

NEWSLETTER

Windsor Court Care Home ~ Spring 2017



Beritaz Care

Care You Can Trust

Update from Lesley Stickland Registered Manager



Welcome to the Spring edition of our Relatives' and Residents' Newsletter.

I am enclosing with this newsletter a leaflet concerning Origo - the innovative project for the upgrading and refurbishment of Windsor Court. We are currently consulting with key stakeholders and two consultation sessions will take place in March. Our plans have been carefully formulated to ensure the safety and comfort of our existing residents and that quality care is consistently delivered. The work will be phased to avoid disruption and inconvenience with a very limited number of contractors working at any given time.

I look forward to meeting as many of you as possible at the Consultation Events about the exciting plans for the upgrades to Windsor Court.

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 look forward to receiving your comments and suggestions, but if you think of something else after you have sent off the survey, please don't hesitate to contact me personally. I'm pleased to receive your comments and suggestions at any time.

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

Lesley



WINDSOR COURT
CARE HOME

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Focus on Dementia

Did you know?

- There are 850,000 people living with dementia in the UK today, that's 1.3% of the population.
- 45,000 of these people are under the age of 65.
- Alzheimer's Disease is just one form of dementia, although it is the most common. Others include Vascular Dementia, Dementia with Lewy Bodies, and Frontotemporal Dementia.
- It can affect anyone irrespective of lifestyle, background or education.
- Dementia is not an inevitable side-effect of getting older nor is it just about memory loss (it can show itself, in behaviour, for example, with confusion, disorientation and hallucinations).
- It's possible to live an active life with dementia, with the right support, that includes making new friends or taking up hobbies and activities.
- The right treatment (and support) can help people to live with their symptoms but there is currently no cure.

At Windsor Court all our staff work together to provide support for residents with dementia including working with GPs to make them aware of residents' needs, training staff to provide the right level of support, understanding what might trigger anxiety or episodes of challenging behaviour and taking steps to avoid this. We provide meaningful and fulfilling activities for all residents, including those with dementia.



Spotlight on the Team

Tomasz Malec

I am a Senior Carer at Windsor Court and have been working here for 10 months now.

I make a difference to the lives of our residents by treating them all as individuals, promoting and respecting their choices, promoting their health and well-being and making sure they are receiving their medications in an accurate safe and timely manner. I keep their family and friends updated on any changes (whilst also bearing in mind the Data Protection Act and taking into account the residents' rights to confidentiality). I want to ensure that the family feel involved and know that their relatives are receiving the best of care.

I have worked hard since joining the team and am determined to be the best that I can. I am therefore delighted to have begun my Level Three Management Course so that I can continue to develop my career at Windsor Court, within the Beritaz Care family of homes.

What makes Beritaz Care (and Windsor Court in particular) stand out for me is the fact that they always put the well-being and safety of the residents first, focussing on delivering high quality care – these are my values too. Of course I also like the fact that at Beritaz they value their staff.



Inside Out

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

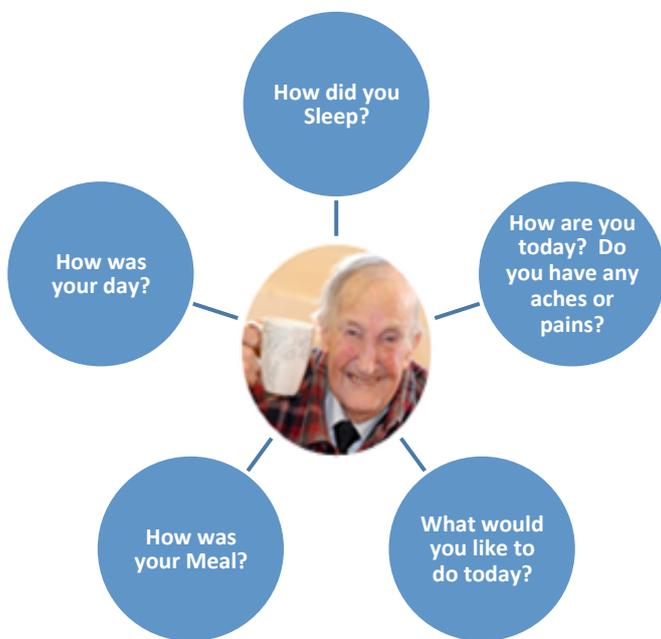
Our Core values of Caring, Trusting and Choices are central to everything at Beritaz Care and our commitment to quality of care runs through all that we do. In order to meet the required regulatory standards of the Care Quality Commission (CQC), Health and Safety Executive, Local Authorities, Clinical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

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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.

WINDSOR COURT
CARE HOME

Gift Foods

It is important to make sure any foods given as gifts or donations are safe for our residents to eat.

We kindly ask 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>



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.

Mandy has been busy organising our exciting programme of activities.

We know that Windsor Court 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 Dorset, Hampshire and Surrey are listed on our website: beritazcare.co.uk. If you know someone suitable send them the information about the job vacancy and email us at info@beritazcare.co.uk to let us know to expect their application.

Enclosure with this newsletter:
Quality Survey and reply envelope
Carehome.co.uk Review Card

WINDSOR COURT
CARE 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 through open and transparent communication.

Choices

We respect each other and those around us through understanding and supporting individual needs and choices.

Dates for your Diary

30th March 11.00 am – 3.00 pm

Drop in to find out more about the exciting and innovative changes planned for Windsor Court.

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