

# NEWSLETTER

Chestnut Court Care Home ~ March 2020



**Beritaz Care**

*Care You Can Trust*



**CHESTNUT COURT  
CARE HOME**

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## Update from Becky Wilson, Registered Manager



We are always looking to build our wonderful team at Chestnut Court so if you know of any suitable healthcare professionals that would fit in with our team and values please direct them to our website where they can view current employment opportunities and how to apply for them.

We have recently changed the way we record our daily notes for residents. We were using a laptop to make our notes, but we found this was very time consuming and inefficient, so we have gone mobile and now use an app to record this information! This is saving staff up to 2 hours a day of admin time meaning they have more time to spend with our residents instead.

For the last 5 months we have been working with Alive Access and Ashley Junior School; we have 9 children, aged 8 to 9 years visit our residents on a monthly basis. Alive Access all-age activity sessions help connect the elderly to the local community by linking up care settings and schools through the National Lottery Funding Building Connections Project. These sessions allow Chestnut residents and Ashley Junior School pupils to meet regularly and enjoy varied, social, fun and creative activities which include activities from music and poetry to iPad and reminiscence work.

This project has made a real difference to our residents as they really look forward to the children's visits, it

brings plenty of joy and laughter! Although we only have funding up until July 2020, we have been working closely with Ashley Junior School putting things into place to hopefully enable the project to continue after the funding has finished. There are so many benefits from the children visiting; residents are more socially active and connected with their community-enhanced activity provision, they have something to really look forward to and chat about and wellbeing is positively impacted. In return, the benefits for Ashley Junior School children is a growth in their confidence and self-esteem as they enjoy bringing happiness to our residents, they also enjoy learning from them as well as honing their social skills with adults!

One of the children called 'Vinnie', who struggles with his behaviour at school was specifically selected by the Head Teacher to visit Chestnut Court. Recently when I was talking to his teacher, Mr Thew, he said that his behaviour at school had changed and all Vinnie talks about is coming to Chestnut Court and seeing Pearl! At Christmas, Vinnie and Mr Thew came

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to visit and whilst out shopping with his mum, Vinnie bought Pearl a Christmas present with his own pocket money buying her a lovely lavender soap set which put a huge smile on Pearl's face when they opened the present together!

## Staff News:

For the first part of 2019 it goes without saying we were finding it difficult to maintain a stable staff team. Fingers crossed and touch wood we appear to have settled down now with a genuine team of caring and great people with positive attitudes. We still have a couple of vacancies, but we are hoping to fill these in the near future.

New staff: I am pleased to welcome 4 new members of staff to the Chestnut Court family.



Gabriel Phinda Gabriel joined our team in September 2019 as a senior care assistant, Gabriel is working day shifts.



Calvin Moroka joined our team in January 2020 as a care assistant, Calvin is working day shifts.



Magdalena Zdanowicz Joined our team in January 2020 as a domestic member of staff.



Marcelo Custodio joined our team in January 2020 as a care assistant, Marcelo is working days.

## Staff in the Spotlight Charlotte



Hi, I am Charlotte and I have been working at Chestnut Court Rest Home for 1.5 years and I love working here. It has always been my ambition for as long as I can remember to work in a

care environment either as a carer, nurse, doctor or as a paramedic. I am very pleased to have succeeded

in achieving my role as a carer. My inspiration is my great grandmother who even now at 95, is still very independent and has a great sense of humour - her secret to a long life is "no men" - she's great! I have learnt a lot from her as she was a health care assistant - known as an auxiliary nurse in her time.

The managers and the whole team work as one, we know each other's strengths and when a colleague needs extra support. We communicate very well with one another, we plan, and we automatically know what each other is doing throughout the day, we work in sync.

I am developing my career as a carer and I am being provided with opportunities to improve my knowledge and experience. I have been given all the required and relevant training and I am working on my Diploma 2 in Health & Social Care which is going really well, and I hope to finish within 10 months. I love it at Chestnut Court I really don't feel like I am at work!

## Activities in the home



Chestnut Court has connected to Ashley Junior School in New Milton, 9 children visit monthly to engage in varied and fun activities, which includes anything from painting, music and poetry to iPad and reminiscence work. There is always a buzz in the home when the children visit and lots of smiles! We have noticed our residents are more socially engaged when the children visit, and each have their favourite pupil they wish to sit next to and chat with!

The children are so well behaved and in a short period of time we have seen them grow in confidence and self-esteem. This is very apparent

in one particular pupil who was described as 'a troubled and troublesome child' at school but since visiting us there has been a real improvement in their behaviour and concentration at school. The pupil has taken a particular liking to one of our residents and this is very much reciprocated, a real bond has formed between them and at Christmas he bought her some lavender soaps in a beautiful decorated box. The pupil's mum told us he was very particular in what he wanted to buy for her!

The project is now into its fifth month and there is talk of the project continuing after the funding has concluded.

Residents at Chestnut Court also really loved their Christmas party on 12th December with Roland playing the naughty elf - lots of enjoyment was had by all!

## Resident in the spot light:

Paul moved into Chestnut Court in December 2019; Paul has Down's Syndrome with dementia. Paul moved from a house where he was living with 3 other people to Chestnut Court and has settled in adapting really well to living in a bigger home where the environment is very different to where he was before. The biggest change for Paul since moving to Chestnut Court is that he has started going back to church with his dad every Sunday which he had not done for the last three years. Paul is a lovely and very welcome addition to the family!



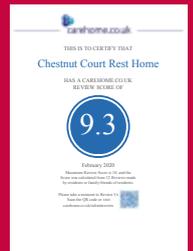
## Any other News

We have had our EHO visit in August 2019 and we are pleased to say we maintained our 5\* star rating

We are currently waiting for an Inspector to Call, CQC were due to visit towards the end of 2019 but have yet to cross the Carehome.co.uk.

Some of you have already reviewed Chestnut Court 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?searchazref/10001035CHEC](http://www.carehome.co.uk/carehome.cfm?searchazref/10001035CHEC)

We have 21 Reviews on the website currently with a score of 9.3, but I would really like this to reflect the fact Chestnut Court is simply the best Care home in NewMilton.



We receive incredible comments and feedback from residents, relatives and from members of staff which really echoes the warm Chestnut Court 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)

We currently have 21 Reviews on the website with a score of 9.3, 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!

## Dates for the Diary

I will be holding a Relatives' Meeting on Thursday 27th February at 2.30pm. This will give me a chance to discuss with relatives future staffing plans as well as any feedback received by then. I look forward to hearing from you and welcome topic suggestions for future meetings if you have any.

## 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).

## Our Business Support Centre

The Business Support Centre is managed by Janka, our Business Support Manager who has been with the company for 17 years. The centre works very hard behind the scenes on a variety of tasks including initial enquiry handling, telephone answering when homes are busy, client invoicing, supplier payments, marketing and payroll.

The Business Support Centre assists us in providing residents with the best of care as it enables staff more time to focus on residents instead of being under pressure to uphold administrative duties. The centre not only supports and assists our care home staff but also provides customer service for relatives and family of residents.



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### 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@chestnutcourt.co.uk](mailto:info@chestnutcourt.co.uk).