

NEWSLETTER

Chestnut Court Care Home - November 2022



Beritaz Care

Care You Can Trust

Update from Lisa Shaylor, Home Manager



Welcome to our autumn newsletter, I hope you enjoy reading this edition. Firstly, I would like to update you all that I am now Chestnut Court's registered Home Manager. This gives me a great sense of pride. I am fully committed to my role and have therefore also enrolled on my level 5 Operational Manager apprenticeship. I feel very supported at Chestnut Court by our business support centre, group care operational lead and the experienced managers within our Beritaz Care family.

It is equally important to mention my staff team, I am extremely fortunate and forever grateful to have a dedicated team of people and I never take their support for granted. I can proudly say that all the team at Chestnut Court go above and beyond their duties, to provide the highest possible care to our residents. Thank you to the team for your hard work and dedication.

At Chestnut Court we have been embedding standards by continuing with our redecoration programme and refurbishing the bedrooms to a high standard, as they become vacant. This includes complete refurbishments of the ensuite bathrooms, new carpets and furniture. Since our last newsletter we have had a full unannounced kitchen inspection by Environmental Health and we achieved a 5-star rating in the kitchen.

Our residents are encouraged to share ideas in our monthly resident meetings, their feedback helps



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CARE HOME**

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us to provide a stimulating and packed activities programme, tailored to their wishes. Residents have participated in many outings in the minibus, most recently we embarked on a trip to Burley tea rooms, it was particularly nice to take a drive through the New Forest and see all the animals. Residents continue to enjoy taking part in various activities such as arts and crafts, baking and gardening. It is also nice to welcome external entertainers to the home, we have a mixture of talents such as live singers, fitness classes and a belly dancer who regularly visit the home.

Our summer party was a very successful event and our monthly coffee mornings are going well. I am so pleased to see so many relatives and friends visiting the home, it is very heart-warming to see our residents enjoying these visits. Finally I feel we have regained some sort of normality following the restrictions that the pandemic brought... long may it continue.

As we head into the colder months and look forward to the Christmas festivities, I would like to reassure you that our staff and residents have been offered the autumn covid booster and flu vaccines.

Continued over



Lastly, I would like to say a special thank you to all of you all for your continued support and the feedback that you provide. This is the start of my journey as the newly appointed manager, I am thoroughly looking forward to the future and what 2023 brings.

I hope you all have a healthy and happy Christmas!

HOME NEWS

After a fantastic summer season at Chestnut Court we have all been adjusting to the colder weather and making preparations to care for our residents over the winter months. The majority of our residents, as well as our staff, have now received their autumn booster covid vaccine and their flu vaccines. The final few residents who have not yet been vaccinated will receive their vaccines shortly. We are happy to know that our residents have received this extra level of protection in preparation for winter.

We are pleased to be able to openly welcome visitors to the home and look forward to seeing many of you over the upcoming months and the festive period. Please keep in mind that we do ask for visits to be kept to the residents' rooms, rather than communal areas.

Over the summer we were paid a visit by Environmental Health for our regular inspection, we are delighted to say that Chestnut Court has been awarded a 5 star rating. Thank you to all the team who work so hard to ensure high standards are maintained at all times here at Chestnut Court.



We will soon be carrying out our mock inspection, to check operations and standards across the home, and ensure they are being maintained. This will help us prepare for our CQC inspection in the spring and identify any areas of improvement we can look at.

Ongoing renovations are still taking place around the home, many of the residents' bedrooms are being refurbished and new furniture brought in. We are also renovating the bathrooms and replacing the fittings with updated bathroom suites where needed. We continually make improvements to the home to ensure our residents have a comfortable environment and access to any facilities they require.

We are fortunate at Chestnut Court to have such a wonderful community surrounding us. Many organisations were kind enough to donate prizes for the tombola at our summer fete, to raise funds for the Alzheimer's Society. We are looking to continue raising funds for this very worthy cause at our future events with the support of local community members and organisations.

Recently we have been delighted to receive some lovely fresh fruit selections, donated by the local Tesco store. These have been enjoyed at our coffee mornings and used for residents' activities. Tesco have a certain amount they are able to donate to local organisations and we are very grateful to have been chosen to receive these donations, it means a lot to the residents and staff.

The local church chaplain regularly visits us at Chestnut Court to hold a small service for those residents who wish to take part. We appreciate them taking the time to visit the home and helping us to support our residents' spiritual needs.

The kindness of individuals in our local community is something we will never take for granted. There is a lovely lady who lives locally and kindly volunteers her time at Chestnut Court. She regularly visits the home to spend time with the residents, often finding interesting objects to bring in and share with them.

She takes the time to sit with the residents and have a chat over a cup of tea, providing dedicated one-on-one interaction which the residents really appreciate, particularly those who don't have frequent visitors. We want to say a massive thank you from the bottom of our hearts, she already gives up so much of her time volunteering at the local library and charity shops so we are extremely grateful for her visits, it means the world to our residents.

Our monthly coffee mornings have been taking place on the last Wednesday of each month and so far these have been a great success. It is lovely to welcome relatives and friends to join us each month and we look forward to continuing these into the new year.



Thank you to everyone that attended our last relatives meeting, it was lovely to get together and

share our plans for Chestnut Court with you all. The next relatives meeting will be taking place on 25th January 2023 at 11am, we look forward to seeing as many of you as possible there.



We would also love for you to join us for our Mulled Wine and Mince Pie event on Tuesday 6th December at 2.30pm – 4.30pm. There will be entertainment provided by a wonderful piano player, as well as lots of festive merriment. We will also be holding a tombola to raise funds for the Alzheimer's Society, a charity we have been supporting throughout the year.

STAFF NEWS

It has been a busy period for the team here at Chestnut Court, with so much going on at the home, welcoming new staff, keeping up with training and working on qualifications, our team have been working very hard.

A few months ago, Beritaz Care held a staff orientation day in Bournemouth for the new staff members who had joined their homes, including 6 new team members from Chestnut Court. This was a great way to introduce new staff to the Beritaz Care family.

There was an introduction from CEO Kumar Gnankumar and attendees enjoyed talks from current staff members as well as residents' relatives who shared their experiences of Beritaz Care.



We have recently welcomed three new Care Assistants to our team at Chestnut Court, Lucy Sherred, Nadine Gray and Natasha Chirnumdura. They have settled in well to their new roles and we are thrilled to have them as part of the team.

Summer was a busy season for the Chestnut Court staff in terms of training and skill development. We held several training courses for our staff at

the home, including End of Life training and Food Hygiene training. Several members of our team also attended the Dementia Bus experience at our sister home Windsor Court, where they had the opportunity to experience what life is like for those with dementia. We also carried out Fire Safety training earlier this month, an important topic that we ensure our staff are regularly refreshed on. All of these forms of training and skill development are extremely important and valuable to our staff to help them continue to provide the best care possible to our residents.



Several members of our team have also been pursuing their own educational aspirations, to improve their skills and further their careers. We are thrilled to support our staff with any kind of personal and professional development. Ash has just completed her six-month leadership training and Gibin has enrolled on his level 3 Health and Social Care diploma. Well done to you both for your hard work and determination.

We are lucky at Chestnut Court to have a team of such compassionate and dedicated staff, many of whom have been with us for a long time. Pam our Night Care Assistant has been with the home for over twenty years, during this time she has maintained the same level of enthusiasm and commitment to her job and to providing the best possible care to our residents. We would like to thank Pam for her continued dedication to Chestnut Court and our residents, she is an extremely valued member of the team.

We have so many fantastic staff across all different departments, to show our appreciation for their hard work we have recently introduced an Employee of the Month award. Each month, as a team we select a theme for the award in our staff meeting, then the team will vote on the winning staff member for that month.

In October the theme was most helpful and supportive staff member, this was awarded to Achana Geetha. In November the chosen theme was most positive team member, this was won by Nalayini Vijayakumar.



The Employee of the Month award for December will be manager's choice, Lisa will select a member of staff that has gone above and beyond in their role and deserves particular recognition. We are looking forward to continuing this in the new year, each month the winning team member will receive flowers or a box of chocolates and a gift voucher. This provides us with a great opportunity to show our staff members how much we appreciate the hard work they put in each and every day.

ACTIVITIES

We had a wonderful summer season here at Chestnut Court, with lots of fun activities and events to entertain our residents. One of the highlights of the season was our summer party, it was fantastic to have friends and family join us for the event and everyone had a lot of fun. We had a great time playing games like hook-a-duck, giant Jenga and skittles in the garden, as well as enjoying some delicious food and drinks. We were also treated to some wonderful singing from Tony (from Tony Sings for You), which the residents really enjoyed dancing and singing along to.



We held a raffle with some great prizes to be won, all in aid of the Alzheimer's Society, a cause very close to our hearts. We were so appreciative of the support from the local community, with many organisations donating prizes. Thank you to everyone that came along and to all our staff who worked so hard to make it such an enjoyable event.



This wasn't the only celebration at Chestnut Court in the past few months, several of our residents have recently celebrated birthdays. We always make sure our residents are made to feel special on their birthdays and have a really enjoyable day. We celebrate with cake and presents, all the residents and staff come together to wish them a happy birthday.



It has also been wonderful to take our residents out on some fun trips in the minibus, including a visit to our local garden centre. The residents had a lovely time having a look at all the plants and other items at the garden centre. They very much enjoyed their teas and coffees in the café and it was especially nice to sit by the pond in such a lovely setting.



Our mobile shop is still proving to be very popular with the residents, they always enjoy choosing from the available treats and toiletries on offer each week. Some residents have also been involved with helping out with the mobile shop, labelling the products and getting everything ready to sell.



We are lucky to have some wonderful entertainers who regularly visit the home to perform for our residents. Nicola Young, Nick Seller and Tony Sings are all talented singers who come to perform for us. The residents love to hear some of their favourite tunes while they dance and sing along to the music.

We recently held a colouring contest at Chestnut Court with lots of fantastic entries submitted by our residents. The residents created some really lovely pictures, it was wonderful to see them all proudly displayed and we gave out prizes for the winners.



It is important for our residents to take part in gentle exercises as it helps to promote flexibility and movement. We often have visits from G Fitness, who put on exercises for the residents using balloons, exercise balls and other props.



We have introduced Fruity Thursdays, where our residents get to try lots of varieties of fruit and pick their favourites. A big thank you to our local Tesco store who have been kind enough to donate lots of fresh fruit for our residents to enjoy.



We had a lot of fun celebrating Halloween at Chestnut Court last month. Our residents carved and decorated pumpkins to decorate the home. On Halloween the residents took a special trip out in the minibus to visit the spooky village of Burley, the perfect location for our Halloween outing. On their return to Chestnut Court the residents enjoyed some fun spooky treats from our treat trolley.



At Chestnut Court we remembered the fallen soldiers this Remembrance Day by crafting and colouring these lovely poppies for our display at the home. This is always an important day for our residents and we ensure they have the opportunity to pay their respects and reflect on those who were lost.



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

***B* Caring**

We care with warmth and understanding in a secure and happy environment.

***B* Trusting**

We build and maintain strong relationships by being open and transparent.

***B* 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



We are now looking forward to the festive season, with many fun activities planned for the residents to enjoy. At the start of December the residents will be taking a trip in the minibus to visit Ballard School for their Christmas Carol Concert. The residents are looking forward to hearing the carols performed by the students at the school, as well as enjoying mince pies and refreshments after the concert.

Our annual residents' Christmas party will be taking place on 20th December, this is always a very fun event and something everyone at Chestnut Court looks forward to. This year there will be a singer to provide entertainment, some delicious food and lots of other festive fun for the residents to enjoy.