

NEWSLETTER

Ashton Manor Nursing Home - March 2023



INVESTORS IN PEOPLE®
We invest in people Gold



Beritaz Care

Care You Can Trust

Update from Carla Dixon- Peart, Registered Manager



It is hard to believe that we are already through the first quarter of 2023.

I wanted to take some time in this newsletter to say a special thank you to the relatives and friends of Ashton Manor. As Helen Keller once said, "Alone we can do so little; together we can do so much", a statement that I feel rings very true here at Ashton Manor.

It is only through your ongoing support and involvement in the home that we are able continue to work in the way we do, striving for the delivery of exceptional care whilst maintaining a home-from-home environment for all our residents.

To our loyal and committed staff, the following words felt an accurate representation of our team; "It is literally true that you can succeed best and quickest by helping others to succeed." – Napoleon Hill. I would like to say to you all, it is thanks to your dedication and hard work that we have been able to embed our team culture and continue to work towards ongoing, outstanding levels of contribution. You are the true backbone of our home.

The relationships we have been able to build at Ashton Manor between the residents, staff, relatives and friends is what I feel truly sets us apart as a home. For a time, it was harder for us to achieve and maintain these kinds of strong connections, due to situations outside of our control.



ASHTON MANOR
NURSING HOME

Beales Lane, Farnham, GU10 4PY

Tel: 01252 722967

Email: ashtonmanor@beritazcare.co.uk

Web: www.ashtonmanor.co.uk

However, with communal visiting now back in full effect, we are hopeful we can continue to strengthen these existing bonds and work to build new relationships. This is our goal for 2023 and I hope you will all join me in working to make this a reality.

HOME NEWS

The year has been off to a great start at Ashton Manor, we have a fantastic team of staff in place and our residents continue to be well cared for and very happy at the home. We have a lot of great things planned for this year, all aimed at ensuring the best experience for our residents.

Since our last update we are delighted to have further opened up our visiting policies to now welcome visitors in communal areas of the home. We still ask all visitors to wear masks for the safety of our residents, but are extremely happy to have returned to normal visiting policies at Ashton Manor. It was wonderful to see so many of you at the home, particularly over the festive period and we look forward to welcoming you for visits and events over the spring and summer months.



We are of course continuing to take any necessary steps to ensure the health and safety of our residents. Towards the end of last year the residents and staff at Ashton Manor received their winter flu vaccinations and Covid-19 booster jabs. We were especially conscious of the health of our residents and staff with so many viruses prevalent in the winter months, and will continue to do everything we can to ensure their wellbeing.



At the start of the year we carried out our Residents Quality Survey, asking our residents to provide their feedback on how things at the home are run. Residents commented that they felt safe at Ashton Manor and were happy with the cleanliness of the home. They said that communication is good but could be improved and expressed that mealtimes could be better. We were very pleased to hear that the residents felt they were respected and their dignity maintained.

Following on from the survey we were able to take steps to address the areas of improvement that were raised, including involving residents with menu planning and seeking feedback around mealtimes. We have also been working with our staff to promote effective communication with the residents and will continue to seek regular feedback from them in order to improve our service.

We also value the feedback we receive from our residents' friends and family. Our last relatives meeting took place in February, it was a fantastic chance to update you all on what is happening at Ashton Manor and our plans for the home, as well as hearing your opinions on how the home operates.

The next meeting will be taking place in May, we will let you know the date closer to the time and look forward to seeing as many of you as possible there. We are also still open to suggestions on topics of focus for the next meeting, so if you have any ideas please get in touch and let us know.

At Ashton Manor we are proud of the close relationship we have with our local community and appreciate the support we receive from many of the local organisations. We would like to say a special thank you to St Peter's School and St Peter's Church, who have both continued to provide fantastic

support to our residents. Over Christmas residents were invited to St Peter's Church for a special Sunday service where they made their own Christingles. We also received a visit from the Year 5 pupils from St Peter's School, who came to the home to sing some Christmas carols for our residents. This was such a treat for our residents and they really enjoyed hearing the children sing.



Representatives from St Peter's Church and the wonderful Reverend Rachael, also regularly visit the home to perform services and Holy Communion for any residents who wish to take part. We really appreciate them taking the time to visit the home and helping us to support our residents' spiritual needs.

Last year we had the opportunity to work with Surrey County Council on their Living Well in Later Life campaign and be involved in the video they were producing for it. The Living Well in Later Life Strategy has been created in collaboration with older people in the local area, as well as their carers and support organisations in Surrey. Some of our residents and staff can be seen in the final video, giving an insight into their everyday lives at Ashton Manor, which you can view here; <https://youtu.be/3IN1ZA5h12E>.

STAFF NEWS

It has been a fantastic few months for our team at Ashton Manor. Since our last newsletter we have had several staff successfully complete their probationary periods, congratulations to Samantha, Tracey Ann, Nyasha, Portia and Kaisha, we are delighted to have you as fully fledged members of the team.

We have also welcomed a few new faces to Ashton Manor, Doris Ekpikie, Shadae Gray, Odessy de Juan, Vaughn Dixon and Prithvini Sathiyaseelan have joined our care team as Care Assistants. Kansha Rai has also joined as a Domestic, as well as our new Nurses, Richlove and Rosemond. A big welcome to all our new starters, they have settled in very well.

In addition to these new hires, we have also been working with local educational establishments to

provide work experience placements for nursing and nursing associate students on Health and Social Care courses, as well as local high school students. We are delighted to be able to support the future care industry workers in their educational journey.

Our team have been busy expanding their knowledge and skills by taking part in ongoing training. They have continued to participate in various mandatory training, such as First Aid, Moving and Handling or Fire Safety training.

Several members of our team recently took part in a management training day, provided by Beritaz Care. They took part in Leadership training held by Mark Robb, and a session on Strategically Managing Change with Sue Firth. This was a very interesting day for those in attendance, they came away with a lot of valuable information.

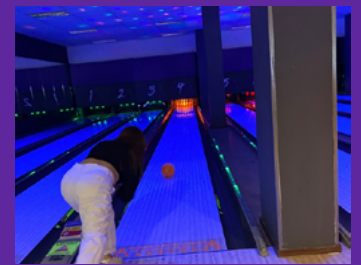


Many of our staff are also pursuing their own independent education journeys in order to enhance their knowledge and progress in their careers. Several of the team are currently enrolled in NVQ courses and Phawama recently completed her NVQ level 3 with a distinction. Congratulations to all of you for your hard work. Your passion for the industry and the work we do is clear to see.

Our staff work hard each and every day to provide the highest level of care and support to our residents, but we also understand the importance of taking some time to have fun and bond as a team. Back in October the team had a great time at our staff Halloween party, everyone put a lot of effort into their spooky fancy dress costumes and there was some well-deserved winners of our costume competition.



Recently, the entire Ashton Manor staff enjoyed a team bowling trip, which was a really fun activity and great bonding opportunity. Of course things got a bit competitive, but we shared a lot of laughs and had a really good evening. It is always beneficial for the staff to get together outside of the home to have some fun and make memories.



Earlier this year in our staff meeting the team took part in an interesting exercise around the topics of standards, expectations and WOW factors. Everyone who attended the meeting was very engaged and interested in discussing how we can create WOW moments at the home. This was a very beneficial exercise and a great opportunity for our staff to share ideas, all with the goal of improving the experiences of our residents.

We have so much appreciation for the hard work and dedication the team at Ashton Manor display. Earlier in the year we said a special thank you to a few members of staff we felt deserved recognition for their efforts. Suprina, Triana and Kaisha were recognised for going above and beyond their duties, Mamata for completing her care certificate, Dil and Renuka have been recognised for staying positive, even during challenging times.



RESIDENT SPOTLIGHT

Eve has been a resident at Ashton Manor since November 2022, she is a delight to have at the home and loves taking part in activities that appeal to her particular interests of poetry, music and the theatre. Family is extremely important to Eve, she has very close relationships with her Son and Daughter who often visit her at the home.

Eve has lived a fascinating life, she had a career in the publishing industry for many years before becoming Director of a glass making company, as well as raising her family. Eve's late husband Edgar had been a resident of Ashton Manor, seeing how well he was cared for during his time with us made Eve feel happy in her own choice to move to the home. Eve tells us about her experience of living at Ashton Manor:

"My husband, was here a couple of years ago and I

came soon after. My son was an OTP and he knew about the nursing home, and my late husband spoke highly of the care he was getting here."

"I wanted to find a place which feels like home, and to have the same kind of love and care that I would get at home." Selecting Ashton Manor as the best home for her needs was an easy choice according to Eve, "It was just so lovely and the staff are so great."

For Eve, having a sense of independence in her daily life is really important, she likes to carry out day-to-day tasks herself as much as she can and appreciates that the staff enable her to do this. "They are really lovely, they help you when they think you need it."

Eve speaks highly of the care she receives at Ashton Manor, she feels her specific needs are understood by the staff and are well catered for. Eve is very happy at Ashton Manor and with the service we provide, "It's just wonderful".



encouraging physical movement and coordination. Our staff are always available to give them a hand if needed and to encourage the residents to get involved.



Over the festive period the residents were busy with a full schedule of Christmas themed activities, including making their own Christmas cards for their loved ones. They also enjoyed a special carol concert with singing by some of the Ashton Manor staff and a Christmas pantomime put on by the wonderful performers at the Carousel Theatre Company. It was a wonderful Christmas period and we were so pleased to see the residents enjoying all the festivities at the home.



ACTIVITIES

Throughout the winter months we have been busy arranging lots of fun activities for the residents at Ashton Manor.

The residents spent time enjoying a variety of fun indoor activities, from arts & crafts, games, puzzles, playing music and enjoying group reading sessions with our care companions. Residents also enjoyed playing games and quizzes using interactive table touch. This was a fantastic way for residents to take part in interactive activities, being accessible and easy to use, as well as lots of fun.



We also like to ensure our residents stay active through fun physical games and activities. Many of our residents really enjoy a game of balloon volleyball, which is a great low-impact exercise to help improve their balance and flexibility, as well as being really fun. They also love to play a game of skittles in the lounge, this is a great activity that enables residents to have fun and socialise, whilst

There have been many celebrations at the home over recent months with several of our residents celebrating their birthdays. Birthdays at Ashton Manor are always celebrated with delicious cake and the staff come together to sing Happy Birthday, we always want to do everything we can to help our residents celebrate their special days.



Recently for our resident Elizabeth's birthday, her family kindly arranged a special celebration with musical entertainment, inviting families and friends at the home to join. The brilliant Natasha entertained us with her wonderful singing and fantastic performance, everyone really enjoyed the entertainment. Thank you to Ros for organising this.



Many of our residents really love animals, so they had a wonderful time enjoying pet therapy with these adorable cuddly critters, including a duck, chicken, rabbit and guinea pigs. The residents and staff had a chance to say hello and pet the animals, some even enjoyed a cuddle with the animals sat on their laps.

A few weeks ago we were also paid a visit by some adorable farm animals from Em's Friendly Farm, who came to the home to say hello to our residents. They had a wonderful time making friends with these very cute and gentle goats, who were so well behaved during their visit.



We also regularly enjoy musical entertainment at the home, with Kevin the Music Man often visiting the residents at Ashton Manor to play the violin, keyboard and sing. This is always a popular activity and something that brings joy to our residents.



Music is something that always lifts our residents' moods and is fantastic for their wellbeing. With this in mind, one of our care companions, Kaisha trialled a karaoke session with some of the residents. Everyone who took part had a lot of fun and said it was something they would love to have included in the activity calendar.



We like to put on events and activities for the residents that help them to celebrate special events throughout the year. For Valentine's Day we hosted a special tea party and themed quiz, inviting friends and family to join us for a cup of tea and some delicious cakes.



The residents have enjoyed some fun trips out in the minibus recently, including paying a visit to the local garden centre. They had a lovely time browsing around the garden centre, looking at all the beautiful flowers and plants on display. We can't wait to plan more fun trips out for our residents over the spring and summer.



UPCOMING EVENTS

There are lots of events already in the calendar for the next few months that we are looking forward to celebrating with the residents. With Easter just around the corner there will be plenty of fun seasonally themed activities taking place, and of course some chocolate being enjoyed as well.

Our residents are already excited for the upcoming coronation of King Charles II, we will be watching the coverage on the TV and planning our own celebration for the residents at the home. We are also looking forward to a return visit from the birds of prey, who were a big hit with everyone during their last trip to the home.

We have started to plan our schedule of outings and day trips over the summer, utilising our minibus. Some of our residents' favourite locations are of course on the list, including local garden centres and a trip to the seaside. We always welcome our residents' relatives to join us on these trips, you can meet us at the location and enjoy spending a fun day with your loved ones.

Our annual Ashton Manor summer fair will be taking place once again, we are already planning all the fun activities and entertainment for the fair. While we don't have a confirmed date yet, we will let you know the details as soon as possible and look forward to having you join us.

TEAM THOUGHTS

We asked our staff to share their favourite things about working at Ashton Manor and caring for our residents, as well as any favourite memories they had from their time working at the home. Here are a few thoughts from some of our staff...

"I love discovering the interests of the residents and incorporating it into their routine as much as possible as it makes them happy. My favourite moment is when I see new residents start to settle into the home and being comfortable with those providing support to them."

– Triana

"I believe that one person caring about another represents life's most significant value, and to care for those who once cared for us is one of the highest honours."

– Monica

"My greatest joy is providing the residents' relief, simply putting a smile on their faces by telling a joke, doing an activity, giving a compliment, or just simply singing a song they might like. Their smiles are fulfilling."

– Vaughn

"Too often we underestimate the power of a smile, a kind word, a listening ear, an honest compliment or the smallest act of caring. All of which have the potential to turn a life around."

– Anne Marie

"I like to be connected to both residents and families. To know you can improve their moods and gain their trust."

– Samantha

"I enjoy attending to residents and their needs because making someone comfortable makes me feel pleased."

– Rene

"The thing I enjoy the most about working in Ashton Manor is the ability to make someone's life better and being able to grow as a person."

– Dan



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: ashtonmanor@beritazcare.co.uk