

# NEWSLETTER

Ashton Manor Nursing Home ~ Spring 2020



ASHTON MANOR  
NURSING HOME

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**Beritaz Care**

*Care You Can Trust*

## Update from Carla Dixon- Peart, Registered Manager



Ashton Manor has had a very exciting and productive 2019. Despite some challenges, the team is always united as a strong and competent group of caring, committed professionals working toward a common goal – providing top-level care and comfort for our residents with their best interests put as the priority.

Our ability to provide exceptionally high standards of care is evident from the excellent feedback received from relatives, down to our nominations at the Annual Surrey Care Awards.

### **Relatives say:**

*"You can see staff get on well together and there is great camaraderie between them all, there is an open and inclusive culture where everyone including residents and relatives are invited to share their views."*

*"What a lovely team, Ashton Manor is like a home from home for me, I am always welcomed by happy chatty friendly staff, and they are good company."*

*"Ashton Manor has a warm, welcoming and friendly atmosphere created by the staff who always greet you with a friendly hello and genuine happy smile. The home is clean and tidy, just like home from home; I know I can now go on holiday knowing dad is in safe hands."*

We were over the moon and extremely proud to be nominated in two categories at the Annual Surrey Care Awards which took place in November 2019. Not only were we finalists for 'Ancillary Worker of the Year' and 'Innovation and Good Practice in Staff Recruitment & Retention,' but our lovely Charlotte also won the category for Ancillary Worker of the Year!

2019 was all about teamwork and I can really say that without each individual member playing their part we would not have been able to provide the high standards of care we continue to achieve and receive recognition for. Our dogged determination and commitment not only to stabilise our team but to develop a group that works so well and so cohesively towards goals has really paid off, I am very proud of everyone and what we achieved.

Continuing the theme of staffing I would also very much like to welcome back Susanne, our Assistant Manager.

*Continued over*



# Staff News

I would like to take this opportunity to say a big “hello and welcome” to all our new staff:

- Letwina Munhamo  
Registered Nurse
- Sofia Molina Meza  
Registered Nurse
- Sarah Ball  
Activities Coordinator
- Phawama Maden  
Care Assistant
- Sangiata Magar  
Care Assistant
- Sangita Thapa  
Care Assistant
- Priscila Carmo  
Care Assistant
- Renuka Limbu  
Care Assistant
- Teresa Casa Varga  
Care Assistant

# Employee of the Year Award



I would like to congratulate our Employees of the Year, Elizabeth (Care category) and Charlotte, and runners up Lubi and Krystof. They were nominated by their peers for their dedication, hard work, team cohesion and their unwavering work and support in helping others to achieve our goal – working together as a united team in the best interests of the Residents.

# Goodbye and Goodluck



We wish Triana and Flora a Bon voyage! Both started university in September and we wish them the best of luck with their studies. Thank you for all of your hard work and dedication and we wish you every success in your next steps.



## Activities in the home



Making the most of some rare sunshine and warm rays the residents enjoyed a lovely trip to the seaside. A fun and beautiful day out enjoyed by all, blowing away the cobwebs with some fresh salt air and a good dose of vitamin D!



As we're considered a nation of animal lovers, we thought it only right to introduce some pet therapy to our residents. Small, furry animals raised big smiles and

laughs and were a welcome addition to Ashton Manor during their visit.



It was lovely to see the amount of enjoyment the interaction with the animals brought to our residents, in fact they had a very positive effect on all of our moods!

You may have seen this advertised in the home, but we are holding a curry and Quiz night on Friday 3rd April at 7pm. Tickets are flying out the door so if you are interested please book your teams place early to avoid disappointment! It's sure to be an evening of good food and good fun with a dose of healthy competition!



## Other News

Our Summer Fair was well attended and a huge success, enjoyed by all. We made over £600 but the day couldn't have gone ahead if it wasn't for all of the help and support we received in planning and putting it all together! Thank you to all those involved as well as those who attended, your unwavering support and help was very much appreciated!



We are pleased to announce that we have a new member of the Beritaz Care Family in the shape of a minibus! This new addition to the team will be invaluable for trips out giving us more opportunity for spontaneous, as well as organised trips for residents so that they can go out into the community, socialise and take part in activities which is really important to us.

## New way to pay

We are now offering Direct Debit as a method to collect our fees and other charges. This is a very convenient and efficient way of making your payments. You have complete control over the payment as you do with any other direct debit guarantee and it can be set up easily via email. Please contact us at [customers@beritazcare.co.uk](mailto:customers@beritazcare.co.uk) to sign up. Call us on 01428 604414 for more details.

## Case studies

Family and relatives have their own reasons for finding care for loved ones and have different and unique experiences in finding the right home that can provide the care and support that they need.

We believe these experiences are worth sharing, proving useful to others who find themselves in similar situations. By speaking with you individually about your experience, we have collected thoughts, opinions and advice that we have published as case studies on our website. By updating this regularly we hope that these will prove useful to anyone considering finding care for a loved one.

Thank you to all who have contributed so far and if you feel you may be able to help others by talking about your own experience and have a spare hour then please contact us at [info@beritazcare.co.uk](mailto:info@beritazcare.co.uk).

## Carehome.co.uk

Some of you have already reviewed Ashton Manor Nursing Home on [carehome.co.uk](https://www.carehome.co.uk), either by sending in a pre-paid review card, or by posting a review on the website <https://www.carehome.co.uk/carehome.cfm/searchazref/20001060WREB#submit-review-tab>

We receive incredible comments and feedback from residents, relatives and from members of staff which really echoes the warm Ashton Manor family atmosphere. Recently, the way the reviews are collated has changed, as have the review card themselves. The rating for each care home is now split equally between the following items:

- The ratings each reviewer gives in each particular category (in ratio to the number of beds available)
- The number of reviews received for each home (in ratio to the number of beds available)

So far, we have 25 reviews on the website with a score of 9.6. I'd really love for the reviews be a reflection of our opinion that Ashton manor is the best Nursing home in Farnham so please, if you haven't already left your review, or would like to update one you've already left, do visit the website and leave your review or fill in the review card enclosed with this newsletter!



**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.

## **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)