

NEWSLETTER

Robertson Nursing Home ~ Summer 2018



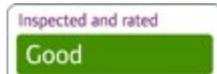
ROBERTSON
NURSING HOME

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Update from Penny King, Registered Manager

Hello and welcome to Robertson's summer newsletter! Lots has happened since the last edition in March, therefore I would like to share with you our achievements and the improvements we have made within the home over the past few months.

I am proud to announce that we have maintained our high standards and have kept a five star rating regarding the environmental health of the home. Our last inspection was in November 2017 and we have been awarded a five star rating since 2011, a testament to the hard work all the staff put into making the sure the home is a safe environment.

Another highlight from the past five months, which a lot of the staff and residents have been mentioning, was the privilege of having Rt Hon Jeremy Hunt (MP for South West Surrey as well as previous Secretary of State for Health and Social Care) visit Robertson having heard of the high standard of care service we provide. It was a brilliant morning where Rt Hon Jeremy Hunt received a tour of the home and then was treated to a cup of tea in the dining room whilst chatting to staff and the residents. We received very positive comments from him and his team during the visit, therefore I'd like to thank all our staff for their continued support and hard work to maintain the high standard of care that Robertson is known for.

To ensure our care meets the national requirements we are due for an unannounced inspection from the Care

Quality Commission (CQC) shortly, and are confident that our standards will meet the requirements.

Finally I'd like to thank all those who completed the quality survey from the last newsletter. It is extremely helpful for us to know your thoughts and any concerns you may have, as where possible we act on specific requests. For example we received feedback for a request for staff badges with a larger font size, which we have acted on and are now in use. We were also asked to create a booklet explaining the services we provide, including useful phone numbers and contact details, which can now be found in all bedrooms. Therefore we really value your feedback and so if you could kindly send your completed surveys, enclosed in this newsletter, as soon as possible so that we can start to make improvements we would be very grateful.

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.

I thank you in advance for your feedback and look forward to hearing your suggestions.

Penny King





Staff updates

Welcome to our new staff!

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

We have welcomed Lidia Totbe, a care assistant, who is being mentored by Charlotte Nixon and is getting to know the residents well.

We have also proudly welcomed back two members of staff, Jake De los Reyes and Rebecca Hall, both of whom have written why they have returned to Robertson below:

"I joined Robertson in 2016 and although I am a nurse by profession in my country as I am not European I cannot practice in the UK, however Penny kindly provided me with a position at Robertson as a care assistant so that I could work whilst joining the registry of Nursing and Midwifery Council (NMC). After some time it was clear that to fully register I had to work at the Royal Surrey County Hospital, which is why I left Robertson to complete this final stage. However working at the hospital did not give me the same level of satisfaction and appreciation that I received at Robertson, which I greatly missed, and so decided to come back as I thought no matter how tough each day is, everyone does it for the love of the residents with care and compassion"

Jake De Los Reyes

"I left Robertson around June/July 2016 mainly to be closer to home. I went on to go from home to home, and in just over 2 years I went to 3 homes, the last being the worst! I could never really settle and always felt worried or odd at these homes. I knew I wanted to be back at Robertson where I felt comfortable and enjoyed my job, and knew that everyday is like being in a home-from-home environment. Once deciding to come back I didn't know if there would be any vacancies, however Penny was brilliant and accommodated to my needs. I have experienced poor practice within those two years from the other homes, but I know that at Robertson everyone receives the highest standard of care and am proud to be part of this amazing team"

Rebecca Hall

Keeping our cool in the heat!

I would like to say a big thank you to all our staff for working so well during this summer's heat wave ensuring the quality of care to our residents was not compromised.

Our staff made sure that themselves and the residents were well hydrated, including providing some fruit cocktails (courtesy of Penny Trigwell) with some imaginative names and recipes!





THE VOICE

Since the last newsletter we have come up with an exciting initiative known as 'The Voice', providing a platform for our staff to have their say in how they would like to provide care at Robertson.

Our Voice representatives are Charlotte Nixon, Dori Kereszte, Melissa Dummer and Jake De Los Reyes, all of whom meet up every 6-8 weeks with our consultant Sue Whitham to discuss what improvements can be made to the working environment in the home, and solutions for where problems have been flagged.

I am proud to say the initiative has already had a success story by the introduction of staff using a new App to record resident information, ranging from food intake to details of the residents' daily activities. Each member of staff have their own company phone to use the App and are not able to make personal calls or send messages due to the set up of the device. Also, should the phone go missing it will shut down immediately, making it secure and prevents the likelihood of resident information being seen outside the home. Use of the App has had a very positive outcome as it has given back a lot of valuable quality time to our staff for them to spend with our residents, and on average are gaining two more hours of care from a 12 hour shift. So thank you to all who helped make the idea of this initiative a reality!

As well as Jake and Rebecca we are also welcoming back Evelina Gaverli following 12 months off for maternity leave and she will be joining us on a part-time basis.

Staff Goodbye!

Although we have welcomed new members of staff and had some returning, we have had to temporarily say goodbye to Gabi who is now on maternity leave following the birth of her baby girl Lola on 3rd August. We wish Gabi and her family all the best and look forward to having her back after her leave.

New environmentally friendly look!

At Robertson we aim to work so that our practices are in the best interests of not only the residents but also our environment.

Having noticed that on average we used 160 disposable plastic aprons per week we took action to reduce this unnecessary waste and created new long lasting tabards for the staff to wear, as shown in the image above.

As you can see our team look extremely smart in their new environmentally friendly uniform, and we are proud at Robertson to be saving our planet from unnecessary waste through this innovative solution.





Beritaz Care

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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.

Complaints procedure guidance

As mentioned already at Robertson we greatly welcome positive, negative or neutral feedback on our service as we are always looking for ways to improve the standard of care we provide to our residents.

If ever you feel the need to voice any concerns we want you to know that the management team will treat your feedback with respect and confidentiality, ensuring we fully understand the issue and work with you to provide a suitable solution.

With each newsletter there is an opportunity to provide general feedback via the survey, however you are more than welcome to provide feedback to us at any time.

If you have any questions about our complaints procedure feel free to e-mail us at robertsonnh@beritazcare.co.uk.

Summer Garden Party 2018

Thank you to all those who attended this year's summer garden party! Everyone looked like they had a fantastic time and enjoyed the afternoon tea treats and musical entertainment on offer.

Thanks to the heatwave the sun was certainly shining during the event, which everyone made the most of that day!

