

NEWSLETTER

Robertson Nursing Home - May 2023



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Beritaz Care

Care You Can Trust

Update from Gabriella Konczol, Home Manager



Firstly, I would like to welcome any new residents and their relatives to Robertson Nursing Home. We have had a very busy time at Robertson over the last six months and there is lots to update you on.

Over the winter period we had a few cold and sickness bugs to contend with, but we were very fortunate to have sailed through the season without any major outbreaks.

At the end of last year we were delighted to hold a Christmas party with our residents loved ones attending. The party was very much enjoyed by both our residents and their families. After two years of spending Christmas apart due to COVID, the experience of coming together for this celebration was emotional for many of us.

At the beginning of December I had my 'fit person interview' with CQC. During the interview they were not allowed to tell me whether I had passed, so I spent almost two months waiting for the result. The wait was long and of course I was very keen to know the result, but I was finally confirmed as the registered manager of Robertson on 23rd January 2023.

We began 2023 with lots of plans for improvements at the home and to the service we provide here.

We welcomed a few new members of staff to our team during December and January. We were very



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lucky with recruitment and all new staff have settled in very well. You can read more about our new team members in our 'Staff News' section below.

This year we have been working on and have created a yearly maintenance plan for the building. Unfortunately, due to COVID a lot of our decoration and maintenance work was backlogged, but we are excited to move forward with these plans in 2023. The need for updates around the home was indicated in our relatives' survey, we have taken onboard this feedback and begun to action this. We are also glad to involve the residents in making decorating decisions, such as the colour of the new bedroom doors.

We started renovating our downstairs corridor at the end of February, new decoration and carpet has already made so much difference to the aesthetic of our home.

All of our electricity boards were updated during February and March. This was quite a major job to carry out but very important, particularly as all our profile beds and air mattresses require electricity.



Special thanks go to our electrician Stephen, who made this process as smooth as possible for the residents and staff.

Our lifts have been giving us a headache for quite some time and finally, in the middle of March replacement work was able to begin. Due to unforeseen circumstances, it took longer than expected, but we now have a new platform lift which is fantastic.

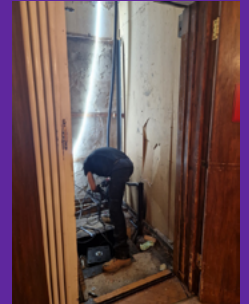
I would like to thank the staff at Robertson for their ability to adapt and adjust to all these works going on in the home. Every staff member, from cleaners to admin, have gone above and beyond to ensure residents remained content and happy whilst these maintenance jobs were carried out. They are truly an amazing team and I feel very fortunate to lead such a fantastic group of people.

Robertson Nursing Home are proud to hold a Gold Award from Investors in People. Our re-accreditation took place in March and we are still waiting for the result, but are hopeful that we will retain our Gold Award.

I hope you will enjoy reading this edition of the Robertson Nursing Home newsletter.

We have more renovations and decorating projects planned around the home, which you will see taking place throughout this year. We are always working to make improvements to the home, to ensure a comfortable and homely environment for our residents. We will always do our best to ensure there is minimal disruption to our residents and staff when any maintenance work is taking place around the home.

Part of our improvements to the home have included the installation of a new lift, which will make it easier for our residents to move around the home, particularly those with mobility issues. While the work was taking place we made some temporary adjustments, in order to make things comfortable for our residents. We set up an additional dining space upstairs so that our residents were not negatively impacted by the lack of lift access. We aimed to cause as little inconvenience as possible to the residents and their relatives. We are happy to say that the installation of the new lift is now complete.



HOME NEWS

There have been lots of exciting changes in progress at Robertson over the past few months. We have created our annual maintenance plan for the home, detailing the improvements and renovations we intend to carry out in 2023, many of which have already begun. So far this year, the corridors and main entrance of the home have been freshly painted. We have also installed new doors on all the residents' rooms. We encouraged the residents to get involved with the process by helping us to select the colours we would use to paint the doors.



As any recent visitors to Robertson will be aware, we have made the decision to continue with the use of face masks within the home, following a risk assessment being carried out. Due to the prevalence of winter flus, colds and other viruses during the colder months, it made sense to continue this practice to protect the health and wellbeing of our residents. We are glad to report that there were no outbreaks of illnesses, such as chest infections, flus or other bugs, at Robertson over the winter. We are confident this was the right decision to make but will be reviewing these policies in due course.

We appreciate the ongoing support and cooperation from our residents' families and friends. To ensure all residents' belongings are identifiable and to avoid any confusion for staff, we ask that all belongings are labelled with the resident's name. If you are bringing in any additional items for your loved ones please check that they have been labelled, this is particularly important in the case of clothing. If you would like assistance with this, please give any clothing items to a staff member and they will ensure they are labelled.

You are welcome to bring in electronic items for the use of your relatives, but please be aware that for

health and safety reasons these must be PAT tested. Please bring the item to the Nurse in charge when you are visiting the home and they can ensure this is arranged. If you have any questions or concerns about any items you are bringing in for residents, our staff will be happy to have a chat and answer your queries.

When you are visiting the home to see your relations, please ask at the nurses' office if there are any letters or other post for your loved ones. We want to ensure no important communications are missed and anything requiring an action has been seen by the correct person.

At the end of last year we carried out our Relatives' Quality Survey, thank you to everyone who took the time to complete the survey. All the comments we received in the survey were taken onboard and addressed, particularly the feedback around the aesthetic and décor of the home, which as previously discussed have already started to be actioned.

Our last relatives' meeting took place in February, it was lovely to see so many of you in attendance. Our next meeting will be held on 11th May at 2pm in our library. We are looking forward to getting together to hear your feedback and discuss our upcoming plans for Robertson. If you are planning to attend, please let us know in advance so we can get an idea of expected numbers.

STAFF NEWS

We have lots of good news from the Robertson team to update you on since our last newsletter. Gabi is now officially registered manager at Robertson, she received her registration confirmation at the start of the year. Gabi has been working incredibly hard to get everything in order for her registration and we are so happy for her that this has now been made official.

We have seen our team expand in recent months, welcoming several new care staff in December and January. New day staff, Jonathan Chitumbura and Preveena Syamala have joined the team, as well as Priscilla Chitumbura and Deepika Rajendra joining us as night staff. In March, Lukman Fuseini came to Robertson as a pre-registered Nurse, he is currently working towards his PIN number and will be working as a Night Nurse. We are glad to have welcomed these new members to the Robertson team.

We are also happy to have Divine Ankinlolu from Prior's Field School, working with us as a bank Care Companion. We have a strong relationship with Prior's Field School and appreciate their continued support of the home and the kindness they show to our residents. Sadly, we have recently said goodbye to Ishwarya Thavasi our Night Nurse, who is leaving the home to join the NHS. She will be greatly missed at Robertson, but we wish her all the best in her new career path.

Over the past few months, the team at Robertson have been taking part in a variety of training and development activities aimed at strengthening our skills and improving the services we offer at the home. Some of our staff are also pursuing their own independent studies, including Marian Costache who has successfully completed his NVQ level 2. Congratulations to Marian, he has worked very hard to achieve this.

In March, some of the Robertson team attended a staff orientation day, held at the Frensham Pond Hotel. We came together to discuss the Beritaz Care core values and share ideas on the staff, resident and relative experiences at our homes. It was a really interesting session and so beneficial for us to come together to discuss these important topics.



Our staff have also been getting involved in a very unique experience that will provide them with great insights into caring for our residents. By taking part in our 'resident for a day' training, our staff have been able to experience what life is like for residents at Robertson Nursing Home. As part of this training, staff are asked to simulate conditions that affect our residents, such as hearing, sight and mobility issues. This experience has really helped to give our staff a better insight into the care we provide and how best to support our residents.

Recently members of our leadership team at Robertson 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. The staff who attended came away with lots of valuable information to apply at the home.

RESIDENT SPOTLIGHT

Mary Westmacott came to stay with us at Robertson Nursing Home for short-term respite care, for a period of six weeks in the Autumn of 2022. Mary's family were looking for somewhere she could stay for a short period and would be able to help her improve her mobility, they wanted her to feel steady on her feet and confident to return back to her own home.

Mary's family were keen to find somewhere local to where they lived for her to stay, so they were still close by and could visit her easily. Robertson Nursing Home was recommended to Mary's daughter, Sarah by a friend, after further research it proved to be the perfect fit for Mary's needs and an environment Sarah was comfortable with her mother staying in for a period of time.

During her stay at Robertson Nursing Home, Mary participated in additional sessions with our on-site physiotherapist and was helped with exercises to improve her mobility. It was established during her pre-admission assessment that Mary would require intensive physiotherapy, therefore this was built into her personalised care plan. In addition, the care staff at Robertson Nursing Home would encourage Mary to practice walking throughout the day and provide any support needed to assist her mobility.

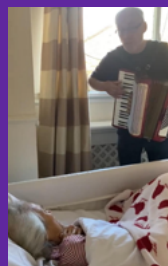
Both Mary and her daughter's experience of Robertson Nursing Home was a very positive one. "The care provided by the staff was exemplary and everyone at the home was extremely friendly", said Sarah. They also praised the cleanliness and warm atmosphere of the home, it was the perfect environment for Mary while she needed some additional care.



Residents at Robertson always enjoy some musical entertainment, so we ensure that activities centred around music are a frequent part of our activities programme. We regularly invite entertainers into the home to perform for our residents, we make sure there are a variety of genres so there is something for everyone to enjoy. These kinds of activities are always very interactive, with the residents having a lot of fun singing and dancing along.



We want to ensure everyone is included and can enjoy the music, so entertainers will often visit residents in their rooms for individual performances. This means that residents can comfortably enjoy the music in their own space and for those that struggle with mobility, they won't miss out if they can't get to the communal areas. Some of our residents are also quite musically talented themselves. When they are happy to, we love to give them the opportunity to show off their skills and perform for their fellow residents and the staff.



RESIDENT ACTIVITIES

Our residents have been enjoying a packed schedule of fun activities arranged by our fantastic activities team. We ensure there are a variety of activity types to suit the preferences and abilities of all residents.

Over Christmas we enjoyed many festive themed activities to help our residents get into the Christmas spirit. Our Christmas party was a great success and we were very happy to be joined by some of our residents' relatives for the occasion. We were also delighted to have a visit from some local nursery school children who performed a nativity play for the residents.

Supporting our residents to participate in hobbies and pastimes they enjoyed before coming to the home is something we are passionate about. Taking part in a favourite hobby can spark memories for the residents of happy times in their lives. Joselyn has always enjoyed drawing, so we make sure she has the time and materials she needs to pursue this hobby.



One of our residents Michael, used to work as a builder and enjoyed revisiting his skills by drawing

and designing dream houses with the help of our Care Companion Trevor, who is an architect. It was wonderful to see them enjoy a shared interest together and for Michael to engage in an activity that brought back so many fond memories of his career.



In addition to the musical performers that visit the home, we are also fortunate to have other local organisations that provide activities for our residents. The residents have really enjoyed participating in pet therapy, thanks to the wonderful people from The Pony Pals. Spending time with these cute animals and enjoying a cuddle really brightened our residents' day, many of whom previously had their own pets.



We also have an ongoing relationship with a local nursery, Little Rays Nursery, who regularly visit us so that the children can spend time and interact with our residents. The children always bring a lot of energy and excitement to the home, we look forward to continuing to work with this local organisation that are kind enough to offer their time to our residents.



At Robertson we like to arrange activities that are fun and encourage socialisation, whether that's residents working on a puzzle together, participating in some arts & crafts as a group or playing a board game whilst enjoying a nice chat.



We love to celebrate special occasions at Robertson, whether that's a resident's birthday or seasonal

events, we enjoy putting on themed activities and arranging celebrations for our residents to enjoy. For Valentine's Day we put up special decorations around the home and the residents had fun making Valentine's Day themed crafts.



Plans have already begun for other events in the calendar this year. Our activities team is currently working on plans for the King's Coronation in a couple of weeks. This is something the residents are very much looking forward to, as well as watching the coverage on the television we will be enjoying a coronation themed celebration at the home, we will update you with the details soon. We will of course also be hosting our annual summer party, which is always a favourite event of residents, staff, friends and family. This will be taking place later in the summer and we will let you know as soon as we have a confirmed date.



Beritaz Care

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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