

NEWSLETTER

Robertson Nursing Home ~ Spring 2020



ROBERTSON
NURSING HOME

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Beritaz Care

Care You Can Trust

Update from Penny King, Registered Manager



Firstly, we would like to thank all the relatives for their patience and understanding on the two occasions that we have had to close Robertson due to chest infections and sickness. The staff worked extremely hard and diligently to keep the residents safe and most importantly happy and hydrated under somewhat difficult circumstances. It is always a difficult decision to close but it was the best and right decision and really it was the only way we could contain the spread of the illness and properly deep clean the home. I was personally touched by all your lovely messages of thanks and made sure they were passed on to every member of staff!

We are very proud to now have a new minibus and we have already been able to enjoy a couple of wonderful days out. This addition has made a huge difference to residents and it was lovely listening to their excited conversation on the way back home after such enjoyable trips! The bus will also be available to our sister homes in Surrey so we will have the bus on a shared basis. We have been busy gathering ideas from the residents as to where they would like to go and already some great ideas have come up. Some ideas are, going to the pub in the summer, a trip to the beach for ice cream and an outing to the park for a picnic!

We are keeping up to date with local events in the community and will be regularly inviting residents to attend. We have already booked the Relaxed Cinema in Godalming on Tuesday 26th May to watch Mamma

Continued over

Mia, this has been organised by the Godalming Action Alliance and Godalming Town Council and looks to be a wonderful event. There are more films showing in July, October and December and we hope to book for these dates as well.

We have now had pupils visiting our residents every Monday evening (except in the holidays) since January. The residents really enjoy the visits and have been sharing their knitting skills! The visits provide a wonderful social experience for the residents, one they really look forward to every week and the pupil really enjoy them too as well as their newly acquired knitting skills!



Staff News

We were overjoyed to have won awards at The Surrey Care Awards last November. In particular, Sharon Fisher was awarded Chef of the Year - we are so proud of Sharon, she works tirelessly with so much dedication to her job and the residents. Not only does Sharon provide delicious, wholesome meals but she regularly holds meetings with the senior staff to discuss topics such as weight loss and changes in diet, she also spends a great deal of time with the residents discussing their likes and dislikes and areas that can be improved. We are so lucky to have Sharon and are very proud of her achievement.

Liz Carter has taken over as our second chef as Valentin left to go travelling. Liz has fitted in really well and is enjoying her new position making a great addition to the team. Liz was previously our kitchen assistant often standing in to cover Sharon and Valentin when they were on holiday, so it seemed like a very natural progression to move her up into this position and she is doing a great job!



Liz Carter

Evelina Gavrila and Becky Hall have been promoted to Care Supervisors, they are taking on the responsibility

of the wellbeing of our team, ensuring the care staff all take their breaks on time and are supported wherever necessary. This is a new position and more responsibility will be added as the role changes and grows.

Evelina is now also providing beauty appointments for our residents. For 12 hours a week Evelina is indulging residents with manicures, make-up, hair washing and setting. The residents are really enjoying their time with Evelina, this is clearly evident as her appointments are in high demand and the residents frequently tell us how much they love their pamper sessions!

Employee of the Year Award

We introduced this last year as what we feel is a great way to show appreciation for all the hard work that the team as well as individuals put into the homes. Residents and relatives took part in the voting and really enjoyed the process we were really grateful for the support and response from you all.

Categories were 'care team' and 'ancillary,' this included all staff from our chefs in the kitchen to the nurses.

Our winners were:

- **Jon Gavrila** - voted as 'Carer of the Year'
- **Penny Trigwell** - voted 'Ancillary of the Year'

Runners up were:

- **Anett Hangyasi** - voted runner up in the care team.
- **Dee Barnes** - voted runner up in the ancillary team.

We also had two other runners up for the ancillary team because when we counted the votes they all received the same amount!

- **Sam Ferguson** - voted runner up in the ancillary team
- **Usha Jwarchan** - voted runner up in the ancillary team

All our wonderful winners received a certificate, trophy and voucher and we hope to continue these

awards in 2020 in efforts to acknowledge how hard our staff work and recognise their achievements and due to the success of the awards so far!



Anett Hangyasi



Penny Trigwell



Usha Jwarchan



Jon Gavrilu



Sam Ferguson



Dee Barnes



Other News

We have created a new staff board to keep you all informed and up to date on who is who, and other relevant and important staff news, this can be located just past the sign-in book.

The consultation on the future plans for Robertson are going well and we were pleased with the response so far. We will continue to keep you up to date on developments as and when we have them.

Our lovely Edna Porter celebrated her 100th birthday on the 14th January, she was very excited to reach the ripe old age of 100 and especially pleased to receive her telegram from the Queen! Edna had a wonderful and unexpected surprise when her daughter Carole flew in from Australia, taking Edna to celebrate her 100 years back at her flat where she thoroughly enjoyed herself with a party thrown by all her relatives and friends!



A few words from Gabriella Konczol on night care at Robertson

I started working with the night team not long after I had my first child, before that I was working during the day. It is quite a rare event for a member of management to work alongside the night team but it has had a great impact on them as we have been able to make decisions and solve problems a lot more quickly and efficiently leading to the team becoming more confident, committed and stable as they feel better supported in their roles.

It's very apparent to me that night carers face a different side to residents, as residents react and behave very differently at night compared to during the day and at times this can be quite challenging. Luckily the team have extensive skills and training and when needed a good sense of humour too! We all support and encourage each other to get through the night working as a solid and valuable unit.

One of the biggest challenges that night staff face is very tired residents. A great deal of care and patience is required to help settle many residents to bed. It is so important that residents are able to get a good night sleep, and this can be even more challenging for those with dementia.

Thanks to the teams' hard work though we continue to manage this, and residents have had no pressure sores for months now which is wonderful and shows the fantastic level of care the team is providing! Another vital job at night is cleaning and disinfecting communal areas as well as all the equipment ready for the day team the next morning. Preventing the spread of infection and illness to all of our residents, especially those most vulnerable is always a top priority to us and something that is done both day and night!

One of our night nurses, Vannie has now started to work day shifts as well as nights, this has been invaluable to us as she has been able to share her experience of resident behaviour both during the day and at night and this helps us to be able to monitor, understand and manage residents better providing the best care possible. I am very proud of the whole team, Adrian, Anett, Eva, Gayle, Maria, Victoria, Vincent and Vannie all deserve a special mention and recognition for the incredible job that they do as Robertson's 'invisible protectors!'



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

