

NEWSLETTER

Robertson Nursing Home ~ Spring 2018



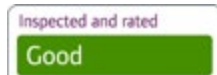
ROBERTSON
NURSING HOME

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Beritaz Care

Care You Can Trust

Update from Penny King, Registered Manager

Since the last edition of our newsletter I am proud to announce that in December Robertson reached the finalist category for Care Team of the Year at the Surrey Care association awards, the "Oscars" of the adult social care industry. This really is a testament to our amazing staff and the hard work they do every day to go the extra mile to care for our residents, and adds to the list of achievements received by the Beritaz care group.

I am also happy to announce that we have the privilege of Rt Hon Jeremy Hunt (MP for South West Surrey and Secretary of State for Health and Social Care) visit Robertson having heard of the high standard care service we provide. We are delighted to have Mr. Hunt visit our residents, staff and relatives, therefore if you are interested in meeting Mr. Hunt on 23rd March 18 between 11.30 am and 12.00 pm, please contact us in advance as numbers are limited.



Since the new-year our Beritaz care website (<http://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.

Therefore, if you know any suitable healthcare staff that fit the criteria within our employment opportunities

please direct them to our new website. The website also now contains a section to view previous newsletters from each home, as well as upcoming weekly activities. We have also started posting blogs on our website, including an interesting article on 'The Dementia Bus', which the team at Springkell participated in where the staff experienced what it was like to live with Dementia. Therefore please do check into our new website for the latest news and updates from the Beritaz team.

Finally as we are always looking to improve the service we offer to our residents within this newsletter is a short survey for relatives and friends for your feedback. 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 any feedback via e-mail at info@beritazcare.co.uk.

Therefore, if you could kindly send your completed surveys as soon as possible so that we can start to make improvements we would very grateful. I thank you in advance for your feedback and look forward to hearing your suggestions.

Penny King



Staff News

Since our last newsletter we are proud to have welcomed more new members to the Robertson family, all of whom have settled into their roles fantastically since starting.

We first welcomed Ilidko Peter, a registered nurse who lives in the local area and approached us for work. She joined us in February and is currently undergoing her induction with Angela Mihaescu, our clinical lead.

We also had the pleasure of meeting Caroline Ngwenya who, like Ilidko, approached us for work having moved to the area. Upon receiving her offer to join the Robertson family Caroline has also been under the supervision of Angela whilst completing her induction.

It goes without saying that we are proud that people in the local area are reading our latest CQC information, as well as viewing our website before meeting us.

Also, during the last three months we have successfully recruited four to five new care assistants all of whom had no previous experience but showed great enthusiasm for the role and for joining the Robertson team.



Changes have been made to our staff recognition process as the 'employee of the month' has been replaced with providing each member of staff a paid day-off on their birthday, so everyone receives a reward for their hard work and dedication to caring for the residents at Robertson.

Finally following the 'Beast from the East' during the last week of February I am extremely proud of our staff for ensuring the quality of care was not compromised as they went the extra mile to come into work and care for our residents, despite the harsh weather conditions.



We are always looking for talented and dedicated individuals to join our team. Therefore, if you know anyone in your network that would fit in well at Robertson please point him or her in our direction.

Protected Mealtimes

As of the 1st January we implemented the 'Protected Meal times' initiative whereby non-urgent clinical activities stop during lunch (12:30-2.30pm) and dinner (5:00-6.30pm). This is to ensure staff can provide their full attention to the residents during this time and prevent any low priority activities from interfering throughout mealtimes.

Therefore, for relatives of our residents we kindly ask you to please respect this time and not visit during these hours to help us care for your loved ones as best as possible. An exception is if our staff have been notified at least 2 days in advance by relatives of a visit during this period for a special occasion.

We thank you in advance for your cooperation.

Tai Chi

On 16th February our wonderful residents got the opportunity to try some Tai Chi, a form of martial arts that involves slow, controlled, low-impact movements, perfect for those with limited movement meaning everyone was able to get involved.



Having heard of the benefits of this type of exercise to seniors, such as strengthening muscles, increasing flexibility and providing gentle aerobic exercise, it was a perfect activity for the residents to try.

A lot of positive feedback was received from the residents, and everyone was a lot more energised having tried this new activity.

Next it's time for the staff to have a go within the upcoming month, and we are certain the Tai Chi trend will continue at Robertson due to its success!

General Data Protection Regulation (GDPR) guidance update

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.

Residents and Relatives meetings

For the first time we held a session with our regular chiropodist for relatives of our residents to hear about the service she provides regarding foot care.

The session covered a variety of topics, from the training she received and continually participates in to ensure she complies with the latest standards of the Health and Care Professions Council, to the treatment methods used with the residents.

The relatives also saw the steps involved in checking the resident's socks and footwear, examining their skin and nails, and checking areas of the foot for signs of pressure; and learnt key information about circulation, diabetes and arthritic conditions.

The session highlighted the importance of regular foot care to prevent complications, and feedback from many family members related to their unawareness of how involved a chiropodist was in the care of their relative.

Due to the success of this event we are planning to run another session, therefore as a family member if you are interested in attending one of these sessions please do let us know and we will be happy to include you.





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.

Contact Details

We would like to keep you up to date with all events and news from Robertson, so if you could please let us have an e-mail address for you and also let us know if your contact details have changed or if you would like other relatives to receive information.

Post

All post for our residents is stored safely in the Nurses' Office. Please remember to pop in and pick up any post each time you visit to avoid receiving delayed post.



Enclosed within this newsletter:

- Quality survey
- Carehome.co.uk review card