

NEWSLETTER

Ashton Manor Nursing Home - October 2023



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Beritaz Care

Care You Can Trust



ASHTON MANOR
NURSING HOME

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Update from Carla Dixon- Peart, Registered Manager



We have come to the end of what has been a hectic but positive summer and I can't believe it's already over. A lot has happened over the last few months and there's lots to update you on in this newsletter.

The residents have been very busy with many activities and outings over spring and summer. Our activities team have done a fantastic job arranging fun activities and entertainment in the home. They have gone above and beyond to create engaging experiences for our residents, like our retro summer party and pub afternoon. We've also been on outings to explore the local area and make the most of the good weather, we are lucky there are so many picturesque places to see right on our doorstep.

I'd like to say a big thank you to our residents' relatives and other friends of the home for your ongoing support. It means a lot to myself and the team to have you closely involved in life at Ashton Manor, especially during events and outings where your help has been invaluable.

It's been great for us to continue engaging with our local community, we even had a stall at the Wrecclesham Village Fete, which you can read more about later in the newsletter. I am also appreciative of the continuing support we have had from our local church and other organisations. Ashton Manor is very proud to be a part of this brilliant community.

It's also been a busy summer for our staff and I am so proud of all the hard work they have put in. We have

seen several staff promotions internally, as well as some members of our senior team being promoted to new roles in our sister homes within the Beritaz family.

As always, our staff have been furthering their skills with training and education to help their career progression, something which I see as very important and am always happy to support. Some of our staff have reduced their hours while they further their education, thankfully we have the flexibility to support them to do this.

There are some new faces around the home that I am very pleased to welcome to the team. Our nursing team has now settled in and are doing really well. Our new starters have been going through their induction, preparing them in all the skills they need to care for our residents. They have all been great new additions to the home.

I am already looking forward to what will be another great Christmas at Ashton Manor, keep an eye out for information about our various Christmas events which we will let you know about soon. I hope you enjoy reading this issue of our newsletter.



HOME NEWS

It has been a busy spring and summer at Ashton Manor Nursing Home, with lots happening at the home to keep both our residents and staff busy.

In the spring we celebrated the first anniversary of our accreditation as a 'Living Wage Employer'. At Ashton Manor we value our staff and the dedication they show to our residents each and every day. This is why it is so important for us to ensure that we are a responsible employer and paying our staff a real living wage. We are incredibly proud to have received this accreditation and will continue to uphold our responsibilities to our staff.



As you know, we are very proud to be a part of our local community and were thrilled to have our own stall at this year's Wrecclisham Village Fete in July. It was lovely to have so many familiar faces coming to see us on our stall, including the family and friends of current and former Ashton Manor residents.

We got into the spirit of the fete with fun games for people to play on our stall, including a wheelbarrow raffle and a guess the sweet game. There were prizes for the winners and even a few consolation prizes for the runners up, plus some great Beritaz tote bags.

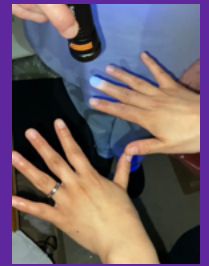
Some of our residents also came along to enjoy the village fete, they had a lot of fun strolling around and visiting all the different stalls. They particularly enjoyed visiting the ice cream van!



At Ashton Manor we are incredibly proud of the high standards we work hard to maintain in all areas, including in our cleanliness and hygiene practices.

In May, we celebrated World Hand Hygiene Day at the home, this was a great opportunity to ensure all the team were up to speed on best practices in relation to hand hygiene. Staff from different departments in the home got involved and our hand hygiene champion, Clare, detailed the importance of

hand hygiene in a care setting.



Our commitment to ensuring good levels of hygiene in the home is apparent in many areas, including our food preparation and kitchen cleanliness. We were proud to once again receive a **Five Star Food Hygiene Rating**.

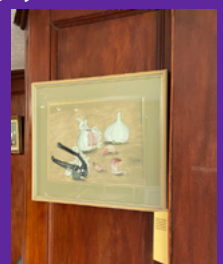
Well done to our fantastic kitchen team who have worked incredibly hard to achieve this rating and maintain consistently high levels of hygiene. They continue to show their dedication to the home and providing our residents with delicious meals every day, for which we are very grateful.



We strongly believe our team should get the recognition they deserve for all the hard work they put in every day to ensure our residents are happy, comfortable and well cared for. Therefore, we have decided to enter some of our team members in the Surrey Care Awards.

We have entered both Kristoff and Lubi for the Unsung Hero award and Priscilla for the Ancillary Worker of the Year award. We think they are all very deserving of these accolades. Keep your fingers crossed for the Ashton Manor team at the awards, we will let you know how we get on.

Recently we received some beautiful pieces of artwork that were handmade by one of our residents. They were very kindly donated to the home as a thank you to our staff team for looking after Dorothy so well. Now they take pride of place in our dining room for everyone to look at and enjoy.



Over the summer we celebrated a major milestone for the Beritaz Care family, the 25th anniversary of

Beritaz Care. It was wonderful to come together with the staff from our fellow homes to celebrate this special occasion, and to surprise Beritaz's CEO, Kumar for his 60th birthday.



This celebration got us thinking about the history of Ashton Manor, Priscila made a wonderful presentation showing the journey of the home, how things started to where we are now. It is incredible to think how far Beritaz and Ashton Manor have come over this time, we are all incredibly proud to be part of this journey.

STAFF NEWS

We have welcomed several new members to our Ashton Manor team recently including new Care Assistants, Prithu, Lila, Pushpa, Gwenivive and Akriti. Rose has joined as a Registered Nurse and Lorraine is our newest Care Companion. As well as these new arrivals we have also welcomed back some familiar faces to the Ashton Manor family; Sanna has returned as a Registered Nurse, Jean has come back to the home as part of our ancillary team, Rin has returned as a Care Companion and Elizabeth has taken on the role of Clinical Lead.

There have also been some changes to the structure of our team in recent months. We are delighted that Lubi has been promoted to Head of Care and Monica has been promoted to the role of Support Manager at our sister home, Robertson Nursing Home. Both of these roles come with new tasks and responsibilities, but we know that Lubi and Monica are more than capable of taking on these challenges and will excel in their new positions.

We are part of a close-knit family at Beritaz Care, and all the homes within the group are happy to support each other and offer a helping hand when needed. Our team member, Anne Marie, is currently on secondment at Springkell House where she will be supporting the team there for a short time.

It is always wonderful to see our staff grow their skills and progress in their career journeys, and we are happy to do anything we can to support this. Our Senior Carer, Phawama has recently started studying

for her nursing qualification. It's early days but she is hopefully looking to progress into nursing over time, something which she has always dreamed of doing. Congratulations Phawama, we have no doubt you will work very hard and succeed with your studies.

In addition to the individual qualifications our staff choose to pursue, we also provide regular skills training for the entire team on topics that will support the care they provide to our residents. The team have now completed the Oliver McGowan Mandatory Training on Learning Disability and Autism. This training must be completed by all care providers in the UK, it is aimed at ensuring 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.

During our regular staff meetings we like to take some time to recognise members of our team who have gone above and beyond in their roles, showing extra dedication to the home and the care of our residents. At our last meeting we gave out these certificates to show our thanks and to recognise the hard work of certain members of our team.



Amidst all this hard work, it's important for the team to enjoy some downtime and the opportunity to have some fun. In the summer we held a small gathering for our staff, where we enjoyed some delicious BBQ food, shared some laughs and took a little time to bond as a team. We were lucky enough to have the perfect weather for our little outdoor party and everyone had a lot of fun. Special thanks to Kristof and Mr Gurung for helping with the BBQ, and thank you to everyone who brought along yummy food and drinks for us all to enjoy.



We are already planning our next staff activity which will be a karaoke night taking place in October, it's certain to be an interesting evening and a lot of fun for the entire team.

RESIDENT ACTIVITIES

Over the spring and summer, residents at Ashton Manor were busy enjoying a full schedule of fun activities, come rain or shine.

When the weather was on our side, we enjoyed some excursions out in the minibus to explore the local area. We have taken several trips over the summer, including one to Hindhead to visit the stunning views of the Devil's Punch Bowl. It is such a wonderfully scenic area that we are lucky to have right on our doorstep. The residents always enjoy these excursions and especially having a quick stop at the café for a nice cup of tea.



We also took our summer trip to the seaside, the residents loved taking a walk along the seafront and watching the waves. Thankfully the weather was on our side and it was a perfect sunny day to enjoy a beach visit. After all that lovely fresh sea air, we relaxed and had a drink in a beautiful pub garden. It was a great day out, the residents had a lovely time enjoying the sunshine and having fun with our staff.



The residents made good use of the wonderful garden at Ashton Manor this summer, one particular event hosted in the garden was our Retro Summer Party. Everyone enjoyed the fantastic musical entertainment, getting into the party spirit by singing and dancing along. We had some delicious food and drinks, then handed out the raffle prizes to some very happy winners. The staff were dressed up in fantastic retro outfits, perfectly on-theme for the party! The residents and our visitors had so much fun, it was wonderful to see everyone enjoying themselves. A big thanks to our staff who made this all happen.



During the unexpected heatwave at the end of summer, we made the most of the sunshine and even celebrated the birthday of one of our residents with a garden party. We always love to make a big deal of birthdays at Ashton Manor and ensure our residents enjoy their special day.

Although we may not have had as many sunny days as we were hoping for this summer, there was plenty to do inside the home instead. We've continued to welcome some of our favourite visitors to Ashton Manor to provide entertainment and activities for our residents. The residents really appreciated our animal therapy sessions, where these adorable creatures came to visit and have a cuddle. Just sitting with these animals was very relaxing for the residents, their visit brightened everyone's day.



Our residents also enjoyed a fantastic performance by the Carousel Theatre Company. Their productions are always so entertaining, funny and engaging. The residents loved watching the performance and joining in, even the staff got involved. Visits from the Carousel Theatre Company are something everyone at the home always looks forward to and their performances keep getting even better.



It is always beneficial for the residents to be able to have some one-on-one time with our staff members, so we make sure there is regular opportunity for this. Whether it's reading together, doing an activity, enjoying some pampering, or just having a nice chat, this dedicated time helps to build the bond between our staff and residents. It also provides a chance for the staff to check in with the residents, see how they're doing and find out if there's anything they want to talk about.



We have a good idea of the activities our residents particularly enjoy, however we still like to keep things fresh and introduce new, fun activities for them to try. We introduced a word scrambler game and maths quiz to exercise their minds, as well as a fun balloon exercise game to get them moving. The residents really enjoyed these activities and it was great to find something new to add to our schedule.



A few of our staff members Priscila, Shaneil, Lubi and Tri, organised the first Ashton Manor pub afternoon. The residents enjoyed some delicious cheese and wine, while playing a game of celebrity bingo. There were lots of lovely alcoholic and non-alcoholic beverages for them to sample. Our wonderful staff went above and beyond to create the proper feeling of a fun pub setting for the residents, even going so far as getting all dressed up for the occasion. Everyone had a lot of fun and really got into the spirit of the pub afternoon.



We recently hosted our very own Macmillan Coffee morning, where we invited our residents, their friends and family to join us for a cup of tea and some delicious sweet treats. Everyone had a lovely time and it was all for a great cause.



Our calendar for the rest of the year is already starting to fill up. We have some fun activities planned around Bonfire Night which we will let you know about closer to the time. With Christmas soon approaching, we are beginning to schedule some festive activities for our residents. Our Christmas pantomime is booked for 19th December, this year the residents will be enjoying a performance of Dick Whittington. There will be lots of other events to share with you as dates get confirmed, we're excited to have many of you join us to celebrate over the festive period.



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

***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:

ashtonmanor@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. Being able to read your comments and experiences with Ashton Manor Nursing Home can help other families when trying to choose the right home for their loved ones.

If you have time, please visit our page on **CareHome.co.uk** and leave us a review;
<https://www.carehome.co.uk/review-submit/18589>

You can also leave us a review on our Google page;
<https://g.page/r/CX6aZiOPgSjqEAI/review>

STAFF SPOTLIGHT

Elizabeth Magpantay has been a member of the Ashton Manor team for six years, after a brief absence she has returned to the home in her new role as Clinical Lead. We are thrilled that Elizabeth has taken on this new responsibility which she is very capable of fulfilling. Elizabeth tells us what she enjoys about working in the care industry and why she couldn't wait to rejoin the team at Ashton Manor.



"I have worked in the care industry for some time, working in both private and county council care homes over the years. Working in care is something I always wanted to do and am passionate about. I was originally a nurse by profession, through this I had the chance to work with the elderly in hospitals and within the local community. I find I get a lot of satisfaction in working with the elderly. My Mother is also now elderly, which is part of the driving force behind my desire to work in care."

"Working in hospitals the turnover of patients is quick, there are new faces every few days. Here there is continuity, you get to see the progress and positive impact of your intervention with the residents. It also means I have the chance to develop close relationships with residents as well as their families. I find a lot more enjoyment working within the care industry."

Elizabeth worked as a Registered Nurse at Ashton Manor for several years, after her recent return she has now taken on the role of Clinical Lead. "I tried working in other homes and discovered that the support I get at Ashton Manor is much better than my experience anywhere else. I feel satisfaction in the kind of care that residents get here and the knowledge that their needs are being fully met."

"As a part of Beritaz Care, I feel you get a lot of support. Amongst the carers and all the staff there is a great culture of working hard and supporting each other. Everyone is aiming for the same thing, quality of care"

In the role of Clinical Lead, Elizabeth has taken on many new responsibilities, "I am involved in audits, medication management and supervising the care and nursing teams. In the absence of the home manager or deputy, I will also take on certain managerial tasks. People will direct questions to me,

I will make decisions and deal with operational tasks, but I know that the home manager is always just a phone call away if I need support, even on her day off. Having previously worked in a nursing role in the home, I have a good knowledge of how everything operates. I have worked on both the day and night shifts, so I have seen all elements of the home and understand what the staff are experiencing."

"My favourite part of working at Ashton Manor has always been working on the floor. It's where I get to work directly with the residents which I have always enjoyed, so I try to do it as much as possible. The paperwork may not be my favourite thing, but it's an important part of the job and has to be done. I manage to find a balance between both aspects of the job."

We are a close-knit team at Ashton Manor, all the staff understand the importance of being able to rely on each other and help each other when needed. "I know I can always rely on the staff here. I don't have to be chasing and checking on them, they know what they are doing and can be trusted to do their job. Staff are given a very robust induction when they join the team, they are taught to do things properly from day one."

"Everyone is involved in all aspects of the home and we help each other out. A lot of the staff are trained in many different roles, everything from domestic, kitchen, laundry and care. This means we are never left with a shortage of skills, one department can ask staff from another to help out when needed. Everyone supports each other to get the job done."

"In a care home setting there are always challenges and unpredictable things can happen, but here there is always someone to support you and to help you problem solve. For me it feels like a safe place to work, knowing I have the support from my colleagues and from higher management."

After so many years at the home, Elizabeth has seen many highs and lows but overall has fond memories from her time at Ashton Manor so far.

"My favourite memories are of times with the residents, you cannot help but become especially fond of certain residents. I have so many memories of funny stories and anecdotes shared with them. Here, I am able to really connect with the residents and get to know them. Back home I belonged to the Anglican church, so I know a lot of the hymns. I have special memories of singing along to hymns with the residents and sharing that experience with them."