm working in the kitchen, some residents come for a chat and to help me make cakes. I go into the lounge in the afternoon and spend time with the residents then too.

How does what I do make a difference to the lives of the residents?

I like to sing and dance with our residents, I make them laugh and I'm always myself. I have a person centred approach with each resident, I ensure everyone is treated as an individual and I make sure the rest of the team does the same.

How has my career been supported and developed?

I have completed all of my training and I was given the opportunity to do a Distance Learning Course. My training has included Dementia, Safeguarding and I really enjoyed the Mental Awareness course.

What do I love best about working at Chestnut Court?

Chestnut Court has a lovely home from home atmosphere. The most rewarding thing about working at Chestnut Court is when the residents turn around to the staff and say "You are like my family".

What do you enjoy doing when you're not at Chestnut Court?

I like walking down the beach and in the forest. I also like playing Pokémon Go with my daughter.

Inside Out

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

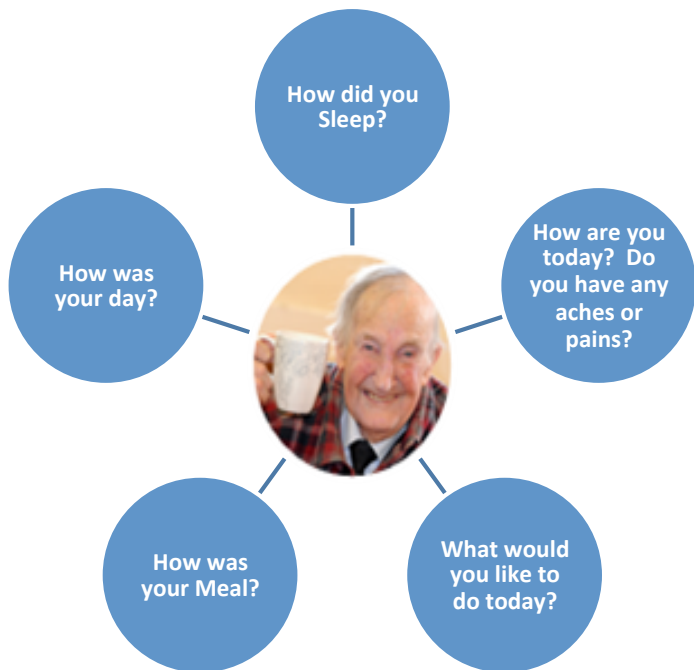
Our Core values of Caring, Trusting and Choices are central to everything at Beritaz Care and our commitment to quality of care runs through all that we do. In order to meet the required regulatory standards of the Care Quality Commission (CQC), Health and Safety Executive, Local Authorities, Clinical 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.

Continued Right

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.

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.

Emma has been busy organising our exciting programme of activities for Spring including lots around Easter, but also we're going to do some cake making activities in response to a resident's request as well as more visits to town and going out for coffee.

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>

Dates for your Diary

Thursday 27th April at 2.00 pm

Come and join us for the Relatives' Meeting – there will be light refreshments and an opportunity to hear about Chestnut Court and our plans for the summer. You'll also have a chance to give us your feedback. For catering purposes it would help if you could let us know if you will be attending.

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.

Photos below from the Mad Hatters Tea Party (24th March)



Enclosure with this newsletter:

Quality Survey and reply envelope
Carehome.co.uk Review Card
Safeguarding Policy



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.