

# NEWSLETTER

Chestnut Court Rest Home ~ Spring 2018



**Beritaz Care**

*Care You Can Trust*



CHESTNUT COURT REST HOME

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## Update from Becky Wilson, Registered Manager



Hello and a warm welcome to Chestnut Court's first 2018 newsletter! Within this edition I would like to share with you our successes and achievements over the past few months as we have been very busy ensuring our wonderful residents receive the highest quality of care.

There has been lots happening since the last edition, one of which is the effort we have gone into building links with our local area to make sure our residents are well integrated into the local community, which we know is essential for a healthy quality of life.

A future plan for us is to host monthly coffee mornings for friends and family of our residents as well as members of the local community, which we will further update you on closer to our first scheduled coffee morning. Therefore, this will be a great opportunity for us at Chestnut Court to give you our dedicated time to discuss any items regarding the care of your loved ones.

Since the last edition of the newsletter I am proud to say that we have welcomed many new members of staff, all of whom represent our core values at Beritaz of quality care, trust, and respecting people's choices, and are working with myself and Lisa to have a robust induction. Furthermore, all new members of staff are now allocated a mentor who specifically support

them during their first few weeks at Chestnut Court, which has proved very successful in ensuring a smooth transition into their roles.

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.

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# Lasting Power of Attorney Information Evening 29<sup>th</sup> May 2018

We are excited to announce that on Tuesday 29<sup>th</sup> May we will be hosting the first of a series of information evenings, starting with being informed about the Lasting Power of Attorney (LPA) from our colleagues at Gales Solicitors.



In summary a LPA is a legal document that lets an individual (i.e. our residents) appoint one or more people to help make decisions, or to make decisions on their behalf. As this is a process that many family and friends of our residents have to go through representatives from Gales Solicitors have kindly offered to prepare a simple presentation outlining the key points about the process, as well as offer their expertise to answer questions you may have about the procedure.

The meeting will start at 6pm with the presentation lasting approximately 30 minutes as well as time for a question and answer session afterwards. Therefore, if you are interested in attending please do get in touch via e-mail or phone, both of which are on the first page of this newsletter, so that we can reserve a space for you. Refreshments will be provided at this event.



## Family first aid course 30<sup>th</sup> May 2018

Another event that we are excited to announce is on Wednesday 30<sup>th</sup> May there will be a first aid course run by our members of staff, for parents whose children are at the local playschool to further build links with our community.

During the course we will cover all the basic first aid topics that are useful for parents to know, from managing asthma attacks to the recovery position, and the session will run from 9.30am – 3.30pm.

Therefore if you know of anyone who would be interested in attending please do ask them to get in touch with us via phone or e-mail so that we can reserve a space for them.



## Community competition!

As mentioned we have put a lot more effort into building links with our local community and we have decided to introduce a competition at a local school to design a new sign for our home.

Upon receiving the entries our wonderful residents will take the role as our judges to choose the top three designs, and once the winner has been decided we will present a prize to the winning pupil at their assembly.

Therefore keep your eyes open for a new sign coming to Chestnut Court soon!

## Chestnut Court staff updates

As you are all aware we have an incredible team here at Chestnut Court who work tirelessly to care for our residents as though they are their own family. I am so proud of the dedication each member puts into their role, and therefore want to show my appreciation for the hard work they do.

## Welcome to our new staff!

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

Dorota  
Cur,  
**Care  
assistant**

Maria  
Aktas,  
**Care  
assistant**

Lisa  
Prigge,  
**Care  
assistant**

Charlotte  
Wrigley,  
**Care  
assistant**

Ewa  
Szczepanska,  
**Care  
assistant**

## Alzheimer's Society training

As a member of the Alzheimer's Society we are lucky to be able to send our staff to exciting and informative training events that are facilitated by the charity to ensure we are receiving the latest news regarding caring for those with Alzheimer's and Dementia.



This year we have decided to send five members of our staff to take part in such training events and they have been enrolled onto three courses, of which they have completed the 'Step inside Dementia' module. At Beritaz we believe it is important to invest in our staff to be the best they can be in relation to the care they provide to your loved ones, therefore we are looking forward to the suggestions that our further trained staff come up with to improve the quality of care at Chestnut Court over the next 6 weeks.

## Skills for Care certificate



As well as some of our staff receiving training from the Alzheimer's Society some are also being supported by Brockenhurst College to complete their Care certificate comprising of a set of standards that outline the knowledge, skills and behaviours expected of specific job roles in the health and social care sector.

The course consists of 15 minimum standards to be completed ranging from duty of care, equality and diversity and communication, to privacy and dignity; therefore upon completion of the course our new members of staff will have sound knowledge of the components required to be an outstanding carer.



# Alzheimer's Society afternoon tea! Thursday 14<sup>th</sup> June

As you may have seen on TV the Alzheimer's Society are encouraging us all to participate in their cupcake day on June 14<sup>th</sup> to raise money for the charity.

Therefore as we will never say no to an afternoon filled with sweet treats, we are hosting our own cupcake afternoon here at Chestnut Court and invite you all to bring along your best bakes.

Hopefully the sun will be shining, and so please do join us if you're free on this day!



## 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: [chestnutcourt@beritazcare.co.uk](mailto:chestnutcourt@beritazcare.co.uk)