

NEWSLETTER

Springkell House - September 2023

Springkell
HOUSE CARE HOME

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Beritaz Care

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Update from Ion Gavrilă, Deputy Manager



Welcome to the latest issue of our Springkell House newsletter, giving you a look at what has been happening at the home and what we have planned for the future. We have been enjoying summer at the home, making the most of the good weather whenever it appears and helping our residents to enjoy the season, with lots of time spent in the garden. We are looking forward to the back-half of the year and already have plans in the works for Halloween, Bonfire Night and even (dare I say it) ... Christmas!

I am incredibly proud of our team, we have come a very long way thanks to everyone's effort. We have been through some ups and downs this year, at times just when things seemed to be back on track we faced unexpected setbacks. But despite all this, the team have continued to work hard, stay positive and tackle anything that comes their way, for this I am extremely thankful to them.

Thanks to this persistence and diligence I feel we are now exactly where we should be and in a great position to make Springkell House the best we possibly can. In light of this, I made the decision to apply to register as Home Manager at Springkell House. I have already completed my DBS checks and will have an interview to follow soon. It is a long process with quite a lot involved, but I am looking forward to the result!

Enjoy reading this edition of our newsletter.

STAFF NEWS

It has been a busy spring and summer for the team at Springkell House, everyone has been working hard to ensure our residents are receiving the best possible care and everything at the home is running smoothly.

We have wished a fond farewell to Eleonor and Alan who both left Springkell House in the past few months. We are of course very sad to see them go but wish them both a fun and relaxing retirement after all the dedication they have shown to our residents.

It has also been great to see so many new faces join our team over the last few months. We have welcomed new Care Assistants, Aneesa, Razin and Sukman, as well as Senior Carer, Niky and Head of Care, Anne-Marie, who joins us from our sister home Ashton Manor.



Our new Activities Coordinator, Cristina has been settling in well and has already been planning lots of engaging activities for our residents to get involved with. We have also seen our domestic team grow recently, with new staff members Wilbert and Anemona having joined the home.



Many of our team have been spending the last few months working on their individual professional development. Bansari and Niky, our Senior Carers have completed their team leader training, congratulations to you both.

Many of our staff are currently working on NVQ qualifications, with 6 team members about to enrol for their NVQ level 2 training. We have also been continuing with our mandatory internal skills training, the team recently had a refresh on their fire safety training which was really useful for everyone involved.

We are incredibly thankful for the support of Fiona, who works as a Physiotherapist for several of the homes within the Beritaz Care family, including Springkell House. She has had a significant impact on the lives of so many of our residents, helping them to work on their mobility, building strength and getting many of them back on their feet again. We are incredibly grateful for everything she does to help care for our residents.

Amongst all the hard work the team have been doing this year, we have made sure to make some time for a little fun. In July we held a BBQ for our staff in the garden at Springkell House. We had lots of fun and enjoyed some delicious food and drink, it was the perfect opportunity to let our hair down and bond as a team.



In other fun news, Danka our Home Administrator, after a very long wait was finally able to enjoy her hot air balloon ride. She has been patiently waiting the past two years to make the most of this very special birthday gift, after lockdowns and weather issues got

in the way, we're so glad she was able to finally enjoy this amazing experience.



The team certainly deserved some fun after all the dedication to the home they have demonstrated over the past few months. We have been building our team and helping many new staff members to settle in, including several of our team who have moved far away from their loved ones. We have seen many different cultures come together in this new team, at times it has been a learning curve, but we are all learning from each other.

We have really seen the team pull together and are now where we should be, as demonstrated by the excellent feedback we received in our recent CQC inspection, which you'll read more about later in the newsletter. Everyone is doing a brilliant job and we are incredibly proud of the team we have built. Thank you to our Springkell family for your commitment to your roles and the goal we all share of providing quality care to the Springkell House residents.

HOME NEWS

At Springkell House we are continually working to improve the home and the experience of our residents, their wellbeing is always at the forefront of everything we do. We have been continuing with our renovation plan within the home, bedrooms are being given a lift with a fresh coat of paint, new furniture and other improvements throughout the rooms. We have been working our way around the bedrooms in the home in a way that causes the least disruption possible, and these newly renovated rooms are looking great.



Our self-contained apartment is currently being decorated, along with the front porch which is nearly complete, we're looking forward to having a fresh new entrance to welcome visitors into the home soon. The next step in our renovation plan is to move on to the downstairs of the home and the communal areas. As the residents enjoy spending lots of time

in these lounge and dining spaces, we want to make sure they are comfortable and welcoming.

We will be carefully planning this next phase of our renovation to not inconvenience the residents. Renovation works will likely take place in the evening or at night, but we need to be aware of potential noise disturbances to the residents. We will keep you updated as our plans progress.

In the spring we celebrated the 25th anniversary of Beritaz Care, by coming together with other members of the Beritaz family for a wonderful party to celebrate this major milestone, and to celebrate the birthday of our CEO. Everyone had a great night, it was so lovely to join with staff from other homes, as well as long-time friends of Beritaz Care to celebrate this special event.



Earlier in the summer we were visited by CQC to carry out their inspection of the home, we received two visits in June and July. The team handled the inspection fantastically well, with the team receiving very positive feedback from the inspector. As our team is fairly new this was a particularly challenging inspection for us, but we are delighted that the hard work of our team was recognised and praised by the inspector.

Initial feedback from the inspection has highlighted a few minor areas in which we can make improvements, which we are already working on. The full report will be released soon and we are looking forward to taking on board the feedback.

Thank you to everyone who has come along to our recent relatives meetings, it is always really helpful to get everyone together so that we can discuss plans for the home and get your input on how things are run. After feedback from you all we have recently changed the schedule of the meetings from monthly to every two months.

We have been delighted to see an increase in attendance at our last few meetings. At Springkell House we are committed to building strong relationships with our residents' loved ones and these meetings are a fantastic way to help us to do this. We will be in touch with the date and time of our next meeting and look forward to seeing you there.

RESIDENT ACTIVITIES

Residents at Springkell House have been enjoying a jam-packed schedule of activities and events this spring and summer. While the weather may not have always been on our side, we have made sure there was still plenty of fun to be had with engaging activities to appeal to different tastes and abilities.

In May we immersed ourselves in the coronation spirit, this was an event the residents were really looking forward to so we wanted to make sure they could properly celebrate the occasion.

The home was decorated and looked very colourful with union flags displayed inside and out. Many of the residents enjoyed watching the coverage of the Coronation on the television, while others took part in some coronation themed one-on-one activities with the help of our staff.



On the bank holiday Monday we held our own coronation party at the home, welcoming our residents' friends and family to join us in celebration. We enjoyed live music from one of our favourite musical entertainers Kevin, as well as delicious refreshments prepared by our talented chefs. The atmosphere in the home was wonderful and it was great to see so many friends of Springkell House who came along and joined in the fun.



We have been lucky to welcome some fantastic entertainers to stage performances at the home for the residents. This is always something our residents look forward to, these shows combine music, dancing and comedy to keep our residents engaged throughout.

In spring we had the opportunity to host a fantastic 'Rock and Roll' show courtesy of The Entertainment Providers. The show was absolutely brilliant, our residents really enjoyed the colourful costumes, fun music and wonderful performances, everyone had a superb afternoon.

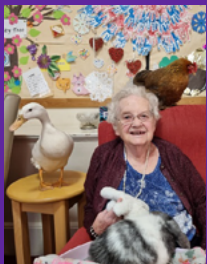


During summer we were treated to another brilliant performance with their 'Ship Ahoy' show. The show took us on a journey through some magical holiday destinations through their wonderful performance, featuring summer songs, colourful outfits and all-round brilliant entertainment. The residents had a wonderful time and were up on their feet dancing along.



Our wonderful friends from the Pony Pals have been visiting Springkell House to spend time with our residents. As well as our usual favourite fluffy and feathered friends, Caroline has also been bringing along a few new additions, including a donkey and these adorable baby goats named Mavis and Josephine.

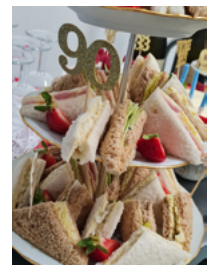
These visits always bring lots of happiness to everyone at the home. The residents really enjoy seeing the animals and having a cuddle, it is one of their favourite activities and we love to see all the smiles on their faces when they interact with the animals.



Birthdays are always a time for celebration at Springkell House, we always make sure our residents are spoiled on their special day with a delicious cake and everyone gathering to share their birthday wishes.

We hosted a very special birthday celebration for two of our residents, Mr and Mrs Hoy were joined by their friends and family to celebrate their 90th birthdays. They had a lovely party outside in our garden, surrounded by all the people that mean a lot to them. We arranged a fabulous afternoon tea and fantastic birthday cake for Mr and Mrs Hoy which

they enjoyed sharing with their loved ones.



The celebrations were so special they even featured in our local paper, the Haslemere Herald. The article spoke about the unwavering love of this wonderful couple, who were married in Grayshott and continued to live and work in the area their entire lives. Mrs J.H, their daughter, kindly thanked our staff for hosting the birthday celebration for her parents. Mr Hoy enjoyed reading the article and seeing his photo printed in the paper.



In July, residents, staff, family and friends all gathered together for our afternoon tea garden party. We enjoyed live music from the fantastic Kevin, as well as a delicious afternoon tea with homemade cakes.

It was lovely to see so many of our residents' family and friends, as well as some four-legged friends, join us for this wonderful party. The atmosphere was great, we were lucky to have perfect weather and everyone had a wonderful afternoon.



While we were grateful to have fantastic weather for our garden party, it hasn't quite been the warm and sunny summer we were hoping for. However, we have had plenty of fun ways to keep our residents entertained on those gloomier days.

We regularly make time for one-on-one activities with the residents, time to enjoy taking part in their favourite pastimes with the help of our team.

The staff will often use these sessions to encourage the residents to continue with a favourite hobby they may have had before coming to the home, offering them any support they need to do this. It is also really beneficial for the residents to have this dedicated

time with the staff, so they can have a chat and talk through anything that might be on their mind.



At Springkell House we aim to support all of our residents' needs in any way we can, physical, psychological and even spiritual. We are pleased to have a good relationship with our local community and arrange for weekly visits from Reverend Richard, from our local Church of England, for any of our residents who wish to see him.

Our residents really benefit from activities focussed on relaxation, such as a lovely manicure and gentle hand massage. These pamper sessions are a wonderful way for the residents to relax and are fantastic for their wellbeing. The hand massages help with residents' circulation and comfort. These manicure sessions are a favourite activity of many of our residents.



UPCOMING EVENTS

As much as we are hoping for a few more sunny days before the summer is finished, we are already looking forward to the fun activities and events we have planned during autumn. On the 27th September we will be hosting our very own Macmillan Coffee Morning, a great opportunity to support a fantastic cause while enjoying a cup of tea and some cake. Everybody is welcome to join in, so if you would like to attend just let us know, we will update you with more details soon.

We are in the process of planning our Bonfire Night celebrations, a favourite event of our residents, where we have lots of fun enjoying fireworks and themed activities. Looking ahead to Christmas, we have arranged our Christmas Nativity performance which will be taking place on 16th December. There will be lots of other fun festive activities towards the end of the year, it's always a very busy but fun period at the home and we will keep you updated on important dates for your diary.



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

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 Springkell House 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/25659>