

# NEWSLETTER

Sprinkell House ~ Spring 2020



INVESTORS  
IN PEOPLE

Silver  
Until 2020



**Beritaz Care**

*Care You Can Trust*

**Sprinkell**  
HOUSE CARE HOME

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## Update from HESSIE

Welcome to the Spring Newsletter. The months are certainly passing quickly as I continue to settle into my new role running the home. I have been very lucky to have the ongoing support of Karen during my transitional period into the role and also a great team of staff that have really helped, encouraged and supported me along the way.

In the early part of the year we had some necessary renovations carried out in the home, such as replacing fire doors and a spot of decorating was done in areas needing a bit of a touch-up! We were we thought, all set, ready to embrace Spring and all of its beauty whilst basking in the glorious sunshine we were blessed with, and then...COVID-19 hit!

We were extremely sad to close our doors to visitors back in March, but it was a very necessary measure, one that you have all supported and we really appreciate your understanding. Life at Springkell since the lockdown has been a little different and it has certainly been a challenge to run the home under such unprecedented circumstances. Care Homes have very much been the top topic in the headlines during these worrying times and even more so recently. Here at Springkell, the team have adhered fervently to Government guidelines and ensured, as we always have, that infection control policies and practice are of an exceptional standard. Our number one priority is always the welfare of our residents and staff.

Going forward, as the situation improves, we anticipate changes to the way families and relatives

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will be able to visit the home. We want to assure you that planning is already under way for this. We will adapt our policies and procedures as and when, and in accordance with government guidelines when they come through, to enable you safely back into the home as soon as it is safe in order for you to see your loved ones. In the meantime, we are so grateful for your support and donations, it means so much to us knowing that you are all behind us supporting us through these difficult times.

Whilst we continue to endeavour to provide the highest standards of care for your loved ones, we do not wish to be complacent and as such we are always open to feedback from you on how you feel we can improve our services. Regular surveys provide us with honest, invaluable information so if you can spare a few minutes to complete and return the enclosed survey it would be greatly appreciated.

Thank you again for your continued support, encouragement and donations, I look forward to updating you again in our Summer Newsletter

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- hopefully I will be able to report that the current global crisis is ending!

If you do need to contact me by telephone, I can be reached on 01428 605509 or alternatively, please email me directly at [hessiea@beritazcare.co.uk](mailto:hessiea@beritazcare.co.uk)

Hessie

## STAFF NEWS



### Sprinkell Baby Arrival

Congratulations to Jo Woods on the birth of Rex William Harrison, born on 24th May 2020 at 9.25am weighing 7.8 lb. Mum and baby are doing well.

Sadly, Cristian decided to leave us earlier this year in order to follow other career avenues, he was a highly valued member of the team and we wish him the best of luck for the future. We have had some new additions to our team and are delighted to welcome Cherry, Anita and Renato.

Cherry is a Senior Care Assistant and originally trained as a Midwife in the Philippines. She is married with a family and has several years of experience working in the Care sector specialising in learning disabilities. Anita is a Care Assistant from Nepal; this is her first job working in the care sector and she is already very quickly finding her feet. Anita enjoys spending time with her family and is rapidly developing her confidence and English-speaking skills since joining us. Renato joined us as a Care Assistant and is married with a son. Having previously worked in PGL Activities Camps we can hopefully make use of Renato's skills

in activity planning, providing residents with plenty of activity ideas!



Cherry



Carlos



Anita

All of the new staff have settled well into their new roles and are making great progress which is of course helped by the fantastic examples all our current staff are able to set. We are incredibly lucky to have retained a great, permanent team of staff and have not had to use temporary agency staff at all - this is very beneficial to residents as they are able to enjoy the familiarity of all our friendly staff faces that we have here at Springkell.

## EMPLOYEE RECOGNITION

The Surrey Care Awards took place in November 2019 and Jogi was nominated as a finalist for the Chef of the Year Category. Unfortunately, he was pipped to the post by the Chef from Robertson House which is also part of the Beritaz Group. However, it was great to see Jogi's hard work and commitment recognised and appreciated and our residents continue to enjoy the wonderful meals he lovingly cooks for them each day.

We also ran our new 'Employee of the Year Awards,' a concept created to recognise individual staff contribution to care within our Surrey homes. It was a fantastic event enjoyed by all and one that we will continue annually. Winners were presented with a certificate, award and prize money and the acknowledgement of their personal contribution and commitment to the residents in the home that they work in.



In Springkell, Laura and Jogi were the nominated

winners for the non-care roles and Stela and Apsara were winners for the Care category. Well done to all of the winners and nominees!

## COMMUNITY ENGAGEMENT

Our Wednesday Roast lunch Club has continued to be a great success enjoyed by all. It is of course currently postponed until further notice due to the COVID-19 restrictions, however, don't worry, as soon as it is safe to do so, we will be re-launching this fabulous lunchtime event and we look forward to welcoming back our guests.

We have been so lucky to receive such great support from the local community during these challenging times. We have received numerous donations such as, pizza from the Domino's Pizza branch in Beacon Hill and a fruit hamper from the Haslemere Penny Ha'Penny Trust. These gestures are so motivating for our team and we are all very grateful and touched by your well-wishes and support during these times.



Another wonderful donation was made to us by Sheila Austin, wife of Brian - one of our lovely residents. Sheila has been busy sewing away, creating beautiful, washable hand-made face masks for staff to use when they are outside of work to help keep them safe. These were greatly received by the staff and we are really grateful to Sheila.



## ACTIVITIES

As you can imagine, we have had to adapt our activities somewhat during this lockdown period and whilst we cannot accept external activity providers into the home, we try and provide stimulating activities for the residents to participate in on a daily basis.

Danka has been planning a sensory garden area and will help facilitate an area where residents can grow herbs, tomatoes and a variety of new flowers, watching them grow and tending to them. We take residents out into the garden for short walks as often as possible - weather permitting of course, and we encourage fresh air and enjoyment of the garden as much as we can.

On a daily basis, we actively encourage the use of video calling on the homes tablet so that residents can stay in touch with their families and still see you even if for now, it is not in person. Many of you are now in regular contact and book time slots to use this facility, it is lovely to hear your voices and see the faces of the residents looking so happy when they see and hear you!

Aside from video calls residents are still managing to keep in touch with their families in many different ways with the help of the team. With Danka's help, Terry was even able to make a video birthday message for his Grand Daughter!



Although not all of our usual activities and trips have been permitted, we have continued to celebrate all traditional occasions as normal through lockdown, including Mother's Day and Easter. Residents kept busy making some beautiful hand-made crafts that were used to decorate the home.



Helping to keep the home cheerful and colourful,

as well as helping our staff and residents show their appreciation to all carers and NHS workers we asked the children of the care staff to create positive pictures to display in the home - we think they did a wonderful job and the residents love them!



The flags were flying at Springkell as we celebrated the 75th Anniversary of VE Day. This day is an anniversary very close to all of our resident's hearts so we could not allow it to pass us by without a big celebration to remember all of the hero's in WW2.

Luckily the weather was glorious, with Springkell Court draped in bunting it was a memorable day and we all really enjoyed it, residents even enjoyed a sing-along to Vera Lynn songs with the care staff and a toast with a tippie of sherry!

Due to popular demand and our love of beautiful music and small, furry creatures, as soon as it is safe to do so we will re-start our musical guests and animal therapy that come and visit us in the home. We really miss seeing the positive effect both the music and the animals have on our resident's wellbeing and we really do look forward to the day they can come back to play!

In the calendar we do of course also have our annual Strawberry Tea Party that usually takes place on the last Saturday in June. Unfortunately, at this point we cannot confirm whether this is going to be able to take place, but we will update you when we have more of an idea, a little closer to the time.



# Visits arrangements

In the interest of the mental wellbeing of our residents and also their relatives, we are now permitting visits according to latest Government guidelines. All visits are by appointment only and will be out in the garden or another suitable outside space. Social distancing measures will need to be adhered to as well as the use of appropriate PPE. Please contact Hessie directly for specific arrangements.



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

