

NEWSLETTER

Sprinkell House ~ Summer 2019



Beritaz Care

Care You Can Trust

Springkell
HOUSE CARE HOME

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Update from Karen Goddard, Registered Manager



Hello, and welcome...

to our Summer newsletter. Springkell has been a very busy home, with lots going on, and it doesn't seem possible that summer is now here.

I am pleased to say that the roofing work that was scheduled is now complete. Unfortunately it took a little longer than anticipated. As is often the case, once works were started a few other issues were found and needed to be addressed.

All tree works have also been completed. Nigel continues to work hard ensuring that the garden always looks pretty.

We have replaced the garden arches and some of the garden furniture this year. The shrubs and raised beds that were all planted up last year have now grown and look beautiful, giving much pleasure to residents, visitors and staff alike, as we spend a lot of our time out in the garden during the warmer weather.

I am so proud, and lucky to have a staff team that continue to work tirelessly and always 'go the extra mile' to ensure that the residents are well cared for and are happy.

We are always intent on providing the best care we possibly can for your loved ones, and would therefore appreciate it, if you could complete and return the short survey attached to this newsletter.

Continued over

In some instances, it may be appropriate to discuss your comments personally; otherwise, feedback from this survey will be collated and displayed on the notice board by the door, as well as being emailed out to you.

If you are more comfortable, please feel free to complete the survey anonymously.

As I prepare to step down as the registered manager at the end of August, I would like to reassure you that our plan to ensure a smooth transition to HESSIE is going well.

HESSIE can be contacted via the home or email hessiea@beritazcare.co.uk.

Lastly, I would like to thank you all for your kind words and emails over the past month.

I hope you all have a lovely summer

Karen

Please note you can also provide feedback to us at anytime via our e-mail at info@beritazcare.co.uk.



Staff News

Sadly both Akhila and Iwona have left us.



However, Apsara has come from Nepal. She is married with a little boy. This is her first job working in care which she is really enjoying. Apsara likes to travel when she can.



Bunu has also come from Nepal and is married with a son aged 10. Bunu is also new to working in Care but is enjoying it, Bunu loves to Dance in her spare time.

Both have joined the team and are making excellent progress.

Recruitment and retainment of the right staff is always a challenge.

Over the past year or so, the uncertainty over Brexit has not helped, with some staff leaving to return to their native countries.

At Beritaz care we value our employees and offer incentives, bonus schemes and career progression for the right individuals.

Employee Recognition

We are currently introducing Employees of the Year award. This will allow 4 staff (2 from the care team and 2 from the ancillary team) to be recognised and rewarded for their contribution to the team over the past year. Residents and relatives will be invited to nominate and take part in the judging.

It is also important for the staff to have some 'down time' and enjoy themselves. After the Strawberry Tea, we held our annual staff barbeque, which is open to



all staff and their families. We had a lovely evening, with Jogi cooking, 'assisted' by Peter. It was also Teodora's, birthday a big one with a zero on the end, so another excuse for more cake!

COMMUNITY ENGAGEMENT

Our Wednesday lunch club continues to go from strength to strength. We have a maximum of 20 places, limited by seating space in our dining room, and we are fully booked every week. The residents really enjoy the social aspect and it has allowed some residents to keep contact with lifelong friends from the village, and other residents to make new friends.

Residents also enjoy exercise classes that are led by Kiara and Georgie, who are both pupils at Beacon Hill Primary School. Their energy and enthusiasm is definitely contagious!!!!

Back in June we participated in the annual cupcake day for the Alzheimer's Society raising £139.30 in



cupcake heaven!! The Society use the money to fund research, support and therefore hope for people with and supporting those with dementia.



Our Business Support Centre

We would like to give you an introduction to the Business Support Centre which is managed by Janka, our Business support Manager who has been with the company for 16 years.

The Business Support Centre work very hard behind the scenes on a variety of tasks including initial enquiry handling, Telephone answering while the homes are busy, client invoicing, supplier payments, marketing activities, payroll. By having the Business

Support Centre it frees staff in the homes to provide the excellent level of care that we do.



The team are participating in a Sponsored walk on 6th October at Painshill Park for Alzheimers Society.



STRAWBERRY TEA

Thank you to everyone who joined us at the end of June for our annual Strawberry Tea. It was a very hot afternoon, but that did not stop us all having a lovely time, enjoying the food and the company. We were joined by many of the Wednesday Lunch Club too.



ANIMAL THERAPY

Caroline continues to visit us alternate weeks with her wonderful ponies and donkeys. Occasionally the guinea pig gang comes along. The residents really enjoy being able to stroke and cuddle these lovely creatures. It is always amazing to see the interaction between the residents and animals.



Carehome.co.uk

Some of you have already reviewed Springkell House Care Home on carehome.co.uk, either by sending in a pre-paid review card, or by posting a review on the website

www.carehome.co.uk/carehome.cfm/search/azref/10001060SPRA#submit-review-tab

We have 26 Reviews on the website currently with a score of 9.7, but I would really like this to reflect the fact Springkell House is simply the best care home in Hindhead.

We receive wonderful comments from residents, relatives and from members of staff which really reflects the warm Springkell House family atmosphere.

The way the reviews are collated has changed as we 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 and
- The number of reviews received for each home (in ratio to the number of beds available)

If you would like to review us for the first time, or update a review you've already submitted, we'd be very grateful. A review card is enclosed with this newsletter.

DATE FOR YOUR DIARY

MacMillan Coffee Morning will be held at Springkell on Friday 27th September. Please do come along to buy lovely cakes and support this worthwhile cause.



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 to enrol.

Call us on 01428 604414 for more details.

Case studies

Each and every family have their own reasons and experiences in finding care for their loved ones. Some of these stories and experiences are worth sharing with others who may find themselves in similar situations. This lead us to developing case studies by speaking to you individually, these are published on our website and updated regularly. Thank you to all who have contributed so far. Please contact us at info@beritazcare.co.uk if you think that you may be able to help others with your experiences. It usually takes about an hour of your time.

Reminder to friends and relatives

If you bring in new items of clothing for your loved ones, please ensure that these are clearly labelled.

Announcements

We are currently looking into purchasing our very own Mini Bus to share with our sister homes Robertson 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 hope this will be up and running by Autumn.

Surrey Care Awards

Every year the Surrey Care Association hosts the Surrey Care Awards, the care industrysversion of the Oscars.

Health and social care staff are nominated in a variety of categories' by their colleagues, residents and their relatives.

The Awards evening is held at Epsom Downs race Course in November, we are hoping for some finalists again this year throughout the Beritaz group.

Thanking those of who have provided evidence to support our nominations

(Pic on the right is Beritaz Care at SCA 2017)



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



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.

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

