

NEWSLETTER

Robertson Nursing Home ~ January 2017



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Update from Penny King, Registered Manager

Welcome to our first newsletter of 2017. As a team we have been busy thinking about our resolutions for 2017 and top of my list is my intention to ensure that as well as a waiting list for residents, we have a waiting list of staff eager to join our team. We have had great feedback from our staff team, one of whom wrote me an email saying "I would like to thank you and the company for sharing the success we have achieved over the months. Such generosity gives us more motivation to perform our duties well. Rest assured that I will continue doing my responsibilities to the best of my capabilities"

I am also delighted to be able to share news of the success of our sister home, Ashton Manor Nursing Home, in Wrecclesham. Carla Dixon- Peart (a name familiar to some of you as she was formerly Deputy Manager here at Robertson) was awarded the coveted Manager of the Year Award at Surrey Care Association's Awards Ceremony in November. These are the Oscars for the Social Care Industry and are fiercely contested. Her win is real recognition of her achievements at Ashton Manor and the supporting nominations came from relatives, staff members and visiting professionals. Well done Carla! The Ashton Manor Care Team were finalists in the Care Team of the Year Award.

May I wish you all a very happy and healthy new year.

Penny King



Staff News

We welcomed Rose who will be working with Penny Trigwell on our full range of activities. Valentin and Gayle have been with us for some time; Valentin took over the part time chef position as he loves cooking and is really keen on this new challenge and Gayle is also working as a kitchen assistant, but you will continue to see them both on the floor as care assistants. We also said hello to Lorence Vaduva, Niculina Buse and Simona Oltean who are full time care assistants and work on night duty. We hope they will be very happy with the Beritaz family.

We said goodbye to Anca and Mihaela who have worked so hard over the past year and wish them all the best for the future.

Gabi, our wonderful administrator, has gone on maternity leave and we were delighted to hear that Gabi and her husband greeted the new year with the arrival of their baby son on New Year's Day.

Charlene will be replacing Gabi whilst she is on maternity leave and she has already started her training. Gabi has been busy teaching her all the systems and so on.



CQC Inspection Update

Following on from the last Robertson newsletter, when the whole team was delighted that we were rated "Good" in all respects by CQC. The report of the inspection has now been published and I thought I would share with you some of the comments:

The inspectors talked to residents, visitors and visiting professionals who commented on the staff as follows "Fantastic," "Proactive" and "Exceptionally Good". One relative said "the nurses and carers are wonderful. They can predict what my relative needs, excellent care. I am reassured".

Other comments from the inspector included: "robust systems were in place to monitor the quality of care and to ensure that people received good care. Continual improvement was made as a result of the quality monitoring and feedback." One member of staff told the inspectors "Over the years I've had lots of training and support to develop myself".

Residents commented on the chef's meals "the food here is excellent, the chef deserves a medal".



I am very proud of the report and of my team. If you would like to see the full report, there is a link on the robertsonnursinghome.co.uk website

New Initiative

We have started a new initiative for our staff. We hold regular monthly staff forum meetings which are attended by staff representatives. They discuss a variety of issues, discussing such things as best practice and ideas for improving our working practices. This ensures that all our team feel included and have a route for ensuring their suggestions are taken forward.

This forum will meet up regularly with the staff forums at our sister homes in Surrey – Springkell House in Hindhead and Ashton Manor in Wrecclesham. Our representatives are Caroline C, Theresa P, Jon G. Gerald C, Maria G and Sharon F. Theresa P explained to her colleagues "the training that I attended with my colleagues explained what the forum and its role was. It was good meeting staff from the other homes".

Employee of the Month

Jon and Evelina Gavrilă were employees of the month in October, whilst Danut Dragusan was our Employee of the Month in November. There's always a prize for the winning Employee of the Month and we are delighted to



reward outstanding team members. December's themes were Overall Performance in 2016 and Manager's Choice – We look forward to giving you the results shortly.

Residents and Relatives meetings

December's Relatives Meeting was cancelled and a new one organised for 2.30 pm on 24th January. Penny will be arranging dates for Residents and Relatives Meetings in 2017. The dates will be displayed around the home, so do please watch out for these.

Staff Room

From time to time we receive financial donations from relatives for the staff as a way of thanking everyone for their kind care of the resident. We decided to use some of this money to revamp the staff room so that it is a calm and quiet place for staff to take their breaks. It's also a great way of ensuring that all the team can benefit.

Gabi has purchased some items already to make the room feel more comfortable. We are planning on putting in some more facilities, such as a kettle, fridge and microwave and hope to complete this by the end of January 2017. May I thank everyone whose generosity has made this possible.

Enjoyable Activities



Residents loved the animal farm which visited in the autumn. They were able to meet a dog, chickens (complete with nappies), an owl, birds, rabbits, guinea pig and even a small pony. The residents enjoyed meeting and stroking the animals (and so did the staff!)



Priorsfield School pupils came to put us in the mood for Christmas, singing Christmas carols to the residents

Residents were touched to receive a lovely handmade Christmas Card addressed to all our residents from the Red Balloon Nursery in Weybridge. The children also made some Christmas tree decorations for the Robertson tree which were proudly displayed.

Pupils from Green Oak School also sent individual handmade cards, each with a thoughtful personalised handwritten message to our residents telling them what they were most looking forward to at Christmas and assuring our residents that the schoolchildren were thinking of them and wishing them every happiness in the year ahead.



They said that they appreciated the contribution of their elders.

"Intergenerational Activity" can be a bit of a buzz word but it is lovely to see this in action - young people thinking, respecting and caring about their elders.

Carehome.co.uk

Some of you have already reviewed Robertson Nursing Home on [carehome.co.uk](http://www.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/sea_rchazref/20001060ROBA). We have seven reviews on the website and a score of 9.6, but I would really like this to reflect that fact that Robertson is simply the best nursing home in Godalming.

We receive wonderful comments from residents, relatives and from members of staff which really reflects the warm Robertson family atmosphere. One relative recently commented "The care of my mother is wonderful and I keep thanking my lucky stars she is being cared for by the wonderful staff there. I am full of praise and gratitude for the dedicated work them do."

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.

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.

Email: info@robertsonnursinghome.co.uk

Some Dates For Your Diary

Tuesday 24th January
2.30 Relatives Meeting

Enclosures with this newsletter:
carehome.co.uk review card
Quality Survey



ROBERTSON
NURSING 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.

Join Our Team

We are always looking for outstanding warm individuals to join our team at Robertson Nursing Home.

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 Hindhead and Wrecclesham.

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

Please see the beritazcare.co.uk website for jobs in our Surrey, Dorset and Hampshire homes.