

NEWSLETTER

Chestnut Court Care Home ~ April 2021



Beritaz Care

Care You Can Trust



**CHESTNUT COURT
CARE HOME**

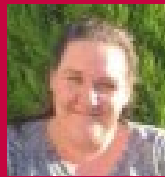
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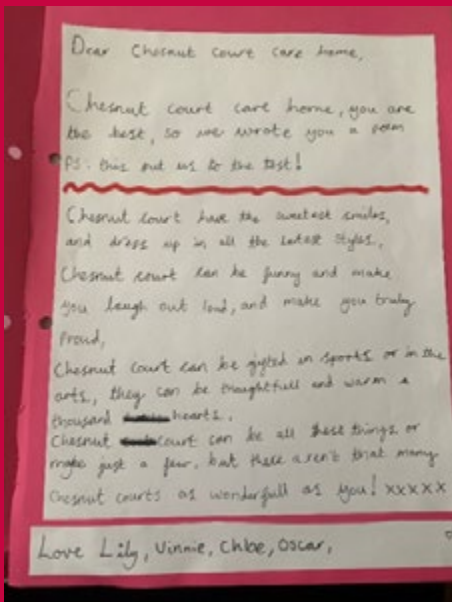
Web: www.chestnutcourtcarehome.co.uk

Update from Becky Wilson, Registered Manager



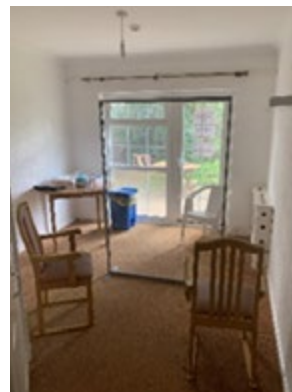
As I am sure many of you are aware, the last few months have been very hard at Chestnut Court as we had an outbreak of Covid in the home just before Christmas. We very sadly lost some of our lovely residents to this terrible virus and many of our staff tested positive and were unable to work over Christmas. It was an incredibly challenging time for all of us.

We received so many cards and gifts from family members in support and thanks, as well as from the local community over Christmas and we were so overwhelmed and grateful for all of these gifts and support, thank you. We also received a really lovely poem from Ashley junior school in December.



After ridding the home of the virus and with the home and daily activities able to return to 'normal,' I am pleased to say that our residents and staff are now fully vaccinated.

Throughout the whole of the pandemic but especially through the outbreak, the staff have done the most incredible job and I am so proud of them all. Despite all that has happened and gone on, the team has gone above and beyond to work to the very best of their ability during these terribly challenging times to make sure that our residents continued to receive the very best standards of care.



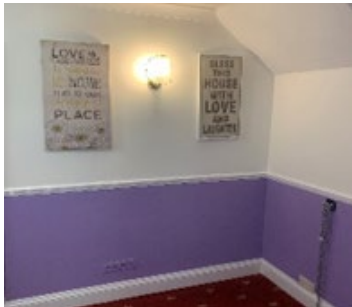
In other news, we now have a designated room for visits, this allows for safer and more private visits for families, enabling us to maintain high standards of infection control by cleaning the room in between visits.

Laszlo has also been very

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hard at work decorating the home which is looking lovely, we have also ordered new chairs and tables which we are excited about arriving! We are also over the moon to have had our kitchen refurbished!



We had our CQC inspection back in February and we are so pleased to announce that we are GOOD!

Lastly, I wanted to let you know, that I will be going on maternity leave at the beginning of May to have my little boy. Lisa Shaylor will be running Chestnut in my absence, and I know it will be in great hands with her as well as the support of Kumar and head office.

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 over the last few months been growing our wonderful team as well as supporting the existing and new staff with their professional development.

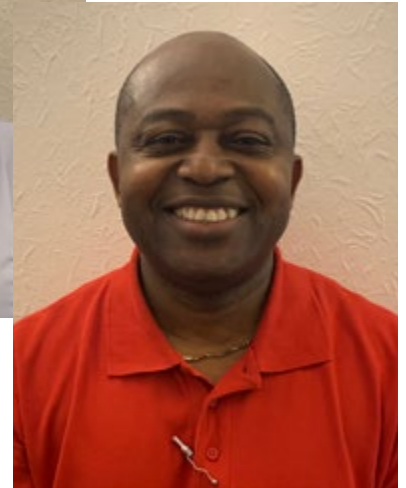
All staff are now being tested three times a week and residents are tested every 28 days. Staff continue to work and train hard every day trying to keep things as 'normal' as possible for residents whilst following and adhering to Government guidelines in order to keep the residents safe and

healthy. New staff members have all completed a robust induction with Becky and Lisa and have also been allocated their own mentor to support them and ensure they settle in well to the Chestnut Court team.

We are very pleased to welcome new members of staff to the Chestnut Court Family: Tessa Smit and Kevin Sankareh



Tessa Smit



Kevin Sankareh

ACTIVITIES

As you can imagine, we have had to adapt our activities somewhat during lockdown, and we have made the most of some of our new in-house technology. As we haven't been able to welcome visitors indoors over lockdown we decided to 'go big' on video calls and enabled them to be made via our TV screen making it easier for residents to see and hear their loved ones over this challenging period.



Using our new Facebook Portal, we have been able to access games for residents to play online which they have enjoyed hugely, it has been wonderful to see so many join in, interact and have so much fun!

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We've also been lucky enough to enjoy some sessions with Ashley Junior School, it provided a lot of fun and enjoyment for residents, they have really enjoyed chatting with and listening to the younger generation, the sessions have provided plenty of smiles which has been nice to see! Residents were also treated to a Christmas play by The Ballard School, this was excellent, and everyone really enjoyed watching it and getting into the festive spirit!



We've encouraged residents out into the garden for short walks as often as possible - weather permitting of course, and we managed to enjoy the snow for as long as it lasted! We all look forward to the joys of spring, with new growth starting to appear in the garden and I am sure as soon as we can residents will enjoy starting to plant and grow vegetables from seed again!

Over Easter residents thoroughly enjoyed the Easter party that we put on which obviously included an Easter egg hunt! Far too much chocolate was consumed but everyone really enjoyed the weekend especially as the sun came out for some of it!



We have several other events coming up this year that we are getting excited about and are already planning for. We are going to be celebrating D Day World Orphans Day on the 6th of June helping raise awareness, support, and funding for motherless and fatherless children worldwide due to war, famine, displacement, disease or poverty. On the 12th of June we will be having a party in celebration of the Queen's Birthday and on the 20th of June we will of course celebrate Father's Day! So, lots going on in June and plenty more in the pipework for the rest of the year. After a devastating start to the year, we are all feeling very positive and looking forward to the rest of the year ahead!

UPDATE

We are excited that with the further easing of lockdown restrictions, we can now welcome our lovely hairdresser back to make clients feel good again with their hair done after some time!



MANAGEMENT TEAM IN THE SPOTLIGHT



We have a wonderful management team here at Chestnut Court led by Becky Wilson, who is soon going to become mother, and her deputy Lisa Shaylor, who will be managing the Home in her absence. We are all wishing Becky all the best and cannot wait to welcome her little baby to our Beritaz Care family!

Prior to Covid and throughout the pandemic, the management team within the care home have repeatedly demonstrated that they have both the skills, dedication and personal qualities to lead a committed team and go above and beyond their duty to support their residents and fellow team members.

One particular example of the dedication that our management team shows to residents was set by Becky. At the end of a 12-hour day Becky decided to stay on all night with one of our end-of-life residents so that she could keep in constant contact with the family and be beside the resident.

Becky was one of the few staff members that this particular resident with learning difficulties felt comfortable with and by staying it allowed them to feel comfortable and calm during their final hours. This was so reassuring for all involved especially the family, and it is a prime example of Becky's commitment and care to our residents.

Becky has excellent relationships with all of the residents but especially those of our residents with learning difficulties. She has a huge amount of knowledge and expertise in the field and is an incredibly calming influence which is so bolstering for families and of course for the whole team, we are very lucky to have her!



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@chestnutcourt.co.uk.

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.