

# NEWSLETTER

Springkell House Care Home ~ December 2017



**Beritaz Care**

*Care You Can Trust*

**Springkell**  
HOUSE CARE HOME

Wood Road, Hindhead, Surrey GU26 6PT

**Tel:** 01428 605 509

**Email:** [springkellch@beritazcare.co.uk](mailto:springkellch@beritazcare.co.uk)  
[www.springkellcare.co.uk](http://www.springkellcare.co.uk)

## Update from Karen Goddard, Registered Manager

It's hard to believe that Christmas is only just over the horizon, but here at Springkell we've been enjoying the autumn and are looking forward to planning some seasonal celebrations with our residents. I'm pleased to say that they are always keen to let me know what they'd enjoy.

Over the summer I was delighted that we retained our Five Star Food and Hygiene Rating – well done Jogi and team!

My team at Springkell and some of the relatives of our residents, surprised me by putting me forward for the Manager of the Year (Care Home) in the Surrey Care Awards 2017. These awards are the "Oscars" of the social care sector and recognize excellence in a variety of categories.

At a time when the media often highlight cases where care standards have slipped, it's refreshing to showcase the quality care that is delivered in the majority of care settings. There are many care workers who deliver amazing, compassionate care on a daily basis.

The Care Team at Robertson Nursing Home in Godalming, our sister home in the Beritaz Care family, has also been nominated for the Awards, they are in the Care Team of the Year category. Both nominations were selected as finalists by the independent judges. I am simply thrilled to have reached the finals – the

nomination was a real surprise.

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.

I am also enclosing a review card for carehome.co.uk, one of the top sites people look at when choosing a care home. As you may know, reviews which are older than 12 months no longer count towards the review score (although they still appear on the carehome.co.uk website). It is so helpful to anyone looking for care to see recent reviews of care homes.

*Best Wishes,*

*Karen and all at Springkell House* 😊



## STAFF NEWS

### **Spotlight on Danka Tomkova** – Activities Co-ordinator

My name is Danka Tomkova and I joined Springkell House in June 2014. I started working as part of the Domestic Team. I am a hard working person and I liked the job in the kitchen, but somewhere deep inside me I had the feeling that it was not the way I wanted to continue in my career.

During my time at Springkell, I have got to know all of our residents. With the training provided, I try to

*Continued over*

understand people with dementia better and I now know that our residents still have great character, they are all unique and everybody has their own life story. This year we have had a staff initiative called "Employer of Choice" and through this, together with the support of my Manager, Karen, I was given the opportunity to change my job role.

I now work with the residents as an Activities Co-ordinator and knowing that I have brightened their day in some way is a very rewarding feeling.

I am a creative person and I like to challenge myself. I believe that thoughtful activities make a big difference in our residents' lives. I am passionate about what I do now. I enjoy doing the little things that really count.

I have the support of the staff and we are all working well as a team together. We put our residents' wellbeing first.

I feel that Beritaz Care gives us all the support that we need to achieve our goals. I have started a diploma and will continue working towards this for my personal improvement in my job role.

My motto is:

"Doing good for others and expecting nothing in return is true happiness in our life."

When I'm not at work I enjoy spending time with my husband (who is the chef at Springkell) and our two daughters.



Danka and John at the Strawberry Tea

## New Arrivals

### We welcome to our team:

|           |                                |
|-----------|--------------------------------|
| Jain      | Senior Carer                   |
| Laura     | Domestic Assistant             |
| Alexander | Kitchen Assistant/Trainee Chef |

## Farewells

Alin, one of our domestic team left back in August as he was relocating.

## FUNDRAISING

### MACMILLAN COFFEE MORNING

This is a regular event at Springkell and we have a reputation for producing some very yummy cakes. This was well attended this year and residents from other nearby homes came to share the morning with us.



### ALZHEIMERS SOCIETY

Back in July I completed a walking marathon in the Peak District. I completed the 26.2 miles in 8 hours and 44 minutes – I was thrilled with the time, as I was aiming for about 10.5 hours. I am considering the London to Brighton walk next year which is 100km.

In October Jo, one of our Team Leaders and her partner together with Jogi our chef, his wife Danka our Activities Co-ordinator and their two young daughters completed the Surrey Memory Walk over a distance of 5km.

It is wonderful to have staff who are so passionate about dementia.

*Best Wishes,  
Karen and all at Springkell House 😊*

# Recruiting and Inspiring our Teams the Beritaz Way

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.



Residents enjoying activities

## RELATIVES' QUALITY SURVEY

Thank you for completing the survey back in May, especially for all the positive comments that we received.

### You Said – We Reply

*"I would like to see residents taken into the fresh air more often"*

We spend as much time as we can in the garden. Many of our activities take place outside when weather allows eg arts and crafts, visiting pony, gardening. We continue to visit the local coffee shops once or twice a week, and some residents go for a daily walk rain or shine. We will always try to improve, and agree that being outside is good for our residents.

*"More staff interaction with me as a relative and my*

*Continued over*

*aunt if I visit on a Saturday afternoon."*

Staff will always offer refreshments to visitors, but will then try to stay in the background so as to offer privacy throughout your visit. However, if you have any queries, please ask any member of staff. If they cannot help, they can signpost you to the correct person.

*"Extra chair in room to sit on when visiting, décor needs improving"*

All rooms have one armchair. If another is required during a visit, please ask and a member of staff will bring one for you – we don't mind, and are happy to help. If you would like a second chair in your relative's room permanently, please contact the manager, and we will endeavour to achieve this for you. We are currently working on the décor in the communal areas, as we are aware that some areas need improving.

*"A place for relatives is needed to have a more 'private' visit especially if there are several visitors, perhaps in the dining room. The garden furniture is not comfortable and more time outside for the relatives when weather allows. Would be nice for residents to have magazines (even if out of date to look at whilst in the music room etc ie Hello, Food magazines)"*

Private areas for visits are available: The Snug, dining room or the resident's bedroom. If the resident needs assistance to access these, then please ask a member of staff and they will happily help. The cushions for the garden furniture are in the cupboard under the stairs, again, please ask staff, or if you are happy to, please help yourself. We put magazines out on a very regular basis, however, some of our lovely residents enjoy collecting them, and they disappear quickly.

## FORTHCOMING EVENTS

We have the Residents Christmas Party and Carols in December, details below.

On Christmas Day, we will have sherry, mince pies and the "Grand Present Opening" at 10.30. Please come and join us and help to make Christmas special for our residents. Lunch will follow at 12.30. If you would like to join us for lunch, please let us know, we don't mind, the more the merrier. If you would like to take your relative out for Christmas, again please let us know, and we will make sure everything is in place.

### **Do you know someone who'd like to work in a Caring Environment?**

We know that Springkell House 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, Hampshire, and Dorset are listed on our website: [beritazcare.co.uk](http://beritazcare.co.uk). If you know someone suitable ask them to email us at:

[joinourteam.springkell@beritazcare.co.uk](mailto:joinourteam.springkell@beritazcare.co.uk)

### **Beritaz Care Mission Statement**

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

### **Enclosures 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 far quicker than the postal system – [info@springkellcare.co.uk](mailto:info@springkellcare.co.uk)

## **DATES FOR YOUR DIARY**

### **Sat 2nd December**

Residents' Christmas Party at 2pm, including a pantomime (at 2pm) followed by a Christmas afternoon tea – all welcome.

### **Thurs 14th December**

7pm Sherry Mince Pies and Carols around the Tree – all welcome. A highlight of the calendar, and always good fun