

# NEWSLETTER

Robertson Nursing Home ~ November 2020



**ROBERTSON**  
NURSING HOME

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## Update from Penny King, Registered Manager



Well, what a few months it has been! We are aware that the last few months have caused families a great deal of anxiety with care homes having been one of the top topics in the headlines during these worrying times.

I am extremely proud of the staff at Robertson, not only have they kept safe and taken this terrible situation extremely seriously, but they have kept our lovely residents safe and healthy and I would like to say from us all a HUGE thank you for your continued support in everything we do and are continuing to do.

We have worked so hard to maintain a 'normal' daily routine, this has not been easy considering our working day has changed so much, from wearing our new outfits and not wearing masks, to wearing masks and PPE at all times, to only wearing PPE when giving care and if a person is in isolation! Every day has been different, but all the time we are doing our best to keep our residents upbeat, happy and safe and I think we are doing a pretty good job of it!

We have gained GOLD in the 'Investors in People' awards, staff have started NVQ's and have also completed mandatory training in London (safely) employing and inducting new staff in a very long, drawn out infection control procedure. We have also introduced a new auditing system to ensure our practices are always continuously improving, this includes observing our food service procedures to building maintenance.

Throughout the pandemic we have continued celebrating residents and staff birthdays – any excuse for a piece of cake and a celebration! Residents health has been our top priority and our GP has been incredible in finding exceptional ways of working with us so that we have been able to keep as close to normal daily life as possible, the only thing missing is our relatives loved ones!

Our local community has been amazing, we have had all sorts of donations, from handmade scrubs, hand creams, sweet, delicious strawberries, handmade masks to beautiful cards from people we don't even know! And from all of you, our resident's family's, we've been overwhelmed by your gifts, donations, support and well-wishes. There have been too many to mention them all, but we will be eternally grateful, each and every one has helped us to keep going. Your kind words of support, cards and videos have boosted all the staff and especially from me, a HUGE THANK YOU for the wonderful reviews on [carehome.co.uk](http://carehome.co.uk) - please keep them up!



## Staff News

The care team continue to do a fantastic job working hard keeping the home clean and of course keeping all of our wonderful residents happy and healthy. In order to provide the high standards of care that we pride ourselves on we have been busy supporting the staff with their professional development.

We have also successfully employed 6 new staff, 5 of whom are new to the care sector. Having been made redundant from their cleaning positions working in Gatwick airport, we have been able to provide them with a bright and secure future as well as subsidised accommodation on a long-term basis.

The new staff spent 3 intensive weeks with Theresa Pitter instructing on everything from our policies and procedures, to getting around the building and most importantly, understanding what a care plan is. After the induction with Theresa the staff then went on to shadow Becky Hall and Evelina Gavrila. Becky and Eveline are our incredible in-house mentors, and they did an excellent job of guiding our new staff on how to properly care for all of our residents.

What has been really nice is that before any of the induction, learning or care even started all of the new staff members got to meet and chat to our residents, we have not managed this until now! What we have learnt is that this quality time spent on new staff at the start of their time here at Robertson really pays off as they feel so much more confident in their new job roles and this in turn leads to less pressure on existing staff.



The care team also all took part in wellbeing training session with a well-known business psychologist that we have used for many years now, Sue Firth.

Sue conducted a wellbeing and resilience workshop online which was highly interactive and engaging for the team and everyone enjoyed it and benefited hugely.

The session was held using our new Facebook portal technology installed specifically for the purposes of team training sessions which of course due to Covid now have to be held online.



## ACTIVITIES

As you can imagine, we have had to adapt our activities somewhat during this lockdown period, but we have tried to provide stimulating activities for the residents to participate in on a regular daily basis. Although our organised day trips have not been able to take place during lockdown, we have managed short excursions in our wonderful Beritaz Bus just to enjoy the sights in our local area and give the residents a little road trip in the 'great outdoors!'

We have still managed to celebrate various traditions and occasions over lockdown, Easter was a particularly special time for us and celebrated as usual by our residents who enjoyed a variation of Easter activities including making some beautiful Easter decorations outside in the garden whilst enjoying the sunshine. The home was decorated with the colourful display

of decorations for all to enjoy and we had a lovely weekend along with some beautiful weather and plenty of fresh air.

Evelina has maintained her hair and nails service and has really enjoyed pampering residents – they have clearly been enjoying it too! It's great to now have Karen our hairdresser back and also Jane our chiropodist, it's really nice for residents to be able to enjoy their treatments and also to finally see a couple of familiar faces from outside the home again.



Recognising there was an opportunity to create new roles for people within our community, we employed 2 young students from Priorsfield School and 2 others as 'Care Companions.' These roles are so important and welcomed, their main purpose is that of companionship, company for our residents, spending time with them during activities and in and around the home. By creating these roles, not only have we given young people work opportunity, but we are providing residents with a diverse staff base whom they can rely on for company and conversation when they need it 7 days a week – it's a win-win situation we think!

We have been very fortunate throughout the majority of lockdown to have been able to enjoy some really beautiful weather and we have encouraged residents out into the garden for fresh air and sunshine and the enjoyment of it as often as possible! On a daily basis, we have also been actively encouraging 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!

Particularly at the beginning of the pandemic, around the country it became popular to draw and paint rainbows. The rainbow became a symbol of support for people wanting to show solidarity with NHS workers and carers on the front line. Our residents of course eagerly joined in and created numerous rainbow creations. We put the artwork up around Robertson in order to show our support, thanks and appreciation to all carers and NHS staff in our community and across the country as well of course to our amazing team.

## SPECIAL ANNOUNCEMENTS

**We are soon going to launch our new Beritaz Care website . Please look out for this in early December which will also list our Christmas plans!**

## VISITS AND INFECTION CONTROL

We have taken the following steps to control and manage the infection in our homes:

- Additional IT equipment so staff do not cross-contaminate single equipment
- Technology to enable remote meetings and access to events
- New uniforms and shoes to enable frequent changes - separate shoes are worn at work
- Individual staff lockers to prevent cross-contamination
- Help with transport so employees do not use public transport
- Not using agency staff, block booking where necessary (due to self-isolation)
- Weekly staff testing and 4 weekly resident tests and isolate as appropriate
- Additional cleaning and hygiene facilities such as wash stations
- Dedicated visitor's rooms and safe visit policies, reviewed weekly
- Safe visit practices such as wearing PPE, hand washing, not touching etc.

## MANAGER IN THE SPOTLIGHT



Hi, I am Penny the Registered Manager of Robertson Nursing Home. Many of you will know me but for those of you who have joined us since the beginning of the year and since the Covid-19 crisis, which caused us to lockdown I may not have got to know you as well as I would have liked to.

I have worked at Robertson Nursing Home as the Registered Manager since 2011. I started working for Beritaz Care in 2004, starting my career with Beritaz Care as a carer at Springkell House Residential Care Home in Hindhead.

These days I have overall responsibility for the day to day running of Robertson Nursing Home - a responsibility I do not take lightly. But my wealth of experience working in Health and Social Care and working with our elders has given me the skills and the knowledge I need to run a good home.

There have been many highlights in my career, from starting as a carer at Springkell House, moving up through the ranks to a senior carer, deputy manager and then the Registered Manager of Robertson Nursing Home. Each step was a learning curve for me, but with each move I felt more confident and the feeling of being trusted by Mr Kumar the owner spurred me on and inspired me to continue.

Other highlights for me have been seeing other members of my team and other managers grow. I have mentored two managers of other homes in the Beritaz Care group from deputy managers to registered managers but, a significant highlight for me was just last year when we celebrated as a team the achievement of Sharon [the chef] winning Surrey Care Associations annual award of Chef of the Year, a new category for 2019. I feel very proud of my team and what they achieve but this was very special. I take great pleasure in supporting staff to grow wings and fly.

What I enjoy most about working for Beritaz Care is its values, it's a family run company with strong family values. Mr Kumar, the owner, is very supportive whilst at the same time giving you room to make decisions and run the home how you see fit. Importantly there isn't a blame culture but a culture that supports you to learn and grow.

Feeling and being valued not just by me, but the whole team gives a sense of security and stability. This I feel, is why we have a great core of staff who have remained working at the home for many years and its great



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

having every one of them by my side.

The life of a registered manager is never dull. Each day can bring you new challenges, some are exciting and inspiring, helping you to grow, and others at times can really test your resilience! In my lifetime as a manager, I never ever thought I would carry such a heavy burden as the fallout of Covid-19, it has felt at times like I'm carrying a sack of potatoes around on my back. If it wasn't for the continued support of my team, Mr Kumar and the other managers I believe it would have been more than a challenge! Constantly having to think ahead, thinking about the residents and the staff wellbeing and wondering if you have done the right thing, such as stopping visitors coming into the home is very difficult. But you have to tell yourself it's for the best and do what is right to keep people safe.

With that sentiment I would just like to finish by sending you all a huge thank you for all your support and your kind gifts but most of all for your patience and understanding. I understand from personal experience how hard it has been for you not to have seen your loved ones and getting back to normality can't come soon enough, let's hope it does soon! A huge thank you also goes to my incredible staff, without them by my side this last 7 months it would have been an even harder task and I am grateful for them every day.