

NEWSLETTER

Windsor Court Care Home ~ Autumn 2016



Beritaz Care

Care You Can Trust

Update from Karen Goddard, Registered Manager

Welcome to the Autumn edition of our Relatives' and Residents' Newsletter, we've got our fingers crossed that winter doesn't start too soon. The Indian Summer has been wonderful.

As you may already be aware, I am delighted to announce that we have a new Manager for Windsor Court, Lesley Stickland.

Lesley is a very experienced manager and is excited about joining the Beritaz family of care and Windsor Court in particular. I know that she is looking forward to meeting you all.

Karen



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CARE HOME

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Welcome from Lesley, Windsor Court's new manager

I am enjoying my new role at Windsor Court and am getting to know everyone now. All the Residents, Relatives and Staff at Windsor Court (and Beritaz Care) have been very friendly and helpful which has made this transition a lot easier. I am looking forward to the future of the home and am very excited about the plans.



For those of you who haven't met me yet, there's a photo of me below. I'm with my horse, Berry (better known as Beryl) who is 9 years old and due to give birth next May - progress reports will follow in due course.

Lesley



Carehome.co.uk

Most of us now check sites such as Trivago and Tripadvisor before booking hotels. We look for feedback and then usually make a decision based on the comments. The care industry is now heading this way. People are looking for feedback on carehome.co.uk as part of their research before deciding on a care home for their loved one.

There are only a few reviews for Windsor Court on carehome.co.uk but we would very much like to appear in the top five homes for Bournemouth. You'll see that our overall rating is based on the number of reviews as well as the scores awarded for a variety of measures including: staff, activities, food and drink etc. These individual scores contribute to the overall rating to ensure that there is consistency across all the measures. As you would expect, maximum scores are achieved for an "excellent" in any of the categories, anything less reduces the points awarded.

If you would like to give us feedback you can do this via the carehome.co.uk website or you can use the card with this newsletter, complete and pop in the post (postage is free). If you'd like more cards, just ask the team.



Staff Update

As you will know, Windsor Court now has an Activities Co-ordinator, Mandy. She has had discussions with the residents and one of the things they are keen to start is a knitting club. If any relatives or friends have any wool or knitting needles that they no longer use and would like to donate them to the home we would be very grateful. I can't wait to see the results

We would like to welcome Rachel and Ann Marie to the team at Windsor Court who have both joined as Care Assistants. Saru went on maternity leave at the end of September and we wish her all the best.

Rachel brought her gorgeous dog Eddie in to see us recently. Eddie is training to be a sensory dog so he will be visiting the home as often as possible and we're all looking forward to getting to know him better. Here are some photos just in case you missed seeing them both.



2016 Olympics

The Olympics seem a little bit of a distant memory of summer now, but one of our residents has written a rather lovely poem, inspired by the Rio Olympic Games.

Thank you Rio

There are runners like Usain who cover the ground
The ace of his races with one final bound
Whilst distance runner Mo has much further to go
To break from the throng and receive the top gong
Let's not forget women, the gentler sex
When they flex their muscles, the whole world respects
As athletes grow old and are stiff in each limb
Their loved ones still praise them, their glory undim
They remember the moment the crowd gave applaud
As they stooped to receive their befitting award
And how in their youth at the top of their game
Their national anthem recalled a bright flame

DV August 2016



Trips and Outings

Mandy has been busy talking to everyone to find out what trips, outings and activities all our residents would like, especially in the lead up to Christmas. She will be letting residents and their relatives know more about what she has planned in the next few weeks.

We had a visit from a Barn Owl called Biscuit. Biscuit was able to visit those residents unable to get down to the lounge as well as entertaining residents in the lounge. And it wasn't just the residents who enjoyed that, staff loved it too.





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.

Up and Coming Events for Christmas

We are looking forward to some exciting events for the Christmas festivities. Mandy is well ahead with plans for our annual wonderful sherry and mince pies get together. She is also talking to our residents about Christmas activities including whether they would prefer a party at Windsor Court, or a panto. If you have any comments please let her know and she will keep everyone updated on the decision - *Oh yes she will!*



We are always looking for outstanding, warm individuals to join our team at Windsor 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 Poole and New Milton, Hampshire.

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

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.

Email: windsorcourt@beritazcare.co.uk