

# NEWSLETTER

Robertson Nursing Home ~ Spring 2019



**Beritaz Care**  
*Care You Can Trust*

## Update from Penny King, Registered Manager

I am so proud of the recent CQC inspection in February. The outcome was 'GOOD' in all domains thanks to our brilliant staff that maintain a high standard at our home which makes me so proud. I must also add my thanks to Sharon, Valentin, and the kitchen staff for maintaining a 5 star rating for the Environmental Health Officer inspection

Angela Mihaescu is now on maternity leave and Caroline Ngwenya is taking on some of Angela's responsibilities whilst she is away. Caroline has been with Robertson for 18 months and so is very experienced and fully equipped for the role.

Gabi Konczol has returned from maternity leave and is working out of office hours to enable her to look after her two children without the cost of child care. She is usually in Robertson 3-4 evenings per week from around 7pm onwards.

Patricia Martin has been employed as a bank nurse and is settling in well. She previously worked at Phyllis Tuckwell in Farnham and has brought with her a wealth of experience.

Mark has been working hard on the garden and has planted many shrubs, and so we are looking forward to a colourful garden to relax in this summer. Carpets within the upstairs corridor have been replaced and we now have lights on the entrance and exit signs. This came about when we held a relatives focus group and was suggested.

There is so much I would like to add about each

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**ROBERTSON**  
NURSING HOME

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individual that makes up the Robertson team but it would fill the pages. So just to add our working days are always challenging, changing, fun, and hard work, and to see the team cope with all of this makes me enormously proud of them all.

Please note you can also provide feedback to us at anytime via our e-mail at [info@beritazcare.co.uk](mailto:info@beritazcare.co.uk).

I wish you all a wonderful summer

*Penny*



## Robertson Royal Baby Arrival

Congratulations to Angela Mihaescu on the birth of Lucas Edward born on 17th May 2019 at 09.53 weighing 2.7kg. Angela and Lucas are doing well.



Upon the arrival of Lucas Angela quotes "I am learning a lot about being a mummy!!!!!! I was completely unrealistic and all of you were right. I have no words to describe my love for him, Jason (Dad) and I cannot stop looking at him"

We wish them all the best and look forward to Lucas visiting Robertson soon!



## Community Engagement

We strongly believe in engaging with the local community to better the lives of our residents and be part of a community. Our most recent involvements are with Positive Touch and Womens Institute.

Positive Touch was set up in 2012 by parents and staff of Special Care Baby Unit (SCBU) at Royal Surrey County Hospital to support babies and families during their stay and beyond.

Positive touch became part of Royal Surrey County Hospital Charity in 2018. Although they come under the hospital charity number, they are very much still self-sufficient.

Everything they provide (Welcome Packs, Siblings Pack, Discharge Packs, refreshments, Baby books, etc.) to SCBU is funded by donations and the fundraising of their amazing supporters

The Robertson team is very much looking forward to help host any of their events to support this special cause.



Our local Womens Institute have visited Robertson. We are currently in the process of organising more visits so residents can spend time chatting, knitting and much more.



## Little Rays Pre School at Robertson



Little Rays pre-school now visit us every other week with two different groups of children between the ages of 2 to 5 years.

A very big thank you to Margaret Burrow's granddaughter who helped Penny Trigwell get this started. Our residents really enjoy this visit the interaction with the children is amazing.

## Slow yoga

We have introduced slow yoga, which has been running every two weeks since February and has proved very popular and easy exercise. This starts at 2.30pm if you wish to come and join in. Please see the activity calendar for dates.

## Recycling at Robertson

We introduced tabards a few months ago to do our bit for the environment and reduce plastic waste.

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.

## We've done it again!

We have worked with Surrey County Council and are now recycling food waste such as vegetable peelings, teabags (we use on average 90-100 per day), bread crusts and general household food waste.

We are very proud that instead of all this waste going to a landfill sites it is going to be made into compost.



## Ensuring the Right Team

The most challenging part of my job is to recruit and retain staff. Current political uncertainty over Brexit hasn't helped. Also, working with a younger generation born into an instant world with more rights than any other generation is making recruitment and retention even more difficult.

However Beritaz is always looking into more ways to attract and retain the right people.

The pressure on our long serving staff is enormous as they spend time guiding and teaching new recruits. Of course not forget all the training the company puts new staff through. This process takes 6 months, so if they leave within this time scale it is so disappointing. Therefore, it is vital we look at how we can improve and retain staff.

We value all our employees and offer bonus schemes, incentives and a career. Let's hope we can find the magic spell.

Later in the year we are introducing Employees of the Year award whereby 4 team members will be recognised and rewarded for their overall contribution. Residents and relatives will also be invited to nominate and take part in the judging.

If you know of anyone looking for a role in care who you feel would fit into the culture at Robertson do let us know.

### Celebration of CQC Good Outcome

The Robertson Team celebrated amazing results of CQC inspection by having their summer WHAM tribute staff party.



### Date for your Diary Robertson Garden Party!

On Saturday 27th July from 2pm-5pm we are having a garden party where there will be a gospel choir, a raffle, and afternoon tea.

We would be delighted to see you at Robertson for this wonderful day.

## Ensuring Consistent Standards

We are so pleased that we have maintained our standard in all areas, and I am very proud of the team who work hard daily to provide the best of their ability.

You can see the published CQC report on our website, or go to the CQC website.

Our CQC inspection took place on 22nd February 2019. The day started with two inspectors and one nurse who were at Robertson from 9.15am until 4.30pm.

The inspectors spent the day observing staff and their interaction with residents, being outside bedroom doors and listening. They spoke in-depth to residents, relatives, and staff. They also observed our lunch service as well as the medication round.



We also had an Environmental Health inspection of our kitchen, which we are pleased to say we have maintained A rating of 'Very Good'





## Reminder to all Friends and Relatives

Please can we ask on every visit to Robertson that you pop into the nurse's office to collect any post for your loved one.

Regarding personal clothing please can we ask that all items bought into Robertson are clearly labelled.

## New method of payment

We are now using Direct Debits to collect our fees and other charges. This is a very convenient and efficient way of making your payments. Please contact us at [customers@beritazcare.co.uk](mailto:customers@beritazcare.co.uk) to enrol.

## Case Studies

From our discussions with you, we noted that each of you have your own reasons and experiences of finding care for your relative. We felt some of these stories and experiences are worth sharing with others who are in similar situations, as this may help others with their decisions. This led us to developing case studies by speaking to you individually, these are published on our website and updated regularly. Thanks for all those who have contributed so far. Please contact us on [info@beritazcare.co.uk](mailto:info@beritazcare.co.uk), you may be able to help others with your experiences. It usually takes about an hour of your time.

## Announcements

We are currently looking into purchasing our very own minibus to share with our sister homes Springkell House and Ashton Manor.

This will enable us to offer trips out to the local shops, seaside, Christmas lights and many other excursions.

We are very excited to offer this service and are hoping this will be up and running by mid to end of August 2019.



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