

# NEWSLETTER

Springkell House - March 2023

Springkell  
HOUSE CARE HOME

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## Update from Ion Gavrilă, Deputy Manager



Welcome to the latest update from Springkell House, it has been a busy few months at the home and we have lots to tell you about in this newsletter. Thank you for your encouragement and support for myself and the Springkell team throughout 2022. It was wonderful to see so many of you at the home over the Christmas period, whether you were visiting a loved one or joining us for our Christmas celebrations.

This is already looking to be a great year for Springkell House, we have lots of plans for improvements around the home, you may have already noticed some of these taking shape in your recent visits. Later in the newsletter we'll be telling you more about the other plans we have for the home in 2023.

I would like to take this opportunity to personally say a big thank you to the team for all of their support and hard work throughout the last few months. We may have quite a new and young team at Springkell House, but everyone has really demonstrated their abilities and have been doing a great job. The staff work really well as a team and together we are moving forward in the right direction. I know with a bit of patience and guidance we can achieve a lot together.

## HOME NEWS

The start of 2023 has seen the beginning of some significant changes at Springkell House. We have embarked on the first phase of our renovation project, starting with decorating the hallways and bedrooms on the first and ground floors of the home. The bedrooms have been painted, as well as the doors and door frames. The colours and materials used during these renovations have been carefully selected to refresh and update the home, whilst complimenting the warm, homely feeling and unique charm of this Victorian building.



Our plan is to completely renovate all bedrooms by decorating, putting in new curtains, laying carpet and upgrading the room accessories. We will be continuing to renovate bedrooms throughout the



home, with the remaining first floor rooms and the second floor to be tackled next.

These updates to the home will be carried out in stages to limit any disruption to our residents and staff, later in the year we have plans to renovate the home reception and communal lounges. We will also be making some changes to the exterior of the home over the summer, including installing a new porch at the front of the building. We are excited to see these updates take shape and will keep you updated with our plans as the year progresses.

We are looking forward to a positive year at Springkell House, since last summer we have welcomed visitors freely back to the home and this will of course be continuing in 2023. For now, we continue to ask that all visitors wear a mask when entering the home, our staff are also still wearing masks and we believe that this is a wise precaution to take to ensure the safety of our residents. If there are any changes to visiting policies, we will be sure to keep you updated and if you have any questions please feel free to get in touch.

We are delighted to have scored very highly in our recent pharmacy and medication audit. The feedback from the audit was very positive and they are extremely happy with our performance.

This year we will be continuing with our monthly relatives meeting, we have had a great response to the meetings held so far and feel that this is a really valuable activity for both the home and relatives. We are hoping to welcome even more of you to join us at these meetings throughout the year, we have so far had some really good feedback and active participation from everyone involved.

We are proud to be a part of the local community around Springkell House and appreciate the great relationships we have with many of the local organisations. Several of the religious institutions in the area pay regular visits to the home including Reverend Bodle from the local Church of England in Hindhead, and representatives from the Roman Catholic Church in Haslemere. They conduct services for any residents who wish to be involved, leading them in prayers and communion. We are incredibly grateful to them for supporting our residents in this way.

Our residents really enjoyed taking trips into the village last year, visiting some of the local shops and cafes. We look forward to arranging some more excursions to the village in the spring and

summer, when the weather gets a little warmer.

We are currently working on plans to reopen our Springkell House lunch club, which will be open to visitors and members of the local community. This is something we are very much looking forward to and although we don't currently have a confirmed date, we will keep you updated as our plans progress.

## STAFF NEWS

You may have already been introduced to the latest members of the Springkell House team that have joined us in the last few months. We have welcomed Leo and Hani to our domestic team, as well as several new members of staff joining us as Care Assistants; Shanna, Shae, Anand, Reshma, Ashmita, Simi and Alex.

Whilst it has been lovely to welcome all these new faces to the Springkell House family, we are also sadly saying some goodbyes. Flori, one of our lovely Domestic staff and Steny, our Senior Care Assistant, will soon be leaving us. We are very sad to see them go but wish them the best luck in their future adventures, and we hope they will keep in touch.

Our fantastic Activities Coordinator, Danka has taken on a new role at the home as of February. Danka is now the Springkell House Administrator, she successfully applied for the position and has been taking part in training to prepare for this new role. Congratulations Danka, we know she will be an even greater asset to the home by taking on these new responsibilities and is perfectly suited for the role.

The team at Springkell House have been busy progressing their skills and knowledge over the past few months. We are pleased to have been able to reintroduce face-to-face training sessions for our team, covering all of the core mandatory training such as First Aid and Fire Safety training. These sessions are incredibly useful for the team to refresh their skills and stay up to date with latest best practices in the industry, the face-to-face sessions are more engaging for the team so we are very pleased these have started again.

Another training activity our staff have been taking part in recently is our "Resident for the Day" experience. This is an exercise where the staff member lives the life of a resident at Springkell House for the day, taking part in activities, meals and other daily routine tasks, exactly as our residents



do. They are given a scenario of specific needs to simulate, that give an insight into the different needs of our residents, such as dementia, hearing or sight impairment, mobility issues etc. The rest of the team will treat this staff member completely as if they were a resident, helping them in and out of bed, assisting with their meals and supporting them with their day-to-day needs.



Not only is this a valuable experience for the staff member to be in the shoes of the resident, giving them a better understanding of their struggles and needs, they are also asked to provide feedback on the support they received by the staff caring for them. This is a fantastic way for us to identify any areas of improvement and take on the suggestions of staff from this unique perspective.

Many of our staff also take part in their own independent skill development, which we are always keen to support. Care Assistants Ashmita, Reshma and Alex have started to work on their NVQ2, and Senior Care Assistant Bansari on her NVQ3 in social care. Well done to all of you for the hard work you are putting in to further your knowledge.

We are proud to have a team of such committed staff at Springkell House, last month Linda one of our Care Companions, celebrated her 6 year anniversary at the home. We really appreciate her dedication to the home and to providing support for our residents.

Our fantastic team at Springkell House, work hard to provide high-quality care for our residents each and every day, but it's also important for us to take some time to have a bit of fun and bond as a team. Towards the end of last year, we held a small party on Bonfire Night, which took place after the residents' fireworks display. The team spent a lovely evening together, enjoying some burgers and hot dogs prepared by our chef.



The Christmas period is always a very busy time at Springkell House, but we made sure to make some time for some fun activities with the team. Our staff Christmas party took place in the dining room at the home, with some tasty food and refreshments prepared by the chef. We also took part in Christmas Jumper Day in December, where the staff got dressed up in their best festive jumpers and had great fun taking photos.

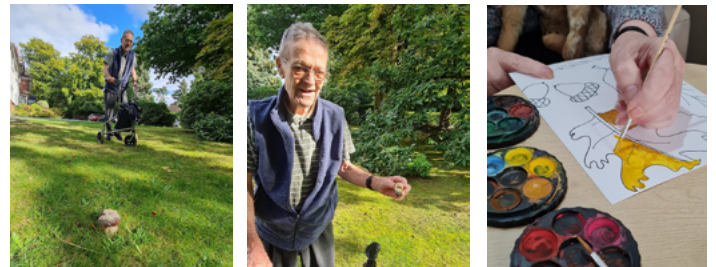


We finished up the Christmas fun with a secret santa gift exchange between the staff, we all enjoyed opening our gifts and having a laugh guessing the identity of our secret santa.

## ACTIVITIES

The autumn and winter months at Springkell House were full of lots of fun activities and events. From Bonfire Night, Christmas and New Year, we had a jam-packed schedule of fun for our residents.

We enjoyed the changing seasons and the move into autumn at the home. The residents made the most of the last of the warm weather to enjoy spending some time outside taking gentle walks around the garden, and had a lot of fun taking part in some autumn themed arts and crafts. They created some lovely pictures using watercolours, all inspired by nature.



We are regularly visited by performers who come to the home to entertain our residents, towards the end of last year we hosted a very special show for the residents. This variety show transported the residents on a musical journey through the sounds of some of the world's favourite musicals. The show was filled with wonderful singing, dancing, colourful costumes and most of all fun. The performers were fantastic and the residents enjoyed every minute of the show.





At the start of November we celebrated bonfire night at Springkell House with a special fireworks display in the garden for the residents.



We also commemorated Remembrance Day at the home with a lovely display created from handmade poppies, which the residents made in their arts and crafts session. This was a nice way for the residents to honour such an important day that means so much to everyone at the home.



We enjoyed a very special celebration at the home as one of our residents, Peggy celebrated her 100th birthday. She received birthday wishes from her family members, as well as all her friends at Springkell House and was also delighted to receive a special birthday card from King Charles and his wife Camilla.



Christmas was a very busy time at Springkell House with lots of fun festive activities for the residents to take part in. The residents helped the staff to decorate the home ready for Christmas, with lots of lovely lights and vintage decorations, which brought back a lot of fond memories for the residents.



We had a lovely Christmas party for both staff and residents, where we enjoyed music, dancing and some tasty treats. The residents also enjoyed a Christmas pantomime put on for them at the home, they really enjoyed watching the performance of Aladdin and shared lots of laughs throughout.



On Christmas Eve we were paid a visit by the cute animals from The Pony Pals, who were all dressed up ready for Christmas. As much as the residents always enjoy spending time with these cute furry friends, this visit was extra special as Caroline (the owner of the The Pony Pals) also arrived with this beautiful reindeer cake. Caroline's daughter won this amazing cake in a competition and decided to share the joy at Christmas time and give the cake to somebody who would really appreciate it. This was such a kind gesture from a lovely little girl, which really made our residents' day.



This year so far, the residents have been enjoying our usual full schedule of fun and engaging activities which will of course be continuing throughout the year. With arts and crafts, puzzles, games, musical entertainment, reminiscence activities and so much more, there's something to suit the tastes of all our residents.

We had a lovely time celebrating Valentine's Day a few weeks ago, in our arts and crafts session the residents cut out this tree and decorated it with hearts to make a Valentine's display. We explored the word LOVE, discussing its meaning and utilised technology to research the history of Valentine's Day.



# UPCOMING EVENTS

There are lots of fun events and activities already scheduled in our calendar for 2023 that we hope our residents are really going to enjoy, as well as some events we would love friends and family to join us for.

In April we will be welcoming the wonderful people from The Pony Pals to the home once again for an Easter visit. They will be bringing along some of their cute and friendly animals to say hello to the residents. This is always a favourite activity of our residents, playing and cuddling with the animals always brings the biggest smiles to their faces.

One of the events our residents are most looking forward to this year is the coronation of King Charles III on 8th May. In celebration of this momentous event we are planning a party in the garden of Springkell House, with live music, refreshments and generally a lot of fun. We would love to welcome our residents' friends and family to join us for the party and will be sharing more details closer to the time.

Our annual summer garden party will be taking place on 1st July, another fantastic opportunity for our residents' friends and family to join us at the home for what promises to be a really fun event. We will also be holding a BBQ for our staff after the party to thank them for all their hard work.

## STAFF SPOTLIGHT

Linda Croot has been a Care Companion at Springkell House since January 2017. The Care Companions in our team play a vital role in supporting our residents' wellbeing, they spend time talking to the residents making sure they are happy at the home and if there is anything they need, they also help residents to take part in activities.



Linda tells us a little bit about her experiences working in the care industry and what she enjoys about being part of the Springkell House team.

"I have held different roles within the care industry over the years, before joining Springkell House just over six years ago. I have previously worked as a part-time home carer and volunteered at a holiday centre for the disabled. All of these roles have allowed me

to do what I enjoy, helping people who are less able than myself."

Linda's role at the home encompasses a variety of tasks, all centred around providing compassionate support to our residents. "I chat to the residents and get to know their likes and dislikes. I talk to them about their families, their jobs and the places they have lived. I take residents out for walks around the village and if a resident would like to go to church on a Sunday morning I can take them."

"I enjoy making friends with the residents and making them smile. I also learn a lot from them when they tell me about their lives."

Linda is a wonderful member of our team, it is important for us to have a team of staff at Springkell House that work well together to provide high quality care for our residents. "The team made me feel welcome from my first day and we all work together to ensure the residents are comfortable and well looked after."



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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

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