

NEWSLETTER

Avonwood Nursing Home ~ Spring 2018

AVONWOOD MANOR
NURSING HOME

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Beritaz Care

Care You Can Trust

Update from Chris Walsh, Home Manager



Hello and welcome to our first newsletter of 2018, the team and I would like to share with you our successes and achievements over the last 6 months.

A change in management and structure of staff in October 2017 has seen Avonwood Manor grow from strength to strength, and I am very proud to be part of a team and company who are constantly striving to improve the care we deliver to our wonderful residents.

When joining Avonwood Manor in October 2017 my goals were to further support our staff to provide the highest quality of care, and to improve our CQC and the Environmental Health ratings. I am pleased to say we have achieved all of the above, however we won't stop wanting to improve as we genuinely want to make a difference to you, our residents, and your loved ones lives.

Following our CQC inspection in November 2017 we achieved Good in 3 following areas: Is the home Caring?, Is the home Responsive, Is the home Well Led. We are delighted with this outcome but are striving to improve our rating to outstanding.

We were also re-inspected by the Environmental Health and achieved a respectable rating of 4. However, as with the CQC rating, we are aiming high and want

to improve this score to 5 by our next inspection, and with plans for our kitchen refurbishment underway we envision this will help us achieve this goal. Please note we will keep you updated regarding when the refurbishment will begin, as well as the provisions that will be in place to ensure the standard of care to our residents is not compromised during this time.

For us to provide the best care for your loved ones we would greatly appreciate your thoughts on how we can further improve our service. Within this newsletter is a short survey for friends and relatives of our residents to complete. On receipt of your responses we will personally reach out to you to discuss your comments and suggestions, however we respect your decision if you wish to complete it anonymously. Please note you can also provide feedback to us at any time feedback via our e-mail at info@beritazcare.co.uk.

On the other hand if you would prefer to chat to us in person please join us on the 5th April at 18:30 for a light supper when will hold a resident/relatives meeting to discuss any feedback you would like to provide to our team as well as updates from the home.

Continued over



Avonwood team initiatives

Usually we would introduce a member of staff “under the spotlight”, however on this occasion I want to put all our staff “under the spotlight” and share how we are motivating them to achieve their goals via our new initiatives that aid their career progression whilst continually improving the standard of care we provide.

The morning wake up

Beritaz Care prides itself on looking after its staff and we start each day with a yoga stretch whilst refreshing our knowledge on specific areas essential to the care of our residents.

Another morning routine involves passing a ball to each team member and asking them questions on the spot about topics, such as health & safety, as well as asking them to provide an example of what the topic means to them. During these sessions staff are also asked to rate on a scale of 1-10 how they are feeling, and those who rate themselves less than 6 have an informal chat with me to discuss how we can support them, or what it is causing them to not feel at their best. This has proved successful since its implementation as not only are the staff a lot closer, but also gives us a good laugh in the morning!

The Key Carer initiative

This initiative focuses on providing continuity of care to our residents where a member of staff dedicates time to work alongside the family to ensure the individual needs of our residents are met to a high standard, and rotate this responsibility each month. This therefore enables our nurses and care team leaders to focus on medication needs and liaising with health care professionals, as well as work alongside you and your family to evaluate your ongoing care.



This role also facilitates career progression for our staff and we pride ourselves at Beritaz that 4 of our 6 care home managers inspiringly started their Beritaz career journey as a carer or a nurse, which has motivated our staff as two of our team members have expressed a wish to become nurses in the future.

We are currently interviewing staff who have expressed an interest to become a “Key Carer” with our goal to have this new initiative implemented soon, and will keep you updated with our progress

Awards and Staff updates

As always there are too many staff to mention individually but a special mention goes to our two staff who recently received awards:



Patrycja Lesniak - nominated by her peers for her hard work and willingness to help others with the kindness she shows everyone.



Dushan Kayupov – received the manager’s award for his innovative idea of placing casters on bed ends, which roll up and down the wall as the bed moves leaving enough of a gap to prevent plug sockets and walls being damaged.



We have also welcomed back Sara Harwood RGN who worked as our Clinical Lead prior to working for an agency for the past two years. Sara has plenty of clinical knowledge and experience of working in Nursing homes, and we are already starting to see the value of Sara’s return in the support she is giving to our newly appointed/qualified nurses.

A kind reminder...

As we get older our immune system weakens and we become more susceptible to infections and winter bugs, such as the Flu and Norovirus (Diarrhoea & Vomiting), which become harder to treat and have

lasting effects on the health of our elders. Hence we kindly ask our staff should they be infected not to come to work until they are clear of the virus.

Also should you feel unwell, or know of a poorly family member or friend who may wish to visit the home, that you ask them to avoid visiting until they feel better. For Norovirus cases we ask that you are 48 hours clear of infection prior to visiting the home.

We also kindly ask that you take measures to ensure good hand hygiene on entering and leaving the home using our antibacterial liquid gels. Finally to avoid disappointment of not seeing your friend or relative we are happy to arrange telephone calls and Skype chats to take place.

Activities

As mentioned in each newsletter I'd like to say a big thank you to Becki and her team for providing us with plenty of exciting activities, which we eagerly look forward to each week. The alpaca's are visiting again soon and "Duchess" the caring canine (as big as an Alpaca) continues to visit us weekly on a Friday.

Continuing with the animal theme the Guinea Pig Ranch was also a great success with our residents, and so hopefully they will be able to visit us again shortly.

Our Christmas activities were celebrated by all including Christmas lunch at Toby Carvery, the Christmas Party and staff carol signing. Yes, I know a bit more practice would not have gone amiss amongst our carol singers, but it was certainly a good laugh!



We continue to run Dignitea meetings and from the numbers attending I am guessing you are really enjoying them. However, if there are any improvements you would like us to make your thoughts, ideas and suggestions would be valued to enable us to continue to improve what we do at Avonwood Manor.

Becki and Debbie will also be holding a monthly motivational group including a number of stimulating and motivating activities. Stay tuned for more details of what these will be!

We will be calling on a gardening working party (You!) to help us get ready for Spring and Summer. Becki's dad is kindly building some planters and raised beds for us and we have wild seeds to sow, hanging baskets and tubs to fill. Therefore, if you are interested please let Becki or Debbie know how you would like to get involved.

Also, Becki is planning a sponsored walk for Dementia Awareness Week 21st – 27th May 2018, and so if you are interested in joining us and would like more details please speak with Becki.

I am sure you will agree our reminiscence corner is a valuable addition to the home stimulating many wonderful memories and conversations. We envision to have a new theme every month and so if you have any ideas, brick a brace, or would just like to share your memories please let us know as we would be happy to include these.

Finally, we also celebrated Valentine's day with our chocolates designed in the shape of a heart slowly getting smaller in size over time. They were therefore clearly enjoyed and the contributors will remain nameless, but we know who you are!

Data Protection Act updates

From 25th May 2018 updates to the General Data Protection Regulation (GDPR) guidance will mean updates to data storing and collecting processes will be made within Beritaz to ensure we fully comply with these guidelines.



Notably for relatives and friends of residents' standard documentation used to collect personal details will be updated, as well as the consent procedure.

Environment

You will note some changes are being made to the environment with our coffee bar being a great addition to the home. Please help yourselves and let us know if you need anything.



The TV lounge has been redecorated and we are looking to completely refurbish this later in the year and will keep you updated with further details.

Our bedrooms are also being redecorated and although this is proving to be a slow process I am very impressed with the standard of workmanship, therefore thank you Krystoff for all your hard work on this project.

Thank you for taking the time to read our newsletter, please do not hesitate to contact me if you have any queries or concerns. I hold a Managers Surgery on Thursday's from 15:00-19:00, if you are not able to catch me in between. Should you wish to meet with me on a Thursday please ring in advance in order we can guarantee a time.



Beritaz Care

Care You Can Trust

Beritaz Care Mission Statement

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

Our core values



We care with warmth and understanding in a secure and happy environment.



We build and maintain strong relationships by being open and transparent.



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

Beritaz website update

Since the new-year the Beritaz care website (www.beritazcare.co.uk) has undergone a new look which we are very proud of. As you will see the design of the website has been revived with separate sections for each care home, especially focusing on recruitment opportunities within each home.

The website also now contains a section to view previous newsletters from each home as well as blog posts and upcoming weekly activities. Therefore please do check into our new website for the latest news and updates from the Beritaz team.

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. Just drop us an email at: avonwoodadmin@beritazcare.co.uk