

NEWSLETTER

Windsor Court Care Home - July 2023



Beritaz Care

Care You Can Trust

Update from Anna Knight, Interim Manager



As we enter the summer, it's a welcome break from the long grey days! We are back in the garden enjoying the sun and some al fresco refreshments, a spot of gardening and a place to sit and reflect. It has lifted everyone's spirits, from the residents to the staff, the families and the professionals that visit us.

As some of you may be aware, we are lucky enough to have Immedicare on site now. This is an amazing clinical 24/7 service that our staff are able to contact when any of our residents are unwell or we have concerns. By asking a series of questions to a knowledgeable team, they are able to establish whether we need emergency support, a GP visit, a physiotherapist or occupational therapist, or even prescribe urgent antibiotics if necessary. You can read more about Immedicare later in this newsletter.

To reassure you, we would never use Immedicare if we could see that 999 was needed, but if the Immedicare team decide they want to get urgent 999 input they can override the 999 operator system and get an urgent paramedic request. We are delighted to have this system in place and can already see the difference it has made to so many of our residents.

We now have a full care team in place for the first time in a while. As many of you know, the care sector is struggling with recruitment and we have had to rely on some agency staff which has been difficult, although we have ensured that they are well inducted into Windsor Court. Within our existing and

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new team, we have some incredible skills, capabilities and experience to offer to our residents, each other and in turn to all our stakeholders. We hope that this team continues to flourish and grow.

Debbie has, as usual, surpassed herself with all the activities that have taken place recently. Her coronation celebrations were legendary and continue to be discussed. Debbie's attention to detail and determination supports our residents to be involved in activities as much or as little as they want. Her stealthy delivery means that some residents don't even realise that they have taken part, until they are already enjoying the fun! We are currently looking for an additional Activities Coordinator to join us, if you are aware of another 'Debbie' out there somewhere, please do let us know.

Reza has joined us as our new Chef and we are extremely pleased to have him on board. Reza has many years of care home experience and brings with him a wealth of skills and knowledge. He is working on new menus and the kitchen is undergoing a complete refurbishment, all of this will support the ongoing delivery of healthy, locally sourced and nutritious food that we provide to our residents.



We are holding a BBQ for residents, family members and our staff on Saturday 15th July. Please do RSVP so that we can make sure we have enough food and drink for everyone. Keep your fingers crossed for good weather!

HOME NEWS

Over the last few months we have been delighted to welcome lots of new residents to Windsor Court. Our occupancy has been consistently high which is great news for everyone at the home. We have provided respite care for several residents in need of support for shorter periods of time. We are always happy to offer respite care for families that need a break or individuals that require a bit of additional support.

Unfortunately, three care homes in the local area have recently shut down, but we have been doing our best to offer our support to their residents during what has been a very disruptive period. We have been able to offer places to several of these individuals, we are aiming to make the process of moving home as smooth as possible and help them to quickly settle into life at Windsor Court.

We are expanding the range of services offered at Windsor Court and have recently welcomed our first residents with learning disabilities. We are thrilled to be able to offer care for even more individuals in need and our team have been fully trained to provide support to those with learning disabilities.

We welcomed a resident to Windsor Court a few months ago who at the time was non-verbal and in an extremely low mood. Over the past three months our staff have been working closely with this resident to help him settle into life at the home, ensuring he feels safe and well cared for. We are so pleased to see that he is now speaking, smiling, joining in with activities and feels a part of the Windsor Court family. It is wonderful to see how much progress he has made in such a short time.

Recently, we have received some lovely reviews and feedback from our residents' relatives. Thank you to everyone who has provided us with feedback or completed a review card for us. Thanks to your feedback the home has received a review score of 9/10 on Carehome.co.uk.

We would really appreciate if you could take a few minutes to provide feedback on Windsor Court to the Care Quality Commission. This feedback is essential

for the new CQC single framework assessment, which is being rolled out as of this year. It should only take a few minutes, you can submit your feedback here; <https://www.cqc.org.uk/give-feedback-on-care>

You may have noticed there are lots of improvement plans currently in progress at Windsor Court. We have completed our garden makeover in time for the residents to enjoy over the summer months, we have lots of new flowers planted and the garden has been given a good tidy. The residents are looking forward to spending lots of time in the garden, making the most of the lovely sunny weather.



Our kitchen is currently undergoing a refurbishment, being overseen by our new Chef, Reza. We are having a new gas cooker installed and some general upgrades being made throughout the kitchen. We hope this will make things easier for our kitchen team to continue to provide the residents with delicious freshly made meals every day.

Some smaller changes around the home include a new coffee machine for our staff and visitors to use, as well as a fresh water fountain for the staff. Our regular visitors have already been shown how to use the coffee machine, which means they are able to help themselves to a hot drink whenever they want.

We recently celebrated the 25th anniversary of Beritaz Care, which also coincided with the birthday of our CEO, Kumar Gnanakumar. We had a party to mark the occasion, celebrating how far we have come and to recognise the success that everyone has played a part in. We also celebrated Kumar and everything he does for us all, with heartfelt gifts as well as handmade card from our residents. The management team from all five homes also gave a speech. It was wonderful to bring everyone together to commemorate such an important milestone for the Beritaz Care family.



STAFF NEWS

It has been a fantastic few months for the staff at Windsor Court, we are delighted to say we currently have a full team of staff for the first time in quite a while. Our team right now is very strong, full of wonderful, dedicated individuals in every department, all committed to providing the best quality care to our residents.

We have welcomed several new staff members to our care team, Takunda, Arunakar, Katlego and Roxanna. They are settling in well, getting to grips with the routine of the home and getting to know our residents. We are also pleased to have a new Chef, Reza join us at Windsor Court. Reza is currently working on revamping all of our menus and we can't wait to see what new culinary delights he will be cooking for our residents.

We are hoping to expand our team further in the coming months and are looking to recruit an additional Activities Coordinator to support our current activities programme, as well as a second Cook to join our kitchen team. If you know anyone who may be suitable and interested in either of these roles, please let us know and we will be happy to speak with them.

Our new staff members will soon be taking part in an orientation training day, put on by the Beritaz Care head office team. As with all our staff members, they will continue to have plenty of opportunity for training and development while working at Windsor Court. We support all our staff to further their skills and progress in their career journey.

Staff members from various teams have been taking part in training courses recently, including oral care training, moving and handling training. Our senior team took part in an in-house training session run by Theresa from our sister home Springkell House, on care planning and new admissions. We are very grateful to Theresa for visiting us to run this session for our team.

Amy Grimes, a member of our care team, has successfully completed her Level 2 Adult Care Worker apprenticeship, passing the course with a Merit. Congratulations to Amy and the rest of our staff, who have been working so hard to expand their knowledge and gain new qualifications.

We have also completed phase one of the Oliver McGowan Mandatory Training on Learning Disability and Autism. This training must be completed by all

care providers in the UK. The goal of this training is to ensure that the health and social care workforce have the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability. We are already applying the knowledge learned from this training into our everyday general practices.

We will be continuing to provide various training for our team in the coming months, including mandatory training courses, to ensure best practices are always being followed. Our management team, Anna and Katherine will soon be taking part in a Deprivation of Liberty Safeguards training course, which will be very valuable and provide useful information to utilise at the home. We will also continue to support our staff in their individual training and qualification paths.

The Windsor Court team recently enjoyed a nice surprise with a coffee van arriving at the home with free hot drinks for all our staff, courtesy of the 'Here for Each Other' wellbeing service provided by Dorset Healthcare. The team had a lovely time enjoying some delicious coffees and hot chocolates, this was a lovely way to show our thanks to our wonderful staff who work tirelessly to deliver exceptional care to our residents. The team from Dorset Healthcare were also on hand to provide us with helpful information about mental health and staff wellbeing.



We would like to take this opportunity to say a big thank you to the senior team who, really stepped up while Katherine was on holiday. The team managed all admissions and assessments during this period and kept things running very smoothly. Excellent teamwork was demonstrated by everyone, it was reassuring for both Katherine and Anna to know that the home was in such safe hands.

RESIDENT ACTIVITIES

Residents at Windsor Court have been enjoying a packed schedule of activities throughout the spring months, now the weather has improved we have been making the most of our beautiful gardens and enjoying spending time outside in the sun. The residents have enjoyed being surrounded by the beautiful spring flowers in the garden and can't wait

to see what lovely blooms will start to flourish over the summer.



The residents have been inspired by the spring season during their arts & crafts sessions, creating this beautiful spring collage, featuring bright colours and pretty daffodils. The residents had a lot of fun making this collage and bringing a bit of spring inside the home. Arts & crafts are always a favourite pastime with many of our residents, it's a fantastic way for the residents to express their creativity through a relaxing and often therapeutic activity.



At Windsor Court we encourage our residents to maintain their health and wellbeing with regular opportunities for gentle exercise. We support the residents in getting involved with a range of exercise activities that cater to varying abilities, such as tai chi, exercise games and bowls. Anthony from G. Force regularly visits the home to put on fun exercise activities for the residents. He brings along equipment that makes it fun and easy for residents to get involved, such as using pool noodles to bat balls and other fun games.



We encourage residents to continue with their favourite hobbies and pastimes at Windsor Court, with our staff on-hand to support them whenever needed. One of our residents Isobel, particularly enjoys painting landscapes so we make sure she is able to enjoy working on her paintings whenever she wants. A favourite hobby of several of our residents is arranging fresh flowers, we ensure they have everything they need to create these lovely floral arrangements. If there are any particular hobbies

our residents enjoy and wish to do at the home, we will always do everything we can to support them.



An important date in our calendar in the past few months was the coronation of King Charles III. The residents were really looking forward to the festivities, so we spent time in the run-up getting prepared for our celebrations at the home. The residents made some lovely decorations in their arts & crafts sessions to display around the home, and enjoyed taking part in coronation themed word games, quizzes and sensory activities. We also took a virtual tour around Westminster Abbey to see where the coronation would be taking place.



The residents thoroughly enjoyed watching the coverage of the coronation on the television, then over the weekend we held a high tea and invited family and friends of Windsor Court to join us, including the local church volunteers who visit us regularly. Many of our guests commented on how much they enjoyed the delicious high tea and said what a success the event had been. We were thrilled to see our residents enjoy themselves, celebrating this event that they had been looking forward to for so long.



We many fun activities planned for our residents over the summer months, including our summer BBQ and garden party which will be taking place on Saturday 15th July at 12pm. We would love to invite our residents' family and friends to join the Windsor Court staff and residents for what will be a very fun afternoon. Please let us know if you are planning to attend so we can have an idea of expected numbers.

IMMEDICARE

We have recently introduced a new medical support system at Windsor Court. Immedicare is a telemedicine service designed to support our residents with their medical needs, rather than having to be admitted to hospital or wait for a GP appointment. Through Immedicare our staff are able to access 24/7 support from experienced healthcare professionals via video call. As well as providing advice, through this system healthcare professionals are able to raise prescriptions and contact other medical services on our behalf, arranging appointments for residents where necessary.

This service allows for a much faster response to our residents' medical needs, such as in the case of a fall. The healthcare professionals through Immedicare, are able to access residents' medical records (with their permission), so understand their full history and medical needs when providing advice. It is designed to complement other healthcare services we already work with and coordinate with our local healthcare providers, such as GPs and the District Nurse.

The Immedicare system has now been in place at Windsor Court for about 3 months. Our staff underwent initial training before the system was rolled out, the team felt so confident they started using Immedicare for real applications within the home just hours after their training. With the majority of our day and night staff now fully comfortable using the system it has been truly life changing for all of us, including the residents. Hospital admissions have been halved thanks to this 24/7 access to healthcare professionals and medical advice.

Our care staff feel more confident in supporting residents with Immedicare in place. They are able to do full observations on residents including blood pressure and temperature checks, which can then be reported directly on the Immedicare system, speeding up the process for medical assessment. In addition to 24/7 medical support, the system also offers online training courses for our staff to take part in at a convenient time. The Immedicare system has benefitted the home immensely and we are glad it has enabled us to further improve the care we provide to our residents.

If you have any questions or would like further information about the Immedicare system, our staff at the home will be happy to discuss it with you. You can also visit the Immedicare website to discover the various features and benefits of this service; <https://immedicare.co.uk/>



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@beritazcare.co.uk

Leave Us a Review

Feedback from our residents and their family and friends is extremely important to us and we really appreciate your support. If you have time, please visit our page on [CareHome.co.uk](https://www.carehome.co.uk) and leave us a review.

Being able to read your comments and experiences with Windsor Court Care Home can help other families when trying to choose the right home for their loved ones.

You can submit your review at the link below; <https://www.carehome.co.uk/review-submit/9227>

RESIDENT SPOTLIGHT



Roger Higglesden was the first resident with a learning disability to join us at Windsor Court. At the time Roger was living in Bath, he had spent a prolonged time in hospital and due to his dementia causing a cognitive decline and difficulties with mobility, he was unable to return to his supported living accommodation.

Windsor Court was asked if we would be able to offer a placement for Roger due to his increased needs. Roger's brother lives in Bournemouth and was travelling between here and Bath weekly to check on Roger, it made sense for Roger to move to Bournemouth and be closer to his family.

At the time we had not been providing care for individuals with learning disabilities at Windsor Court, therefore preparations had to be made to ensure we could accommodate Roger as quickly as possible.

In less than a fortnight, our team completed their Oliver McGowan training, to ensure they had a good understanding of the needs of individuals with learning disabilities or autism. The entire team at Windsor Court wanted to ensure we could support Roger and his family, expanding the care services we offer in order to support someone in need to be closer to their loved ones.

As soon as Roger arrived at the home he settled in really well, he quickly became part of the Windsor Court family and was adored by everyone.

Roger was an absolute pleasure to care for, he loved to interact and engage with the staff and other residents at the home, his smiles and laughter really brightened a room.

Roger's brother was relieved to have him closer by, he visited frequently and was happy to see how well Roger had settled into life at Windsor Court;

"My brother Roger's health had deteriorated which meant we needed to find a new care home for him. We considered a number of care homes in the area which we visited. Windsor Court clearly stood out as our preferred choice.

They had a strong desire to expand the type of person they support to include people with learning difficulties. This included speedy communication with the Care Quality Commission to obtain the necessary approvals, so that Roger could be discharged from hospital and go to Windsor Court.

We gained a huge amount of confidence from Anna Knight who has a brother with learning difficulties and clearly understood what was needed in order to provide high quality care for Roger.

Once he arrived at Windsor Court we were very impressed with the care culture throughout the home and the approach from all of the staff. Roger was well cared for and incredibly happy there."

Unfortunately, Roger's health declined after his prolonged period in hospital. He developed a chest infection which meant he had to return to hospital and despite the best efforts of everyone involved, he sadly passed away.

We were all very sad to have to say goodbye to Roger, and that we didn't get the time with him at Windsor Court that we would so love to have had.

Of course, we stayed in close contact with Roger's family throughout this time and his brother was so appreciative of the support we were able to provide Roger, seeing how happy he was during his time at Windsor Court.

Roger's brother asked if we would be able to provide a place at Windsor Court for their mother, who was also in need of a care provider. We agreed in a heartbeat, and Roger's mother is now residing in what had been Roger's room. We are so pleased to be able to continue to support such a wonderful family.