

# NEWSLETTER

Windsor Court Care Home ~ Spring 2018



**Beritaz Care**

*Care You Can Trust*

## Update from Lesley Stickland, Registered Manager



Hello and welcome to Windsor Court's first newsletter of 2018. I would like to share with you our successes and achievements over the past few months since the last edition, as we have been very busy making many improvements within the home to ensure our wonderful residents receive the highest quality of care.

An obvious change is the ongoing refurbishment progress, also known as project Origo, to refresh the facilities available within the home which will be discussed in more detail later in the newsletter.

Alongside this work we received a visit from Bournemouth social services in October 2017 for a contract and monitoring inspection for which we met all the requirements, and were specially recognised for our well lead services and high standard of care.

We are now a member of the Dorset Care Home Association, an organisation representing over 130 homes in Bournemouth, supporting independent providers of residential and nursing care such as ourselves. This is an exciting step as they provide us with the latest ideas and best practice news regarding care for the elderly so we can constantly review and update the care we give to our residents.

I am proud to have welcomed many fantastic

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WINDSOR COURT  
CARE HOME

34 Bodorgan Road, Bournemouth BH2 6NJ

**Tel:** 01202 554637

**Email:** windsorcourt@beritazcare.co.uk

**Web:** www.windsorcourtcare.org.uk

members of staff since the last newsletter, all of whom represent our core values at Beritaz of quality care, trust and respecting people's choices. We are constantly growing our wonderful team, and so if you know any suitable healthcare staff whom represent our values please direct them to our new website where they can view our employment opportunities.

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](mailto:info@beritazcare.co.uk).

Finally, if there are any queries you would like to raise with me personally please do not hesitate to reach out to me or my team as we would love to hear from you.



# Project Origo update

Since the last version of our newsletter I am pleased to say that the vision of project Origo is becoming a reality.

As many of you may have noticed our entrance has been beautifully transformed into a luxurious reception area, including relaxing music and visuals of the home on our plasma screen TV. Below is an image of the reception area which shows how much of a change has been made!

Another rewarding addition is the functioning of our second lift which will be able to take our residents to all four of our residential floors. Therefore we hope that the addition of this lift will help to make moving around the home a lot easier. Also, new nurse call and fire alarm systems have been implemented that comply with the latest health and safety requirements.



Finally, our wonderful staff now have their very own staff suite for them to relax in during their busy shifts. As well as a dining area they also have a locker room as well as their own shower and toilet. Therefore, hopefully this suite provides our staff with a comfortable space for them to unwind during shifts in between the fantastic work they do each day.



## What's next?

We are currently taking a period of consolidation to review the status of the changes made, and plan to complete the updates to the first floor by the end of this year.

I'd like to say thank you to everyone for bearing with us during this refurbishment. We always plan to ensure the care to our residents is not compromised, as this is our number one priority. If you have any questions regarding project Origo please do let us know as we'd be happy to answer them.

Hello everyone! My name is Roly and I'm proud to be Windsor Court Care's resident pet! I have made lots of new friends over the past 3 months and love to meet new people so feel free to come and say hello... especially if you have treats 😊 I normally live in Lesley's office, but can also be found exploring the home making friends with our lovely residents !



## Windsor Court staff updates

As always I want to put the spotlight on all our wonderful staff who work tirelessly to care for our residents as though they are their own family. I am so proud of the compassion and dedication each member puts into their role, and so first want to show my appreciation for the hard work they do.

## Welcome to our new staff!

I would like to introduce our fantastic new members of star staff who have joined us in the past few months:

Anju  
Sapkota  
**Carer**

Manuela  
Francesconi  
**Carer**

Suzanne  
Zeacle  
**Domestic  
Supervisor**

Louise  
Bruton  
**Carer**

Anna  
Cichecka  
**Carer**

Molly  
Powell  
**Senior**

Joy  
Gaida  
**Carer**



## Dementia Virtual Tour Experience – Autumn 2018

Every 3 seconds someone in the world develops dementia, and as our population ages by 2025 over 1 million people will be living with this disease in the UK.

With many of our residents living with this devastating condition at Beritaz we are always keen to learn more about this disease to ensure the care we provide in all our homes meet the needs of our residents.

Therefore following the success of the Virtual Dementia Tour at Springkell earlier this year, we would like to offer this opportunity to the staff and families of our residents here at Windsor Court to learn more about what it is like to live with dementia.

This eye opening experience allows participants to see and feel what it's like to suffer with dementia, and feedback from the Springkell team noted it as a moving experience with staff appreciating the daily struggles residents have to handle. Therefore we hope that by getting into our resident's shoes this will help us to be more mindful of our daily practices to ensure that we are always working with their best interests in mind

Participating in the tour will be mandatory for all staff. As mentioned we would like to offer this experience to family and friends, therefore if you could kindly let us know of your interest as soon as possible we can ensure you have a space. Furthermore there will be an approximately £20 fee per family member or friend for taking part.

For more information you can view a video about the tour via the website below:

[www.training2care.co.uk/virtual-dementia-tour.htm](http://www.training2care.co.uk/virtual-dementia-tour.htm)

### Alzheimer's Society training

As a member of the Alzheimer's Society we have arranged a series of training blocks for our staff to participate in over the year to further improve the standard of care we provide to your loved ones.



We are currently within the second of our three training blocks, and below are the events that our staff will participate in within the next two months:

- 25th April 2018 – **Responding to distressed behavior**
- 20th May 2018 – **Engaging people with dementia**

## Church Concert!

On 24th March our residents received a special treat as they were invited to a concert with a small orchestra playing classical music at the local church. The spontaneous invitation was a success with us having to request more tickets from the church due to the high demand!

The evening out was truly enjoyed by our residents, as well as their family and friends, with everyone immersing themselves in the concert spirit.

We hope that due to the success of this event another concert will be held in the church soon, and if so we will certainly let you know as it would be great to see such happy smiles on our residents' faces again.



## 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.



# 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](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.

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: [windsorcourt@beritazcare.co.uk](mailto:windsorcourt@beritazcare.co.uk)