

# NEWSLETTER

Ashton Manor Nursing Home ~ Summer 2018



## Beritaz Care

*Care You Can Trust*

### Update from Carla Dixon- Peart, Registered Manager



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

I am pleased to announce that following an inspection of our kitchen we still have a strong five star rating of our facilities. Another successful inspection was of our fire safety procedure which went smoothly, and our inspector was particularly impressed with the preventative measures we have implemented to safeguard our residents. We are also anticipating a CQC visit as we are due for a re-inspection; however we are confident that we will do well thanks to the hard work all our staff put in each day to care for our wonderful residents.

In other news the downstairs corridor will be getting a new look with a brand new carpet. There will be more refurbishments happening in due course; therefore if you have any questions regarding this please do let me know. Of course we will ensure that any work that happens does not disrupt the day to day quality of care that we provide to our residents.

Finally an exciting initiative that we have recently implemented to improve our care process is the use of mobile phones to update the status of our residents on the 'iCare App'. In the past staff would

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need to update information about the resident on the iCare system via a computer meaning less time for them to be with our residents.

This was an idea that was raised by staff members across the Beritaz homes; therefore having listened our staff we decided to streamline the process so the status of our residents could be updated on iCare via an App on their phones rather than on the computer. So far the results have been positive as it has significantly improved the quality and quantity of recording, but most importantly given back precious quality time to our staff to spend with our residents

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).



## Staff news

Making sure we have happy and passionate staff is a true priority at Ashton Manor, and as you are all aware we have an amazing team at the home who are dedicated to care for our residents as though they are their own family.

Below are just some of the updates from our staff over the past 6 months:

### **Staff Exciting Escape**

Each quarter we organise an event for the staff as a treat, the latest being an escape room where our staff time-travelled to the 1950's to solve a murder mystery in 60 minutes. As you can see from the photo everyone role-played extremely well and enjoyed working as a team in a completely different setting!



### **Staff Induction**

On Wednesday 20th June new members of staff from Beritaz's Surrey homes participated in an induction afternoon to learn more about the organisation. The afternoon consisted of talks from the CEO, Mr Kumar, as well as a resident's relative, home managers, and a current member of staff. The afternoon was a success as attendees met other members of the Beritaz family, and also learnt about the values of the company and the opportunities available at Beritaz to progress in their career in the care industry.



## **Welcome to our new staff!**

I am proud to say that since the last edition of the newsletter 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:



### **Staff Awards**

As always hard work and dedication does not go unrecognised at Ashton Manor and I am pleased to share with you below those who have received nominations from their peers for the various awards:

- **Ovideu Bordi** – for continued good practice, helpfulness and support
- **Sheena Paul** – for her extensive knowledge and continued support
- **Flora Alison** – for her caring nature
- **Alex Blaga** – for always going the extra mile

### **Team Building Day**

On 1st & 2nd May the staff were taken out on a team outing to Pine Ridge golf club in Camberley where they participated in various exercises to strengthen their teamwork skills. One of the popular activities from the day involved building a robust bridge from newspaper, and as you can see below the team were proud of their creation!



## ***Farewell Lubo!***

After 13 years of working within the Beritaz family we have had to say goodbye to the wonderful Lubo, our reliable maintenance coordinator, who chose to go back home to Slovakia to spend more time with his family.

To say good bye we held a farewell BBQ party at the home with plenty of staff, family members and residents attending to celebrate all the hard work Lubo has done over the years. We were truly sad to see him go and will miss him a lot!



## **Activities**

### ***Dignity Day***

On the 1st February staff, residents and visitors participated in Dignity Day by creating a Dignitree, as shown below, by contributing words and phrases of what dignity meant to them to create the tree. It was a great day giving time to those who participated to think about dignity as a concept, and how to ensure that dignity and respect is at the heart of everything that is done at Ashton Manor.



## ***Cheese & Wine party***

On the 4th April we hosted a successful cheese and wine evening for our residents and their relatives, including a cheese quiz at the end of the night. Congratulations to Michael and John who won the quiz and scored an impressive 8 out of 10!

Thank you to everyone who attended and to those who brought along wine for us to share.



## ***Monthly Vintage Tea Party***

To celebrate our British culture during the second week of each month we host a vintage tea party for our residents! Family members and friends are more than welcome to join, therefore please do get in touch if you would like to know the exact dates each month.



## ***Wrecclesham Village fete***

On the 24th July a group of residents and staff went to promote our home at the Wrecclesham village fete. As you can see the sun was shining and everyone who participated truly enjoyed the community event. Thank you so much to everyone who came and supported our stall, it really meant a lot!



## UPCOMING EVENTS:

### **Communion Service**

We have been updated that a new vicar has been appointed at St Peters church who is available to visit us every month to provide communion service. If you are interested please do check the exact dates on the noticeboard and let us know if you would like us to reach out to the vicar on your behalf.

### **60's Summer Party!**

**Saturday 14th July 2-4.30pm**

A date for the diary as Ashton Manor hosts a 60's themed summer BBQ party!

There'll be lots to look forward to from raffles and a tombola, to a groovy lucky dip.

Also we wouldn't miss an opportunity to dress up and so there will be a prize for the best 60's fancy dress costume. So start looking out for your best outfit and look forward to seeing you on the 14th July!



## **Data Protection Act updates**

From 25th May 2018 updates to the General Data Protection Regulation (GDPR) guidance meant updates to data storing and collecting processes were 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 were 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

#### **Caring**

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

#### **Trusting**

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

#### **Choices**

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