

# NEWSLETTER

Springkell House Care Home ~ Spring/Summer 2017



**Beritaz Care**  
*Care You Can Trust*

## Update from Karen Goddard, Registered Manager

As a team we have been very busy over the past few months, embedding some new procedures and recruiting new staff. I am delighted to be able to tell you that by the beginning of June we will be fully staffed. Through this process, the focus has very much been playing to the strengths of our team and some of our existing staff will be changing roles. It has been exciting to be able to facilitate all of this.

Additionally I am pleased to report that in February we retained our Investors in People silver accreditation – this is testament to our commitment to supporting and developing our staff 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 are very proud that we are the number one care home for Hindhead as well as 7th overall care home in Surrey on carehome.co.uk. Our score is an impressive 9.7 (up from 9.5 when I last updated you). You will know that people look online for reviews when making any sort of purchase nowadays, for example holiday or restaurant bookings.

Selecting a care home is a very important decision and if you don't have personal knowledge of care homes, then carehome.co.uk with its information and reviews is a very good starting point. They are very strict regarding the criteria for reviews, so for example, it is only reviews which are no older than 12 months which go to make up the score for a care

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## Relatives' Surveys – feedback from Karen on our survey last year:

We received many positive comments and some suggestions in the responses:

We were asked about carpets and furnishings at Springkell House. I'm pleased to report that corridor and lounge carpets have been replaced and new blinds have been fitted in the lounges. We've also replaced many chairs and are now waiting for a delivery date for the remaining replacement chairs which we have ordered. Of course this is a home from home so our residents were involved in choosing the new blinds and the fabric for the new chairs.

We are currently organising some additional seating for the garden and some more raised beds. We hope this will encourage more residents and their families to spend time outside during the warm (hopefully) summer months.

home. The score is calculated by the ratings given for the overall standard as well as care, staff, food and drink etc., but it is also driven by the number of reviews in direct proportion to the beds offered by the care home.

I am enclosing a further review card for carehome.co.uk and would be grateful if you would submit a review, if you haven't reviewed us before, or if your review is over a year old. I lead a great team and would love this reflected in an even higher rating on carehome.co.uk

*Best Wishes,*

*Karen and all at Springkell House* 😊



# Staff News

## Employee of the Month

We have introduced an Employee of the Month Award, which the team vote anonymously for. Each month there is a different focus and winners so far have been HESSIE, Stela (pictured right) and Jogi.



## New Starters

Joining the team as Carers are: Katie, Celina and Susan. Nigel has joined too with responsibility for maintenance. We extend a warm welcome to them and hope that you will all meet them in due course (if you haven't already)

We have also welcomed Linda as Care Companion which is a new role for us. Linda works Tuesday and Wednesday evenings and also Sunday until 2pm, providing both one to one company for some residents as well as supporting others to walk in the local area. The residents have responded very positively to this new initiative and the role really does add value.

## Focus On Jazz McCord, Care Assistant

Hello everyone,

My name is Jazz and I work at a great care home called Springkell House in Hindhead.



We have a fantastic team at Springkell, which I am proud to be a part of. To my mind, team means exactly that. Our team consists of chefs, carers (days and nights), domestics and laundry. We do a great job and have a good time doing it. We have had our ups and downs, but we work on through to care for our residents and their families.

Our team is led by our amazing manager, Karen, who is always there for us and her door is open to us for help and support at any time which is appreciated by all. Our team leader HESSIE is always ready to roll up her sleeves and get stuck in if help is needed. HESSIE proved this when taking over while Karen was on holiday. She was on the floor and helping with the tea, which we all appreciated.

I started a Birthday Club at Springkell five years ago which has proven to be very popular and everyone likes the cakes. Jogi (one of our chefs) has arranged outings for the staff, which include curry nights, bowling and barbecues. We have a good laugh and let go of the pressures of work.

Last but by no means least, I want to say a great big thank you to our Group Head of Care, Chris Walsh, who rose to my challenge of joining me in the trenches and at the sharp end. Chris and I worked together for a morning and I was extremely proud of her for doing this.

# Inside Out

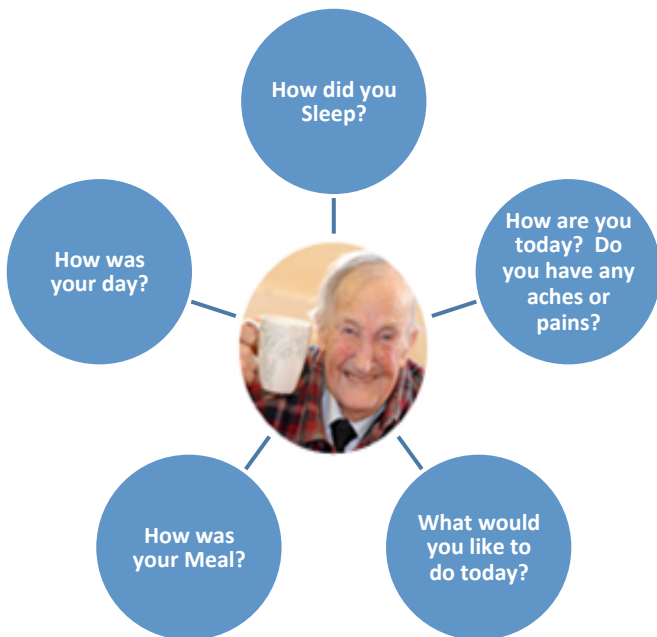
**In this edition we describe how we ensure Quality of Care at our homes.**

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.

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.

## Birthday Celebrations

We all enjoy a birthday celebration and particularly so in the case of May's 102 birthday. We didn't make her blow out all 102 candles though.



## 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 resident's to eat, for example:

- Some foods can interact with medications
- Some foods may have an adverse effect on a resident's 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>



# Upcoming Events

## Tuesday 23rd May at 7.00 pm

Relatives' Information Evening – please join us as the focus of the meeting will be on the Mental Capacity Act and the Deprivation of Liberty (MCA and DOLs). Light refreshments will be available, just let us know if you are able to attend for catering purposes.

## Saturday 1st July 2.00 - 4.30 pm

The highlight of the Springkell House calendar is our annual Strawberry Fair Tea. We'd love to see all of our families at this lovely social Garden Party. Do pop this in your diaries.

## 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.

## PS from Karen

"On 15th July I will be walking a Marathon in the Peak District, raising money for the Alzheimers Society. I decided to do this to challenge me whilst at the same time raising money for a cause that I see the effect of on a daily basis.

The link to my Just Giving page is [www.justgiving.com/fundraising/Karen-Goddard4](http://www.justgiving.com/fundraising/Karen-Goddard4) full details are on My Story there."

## Enclosures with this newsletter:

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



## 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.

