

NEWSLETTER

Chestnut Court Care Home - December 2023



Beritaz Care

Care You Can Trust



**CHESTNUT COURT
CARE HOME**

9 Copse Road, New Milton, Hampshire BH25 6ES

Tel: 01425 620000

Email: info@beritazcare.co.uk

Web: www.chestnutcourtcarehome.co.uk

Our mobile shop continues to be a big hit with our residents and is something we intend to continue to offer. The shop helps to promote independence and choice by allowing residents to browse, select and purchase their own items. Our monthly coffee mornings, which take place on the last Wednesday of each month, have been a great success this year. It is lovely to welcome relatives and friends to join us each month for a coffee and a chat.

In the spring, ward rounds began at Chestnut Court which was a positive step for the home and has really improved the care we are able to provide to our residents. Every Monday we are visited by the Care Home Assessment Team (CHAT), these regular in-person visits mean that potential health issues can be identified early and our staff have the opportunity to discuss any concerns they have about our residents' wellbeing.

Our residents and staff are all looking forward to the Christmas festivities, we have lots in store to make this a happy and enjoyable time for all. We are particularly looking forward to attending the Ballard School Christmas carol concert.

Keep reading to find out more about what we've up to at Chestnut Court!

Update from Lisa Shaylor, Home Manager



Welcome to our final newsletter of 2023. Throughout this year we have built a fantastic team here at Chestnut Court, who strive to deliver the highest level of care possible for our residents. Our committed care team and the staff across all other departments, work hard every day to support our residents' physical and emotional wellbeing. Our residents' comfort and happiness are always our focus and we are very proud of the care we provide.

I, along with the rest of the team, feel it is very important to involve our residents in their care and we take onboard their input about what happens at the home. All through this year we have held monthly resident meetings, which give residents an opportunity to have their say on key home topics, such as ideas for our activities programme, events planning and menu options. We also ask for their suggestions on where they would like to go on our monthly minibus trips.

In addition to these meetings, we also carry out quarterly feedback surveys which are incredibly useful in helping us to improve our services. Feedback from both the meetings and surveys is used to make changes at the home to improve the experience for our residents. Some recent feedback from residents was that they would like to spend more time with animals, so we incorporated more animal experiences into our monthly activities calendar, including regular visits from a therapy dog called Martha.



HOME NEWS

There have been lots of exciting changes happening at Chestnut Court over the last few months. We have been continuing with our ongoing renovation project at the home, the main entrance has been given a makeover with a fresh coat of paint and re-gravelled entryway. The home now looks lovely and welcoming to all visitors as they arrive.



Inside the home we have been painting the skirting boards so they look fresh and clean in preparation for new carpets which will be laid in the communal areas on the home in the coming weeks. We will continue to decorate residents' bedrooms as and when they are in need of an update.

Of course, with all of these improvements to the home we do our best to ensure any works taking place have minimal impact on our residents, we are conscious of their schedule and do everything we can to minimise inconvenience. We have lots more updates to the home planned for the new year, once all the Christmas festivities have passed, we will be sure to keep you updated on our plans for the home in 2024.

At Chestnut Court our main priority is to ensure we are providing quality care for our residents and acting in their best interests, so we do everything we can to make sure standards at the home are maintained to a good level at all times. Part of this involves ensuring we are meeting care quality standards which are checked through regular inspections by independent bodies. We are expecting an inspection from CQC very soon and are doing everything we can to prepare for this. This month we have had a visit from SRG for a pre-inspection where they provide us with feedback on any areas of improvement, based on the same criteria CQC use. We are confident by taking these steps and maintaining ongoing high standards throughout the home, we will continue to receive a good rating in our inspections.

As we are now firmly within the winter season, we are taking extra precautions to protect our residents against the viruses that are more prevalent this time of year. All of our residents have received their winter flu jabs and autumn booster covid vaccinations at the home, we are also encouraging our staff members to ensure they are up to date with their vaccinations.

Throughout this year, as you may already be aware, we have been raising funds for our chosen charity the Alzheimer's Society. At various events such as our summer fete, we have been holding raffle draws and other competitions to raise money for this cause that is very close to our hearts. We are proud to say we have so far raised £371 of our £500 target for the year. We are still very much hoping to meet that target by the end of the year.

Our coffee mornings are held on the last Wednesday of every month, these events are open to friends and relatives, as well as members of our local community. We always look forward to seeing as many of you as possible at these events.



We have been continuing to host our regular relatives meetings, which we find extremely helpful for keeping you all up to date on what is happening at the home and to hear your feedback. Frances from Two Line Training will be attending our next meeting to talk about end of life care and answer any questions you may have about this topic. We hope this will be a useful and informative experience.

We really appreciate receiving your feedback about you and your loved ones' experience with Chestnut Court, it helps us to determine the services we provide and we take your comments on board. If you have time please leave us a review on carehome.co.uk here;

<https://www.carehome.co.uk/review-submit/10513>

or on our Google profile here;

<https://g.page/r/CWois-tjY8lxEB0/review>

Reading your reviews can greatly help other people who are looking for a care home for themselves or their family member.

STAFF NEWS

We have lots to update you on regarding the Chestnut Court team. From new team members, long service anniversaries and personal news, we have had a lot to celebrate at the home recently.

There have been several new additions to our team over the past few months. Emily joined us as our new Activities Coordinator in the summer, she has spent

the last few months getting to know our residents and starting to plan many fun activities that they have really enjoyed taking part in. We have also welcomed a new member of our care team, Sandeep who has joined us as a Care Assistant. She has successfully completed induction training and is settling in well. Dean has also joined us to oversee the maintenance of the home, helping with general repairs and other tasks to keep things running smoothly.



In other staff changes, our Care Assistant Jackson has recently been promoted to Senior Care Assistant. Jackson is a very hard working and valued member of our team, he is well-suited to this role and has capably taken on his new responsibilities.

Our team are continually working to improve their skills and progress their knowledge through ongoing training. The staff have been taking part in face-to-face training sessions provided by Frances from Two Line Training, on topics such as pressure care, moving & handling and safeguarding. These training sessions ensure our staff are up-to-date on current best practices within the care industry and are continuing to provide the best possible support to our residents.

The team recently completed their fire safety training, another key area of knowledge which we ensure staff are regularly refreshed on. In this session the team practiced fire safety and evacuation procedures, simulating how they would safely remove residents from the home in the event of a fire. Everyone found the training very helpful and feel confident on how to handle an emergency situation.



We are a very close-knit team at Chestnut Court and we do everything we can to provide a warm and enjoyable environment for our staff to work in, which is part of the reason many of our staff choose to stay with us for many years. Two members of our team have celebrated employment anniversaries in recent months, in August Pamela Hopkins our Health Care Assistant celebrated 23 years at Chestnut Court and in October Emma Wilson, our Home Administrator, celebrated her 10 year anniversary at the home.

Thank you both for your continued hard work and commitment to providing great care to our residents.

Some of our team have also had special occasions in their personal lives recently which are definitely cause for celebration. Our Senior Carer Gibin, recently passed his driving test, well done Gibin we know you have put in a lot of hard work to get to this point.

Our Night Care Assistant, Jithin recently returned home to India where he got married. Congratulations to the happy couple from all of us at Chestnut Court, we all hope you had a fantastic wedding, you both looked stunning on your big day.

A big congratulations to Nalayini, who welcomed her beautiful baby boy just a few weeks ago. We are glad to hear mum and baby are both doing well, the Chestnut Court team send their best wishes to the whole family and we can't wait to meet the new arrival.



This isn't the only new addition to the Chestnut Court family as Daniel is also expecting a baby with his wife. Congratulations to you both, the staff and residents are looking forwards to lots of baby cuddles soon.

RESIDENT SPOTLIGHT

My Name is Barbara. I have lived at Chestnut Court for 2 years now.

I was previously in a care home in Somerset, but sadly this closed down. I wanted a small and caring home close to where I was born and grew up. I have fond memories of working on the farm in Sway with my father.



My daughter supported me to find Chestnut Court and relocate back to my roots. Chestnut Court ticked all the boxes for me. I like living here, my bedroom is quiet and is very homely. The food is very good. I enjoy arts, drawing and colouring, I am pleased I get to choose what I want to do. My 6 grandchildren and 11 great grandchildren are close by and can visit me.

RESIDENT ACTIVITIES

Residents at Chestnut Court have been enjoying a busy schedule of activities throughout summer and into winter, no matter the weather there is always something interesting and engaging for residents to get involved with.

Throughout the summer we made good use of our lovely gardens at the home. Whether it was playing some games sat in our gazebo or just relaxing outside while enjoying the sun, we definitely made the most of the good weather.



Our residents were also busy getting involved with various gardening tasks as part of our gardening club. The residents did a fantastic job tending to the plants in the garden, growing some beautiful flowers and even their own fresh fruits and vegetables. Gardening is a very relaxing activity and the residents love to sample the fresh produce they have lovingly grown in the garden.



The residents also got involved with preparing the vegetables ready to eat, picking carrots and shelling the peas that they had grown in the garden. These delicious fresh vegetables were then used by our kitchen team in the residents' meals, so everyone could enjoy them.



We also took the opportunity on the sunnier days to take the residents on some trips in our minibus to explore the local area. The residents had a lot of fun exploring Highcliffe, Mudeford Quay and Milford on Sea, they enjoyed taking in the sights of these lovely, picturesque locations that we are so fortunate to have right on our doorstep.



The highlight of the summer was the Chestnut Court summer fete! The wonderful Retro Rita joined us to sing and perform for our residents and guests. There were lots of fun games including a raffle, guess the name of the teddy, guess the weight of the cake and how many sweets in the jar. The residents had a great time taking part in the games and dancing along to Rita's lovely singing, we also enjoyed some delicious cakes and sweet treats. A massive thank you to all that contributed and to everyone involved in making this such a fantastic event.



We have been continuing to hold our monthly resident meetings, the perfect opportunity for us to discuss with the residents what we have planned at the home and any important events coming up that month. These meetings also give the residents a chance to provide us with feedback on things like food, activities or anything else about the service we provide at the home. We also have some fun in these meetings by handing out prizes for our colouring competitions and any other games we have been running.



As musical entertainment is such a popular activity with so many of the residents at Chestnut Court, we have been trying to broaden the musical styles and genres of the performers that visit the home even more. As well as some of our favourite singers returning to the home, we have also welcomed a few new singers and bands, performing songs ranging from popular tunes to 1940s music, so there was something for everyone to enjoy.



We have also been treated to some wonderful musical performances on the cello and the piano. We hope by inviting new and different musicians into the home we will be able to offer something that appeals to the different musical tastes of all our residents.

It is always wonderful to see them dancing and singing along to our musical entertainment, or sometimes simply sitting and relaxing while they calmly enjoy some beautiful music. No matter the genre, music is fantastic for the residents' wellbeing and a real mood booster.



We like to encourage the residents to get moving by taking part in activities that focus on gentle exercises that are accessible and fun for everyone to participate in. Games like balloon volleyball or inflatable bowling, encourage stretching and gentle movements as part of a fun group activity.

We are fortunate to welcome external activities providers, like Darren who recently visited the home to help the residents to get moving and have fun with some gentle chair exercises along to music. The session was very engaging and Darren is fantastic at encouraging everyone to get involved, the residents really enjoyed themselves.



As well as moving their bodies it is important for residents to have the opportunity to exercise their minds, through games, reading, puzzles or creative outlets like arts & crafts. The residents have lots of craft supplies available to them whether they want to draw, paint, create a collage or anything else. We often theme our arts & crafts around upcoming events, like our recent poppy craft session where residents made decorations to display around the home for Remembrance Sunday.



Through all our activities at Chestnut Court, our goal is to help our residents to relax, have fun, socialise and to bring a smile to their faces as often as possible. Something that makes many of the residents smile is spending time with animals, and we have been fortunate to welcome several cute critters to the home in recent months.

Martha the dog is a regular visitor to Chestnut Court, she always makes sure to say hello to all the residents and asks them for lots of belly rubs! Everyone at the home loves when Martha comes to visit us especially the residents, and it seems like Martha certainly enjoys the attention.



We also had some parrots and baby rats visit the home to meet the residents. All the residents and staff were so excited to see them, some of the residents were feeling brave enough to feed the parrots while having them perched on their shoulder, and some held the tiny baby rats. Everyone had so much fun.



With Christmas just around the corner, we have lots of fun festive activities planned for our residents over the coming weeks. We will be decorating the home ready for Christmas very soon, the residents always love to get involved with putting up the Christmas tree and hanging all the decorations on it. We will be hosting our annual Christmas party for the residents in December which we are looking forward to, there will be some wonderful musical entertainment and lots of festive treats to enjoy.

The residents will also be paying a visit to Ballard School for the children's Christmas carol concert again this year which never fails to put everyone in the festive spirit. We are also planning a festive event for family and friends at the home with mince pies and mulled wine.

We will keep you informed of our Christmas activities as dates are confirmed over the next few weeks and we look forward to seeing many of you at the home over the festive period.

STAFF SPOTLIGHT

Archana has been a member of the Chestnut Court team for nearly two and a half years, in the role of Senior Care Assistant. Archana is a wonderful member of our team, her warm and compassionate approach to delivering care to our residents is exactly what we look for in our care staff.



Archana tells us about her experience working at Chestnut Court;

"I really enjoy working in the care industry, knowing I am helping and supporting people who are in need and having the opportunity to save lives. Before coming to Chestnut Court I worked as a Care Assistant at St. Matthews Healthcare in Northampton for a year. Although this was a different environment it still gave me knowledge and experience I could continue to use as my career progressed."

"My role at Chestnut Court involves caring for our residents' daily needs, such as administering medication, supporting them with their personal care and assisting them with meals. I am also responsible for maintaining and updating reports on resident care, incidents and medication administration."

We are proud to have such fantastic staff across all departments within Chestnut Court who all work together and support each other to ensure everything at the home runs smoothly.

"My favourite thing about my job is being able to work with this team, as well as the wonderful residents. There is always open communication between all of us which makes a big difference, everyone is helping and supporting each other across the teams, from carers, to domestic staff and the management. It's more than a team, it's a family."

"I receive so much help and support from the management team at Beritaz Care, especially from the Home Manager here at Chestnut Court. I am really happy to work here because I can manage my family life and work life together, and they support me to do this."

The staff at Chestnut Court work closely with our residents every day, which enables them to form strong bonds with the residents. This not only helps

our staff to provide better care for each individual but also helps to create a family-like feel within the home.

"Each day at Chestnut Court brings new memories, all of which are unforgettable and will stay with me for a lifetime. It is the time spent with the residents and the relationships that we form that is really valuable to me."

"I am really happy and grateful that I have had the chance to work with Beritaz Care and become a part of this family."



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