

NEWSLETTER

Ashton Manor Nursing Home - April 2024



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Beritaz Care

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ASHTON MANOR
NURSING HOME

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I hope you enjoy reading about everything that has been happening at the home, the fun activities the residents have been taking part in recently and what we have planned for 2024 at Ashton Manor.

Update from Carla Dixon- Peart, Registered Manager



It's hard to believe we are already three months into this year, the time has flown by and so much has happened at Ashton Manor in such a short period. Although 2024 began with some difficulties for us, as usual our brilliant staff team have worked tirelessly to ensure all residents continued to be cared for appropriately.

Our goal for this year is to further strengthen our team of staff, we have been investing in building the senior team which is going very well. We are continuing to offer training within the home for our staff, and supporting those who want to work towards new qualifications.

Everyone at Ashton Manor is looking forward to the warmer weather so we are able to do more outdoor activities and make the most of our garden space. We also have plans to launch some community-based projects, which you can read more about later in this newsletter. We are looking forward to having the chance to give back to our community.

As you may have seen, we have ongoing building works happening at the home and ask for your patience as we work towards improving the home environment for our residents. We are doing what we can to minimise disruption to the residents while these works are taking place.

We are continually grateful for the support and understanding of our residents' relatives and friends.

HOME NEWS

We have enjoyed an exciting few months at Ashton Manor Nursing Home and have started this year with lots of great plans to continue to improve the home and our services. Since our last update, the biggest news we have to share with you was our success at the Surrey Care Awards at the end of last year.

As you may know, both our Head of Care, Lubomira Trnkova and our Home Administrator, Priscilla Ferraz were finalists in their categories at the Surrey Care Awards 2023. The Ashton Manor team were delighted to attend the award ceremony, we had a lot of fun celebrating all the fantastic organisations and individuals working in the care sector within our local area. It was a particularly great night for Lubomira who was announced as the winner of the Care Worker of the Year award.





We are always working to make improvements to the home to benefit our residents' comfort and environment. We have some major renovations planned for our kitchen, improving the equipment and usability of the room to support our kitchen team in creating delicious and balanced meals for our residents throughout the day.

You may have already noticed some works going on around the home which will be continuing over the next couple of months. We are in the process of updating our fire doors throughout the home, with several doors already being replaced. These works will improve the safety of the home for our residents and staff, as well as ensuring we are compliant with fire safety regulations.

As some of you may already know, we are currently seeking permission to install a stretcher lift in the home. As you can imagine this is a fairly long process and we are still waiting for permission to be granted, but as soon as it is we will keep you updated and proceed with the installation as soon as possible.

Thank you to everyone who attended our last relatives meeting, it was wonderful to have so many of you in attendance to hear about our plans and to get your feedback on everything that is happening at the home. Our next meeting will be taking place in May, we will confirm the date closer to the time and look forward to seeing as many of you as possible there.

We would like to say a special thank you to Chris Cleland, the wonderful husband of one of our residents who kindly agreed to attend the recent Beritaz Care staff orientation day to speak to the newest team members across the organisation. Chris spoke to the staff in attendance about his experience with Ashton Manor, how we have been able to support his wife and what makes Beritaz Care different.

We are a proud member of our local community and are passionate about finding ways to give back to the community that has given us and our residents so much support throughout the years. We will soon be trialling a community engagement project where we will be hosting events at Ashton Manor,

specifically for local community members. We will be utilising our minibus to help with travel and enable people in our local community, who are in need of a bit of support or companionship, to join us for these events at the home.

STAFF NEWS

We have recently welcomed several new members of staff to the Ashton Manor team, we now have a fantastic team of staff to support our residents with their daily needs. We have welcomed new Care Assistants; Nabila, Bishaka, Narpinder, Anisha, Vishnu and Jyosthna, as well as our new Care Companion, Reshma. Pabina has taken on the role of Senior Care Assistant and Sangita is currently training to also become a Senior Care Assistant. You may have met Fiona, our Activities Coordinator who joined the team last year, she has been doing a fantastic job arranging a varied programme of fun activities for our residents.

Our new starters, along with recent recruits across the Beritaz Care family, attended the Beritaz staff orientation day last month in Surrey. This was a great way to introduce new team members to Beritaz Care as a company, discuss our goals and highlight the core company values. Attendees heard from the Beritaz management team as well as long-standing members of staff from across our homes. They also spoke to some of our residents' relatives who were able to shed some light on their experience with our homes and what makes Beritaz Care different. This was a great way to welcome new staff to the Beritaz Care family.



Our team have been working incredibly hard to ensure our residents are comfortable and well cared for. At the end of last year, we recognised a few members of staff in particular who had gone above and beyond in their roles and for their commitment to our residents' wellbeing. Kristof for his kindness and bringing so much joy to our residents, Shaneil for being so joyful and coming up with many new ideas for resident activities, Priscilla for achieving her Level 3 certificate in Health and Social Care and Lubomira for winning Care Worker of the Year and being promoted to the role of Head of Care.



There has been much cause for celebration recently for the Ashton Manor team, in both their working lives and in their personal lives. Our wonderful Registered Nurse, Rose is expecting a baby and everyone at the home is incredibly happy for her. Congratulations to Rose and her family, we are all looking forward to meeting the new arrival.

We are delighted to have such a wonderful team of loyal and dedicated staff, some of whom have been with the home for many years. Recently we awarded our kitchen team with the 'Long Service Team Award'. Every member of our kitchen team has been a part of the Ashton Manor family for 10 years or more. We are thrilled to take this opportunity to celebrate their commitment to caring for the residents of Ashton Manor over the past decade.



Part of the reason many of our staff choose to stay with Ashton Manor for so long is because of the working environment at the home and the respect we show to every member of our team. We are proud to be registered as a living wage employer and we aim to always pay our staff a fair wage. Being a living wage employer means we make sure our staff are paid a true living wage not just the national living wage.

Last month the Ashton Manor staff participated in an exercise to recognise and discuss how our daily tasks contribute towards the overall business objectives of the home. It's important that the entire team understand our vision and long-term goals for the home in order to understand where we are headed. We also value our staff's input on these important issues and want to give them the opportunity to ask questions or share their thoughts. This was a great way to ensure the entire team is aligned on our goals and that we are positioned for success this year.



Our staff are continuing to take part in regular training to develop their skills and knowledge. Our schedule of mandatory training is ongoing, helping the team to ensure they are up to speed on industry best practices and key skills. We also have a training provider come to the home to deliver in-person sessions for our staff.

Towards the end of last year, we held emergency first aid training for the team, where we trained all our staff on basic life support skills. Frances, our trainer, taught the group a variety of skills including how to perform CPR, a key aspect of their first aid training. Ensuring all our staff have these skills means we can be confident in our abilities to help our residents in case of an emergency.



Many of our staff are also pursuing independent qualifications to support them on their own career journeys. Several of our staff are in the process of working towards their Health & Social Care level 2 qualifications and Phawama, our Senior Care Assistant, is currently studying for her nursing qualification. Well done to all our team for the hard work they have put into their professional development.

Amidst all this hard work, it's important for our staff to have the chance to unwind, have some fun and bond together as a team. Last year we arranged a staff karaoke night which was lots of fun, and in December we held our annual staff Christmas party. We got all dressed up, enjoyed a delicious meal and some fabulous entertainment, before we showed off our moves on the dancefloor. It was such a fun night and the perfect way to end the year. Last month one of our former team members, Clare, kindly hosted a gathering for the current Ashton Manor staff, so they could get together for a fun evening of team bonding. We really enjoy these opportunities to spend time as a team, building our friendships and strengthening the group dynamic, which then forms into a stronger bond within our working lives.



RESIDENT ACTIVITIES

Since our last update, residents at Ashton Manor have been busy with lots of fun activities, events, celebrations, trips and visits. We made the most of winter with some cozy activities within the home, celebrated Halloween with a themed afternoon tea and put on a fantastic firework display to entertain our residents on Bonfire Night.



The festive season at Ashton Manor was filled with Christmas magic and entertainment to get our residents into the Christmas spirit. In the run up to Christmas we put on a pantomime for the residents, the performance was the story of Dick Whittington. The show was great, filled with music, dancing, jokes and fantastic costumes. Our residents also enjoyed a festive trip to our local garden centre to see all their beautiful Christmas decorations, as well as browsing all the lovely plants and gifts on sale.



This year our staff very much got into the Christmas spirit, going above and beyond to create a magical festive season for our residents, including arranging a special visit from 'Father Christmas'. Everyone had a lot of fun seeing Father Christmas and he had a nice chat with all the residents during his visit.



After a wonderful Christmas day and News Year's celebrations at the home, we started 2024 with more engaging and stimulating activities for our residents. There's no such thing as the January blues at Ashton Manor, as we made sure there were plenty of activities and entertainment planned to brighten the moods of our residents.

In January we transformed the gardens at Ashton Manor into a mini farm for these adorable animals

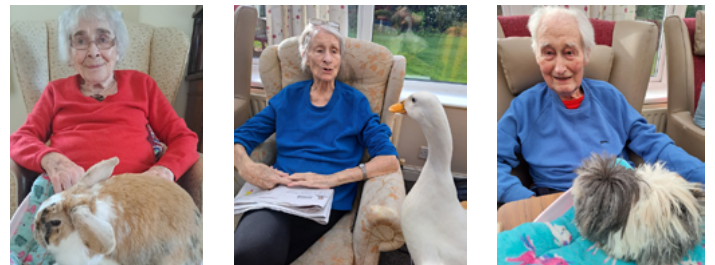
to spend some time with us and meet our residents. It was so much fun to have all these sweet animals running around our garden. The residents really enjoyed the experience, some even had a cuddle with the goats who were very glad to be snuggled up on our residents' laps. A few of the animals ventured inside the home to meet some of our other residents.



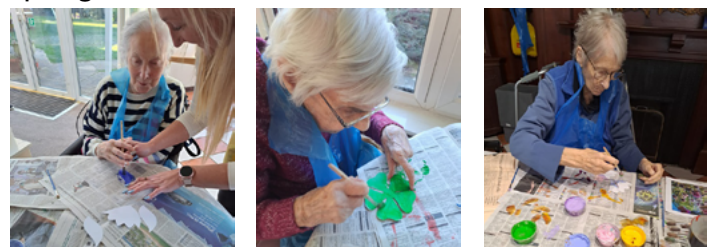
Residents of Ashton Manor have enjoyed a variety of animal therapy based activities over the past few months, from meeting and learning about some majestic birds of prey (who some of our residents were able to hold and experience up close), to visits from our favourite four-legged friend, Boni the dog.



We were recently visited by these adorable furry friends who were only too happy to cuddle up to our residents. Animal therapy sessions are really beneficial for our residents, petting an animal is very relaxing and calming, simply watching their funny antics always makes the residents smile.



Our residents have continued to enjoy getting involved with various arts & crafts projects to express their creative sides. The residents really enjoyed painting these paper flowers in an array of bright and beautiful colours to bring a bit of spring into the home, even when it was still rather grey and gloomy outside. Painting is a fun and relaxing activity that many of our residents enjoy. These pretty flowers certainly brightened up the home as we waited for spring to arrive.



The residents got creative once again in honour of Dignity Action Day and made a 'Dignity Tree'. The green leaves represent the ways they could feel dignified, and the red leaves were their chosen 'Dignity Do Nots'. They also painted rocks in beautiful bright colours, each rock depicted a core value of dignity chosen by the residents. We then placed the rocks in our memorial garden for everyone to see, and to remind us all of the importance of upholding the dignity of our residents.



We celebrated Chinese New Year at the home by decorating our lounge and dining room with beautiful, themed decorations. Everyone loved to see the decorations hung all around the home, which provided the perfect backdrop for our festivities in celebration of the year of the Dragon. The residents really enjoyed learning about the festival and discussing the traditions associated with it.



We always love a celebration at the home, and what better reason to don our party hats than for our residents' birthdays. It was a double celebration recently for David and Raymond, who coincidentally share a birthday. David was particularly delighted with his delicious birthday cake, he told us he was very pleased to be presented with his cake while the staff sang 'Happy Birthday' to him.

Margaret also recently celebrated her birthday with us, she enjoyed opening and reading through her birthday cards, then we presented her with this yummy birthday cake. Margaret blew out her candles and made a birthday wish, then shared a slice of cake with her fellow residents. We always want to make sure our residents are able to properly celebrate their special days and our staff do everything possible to make sure they have a fantastic day.



As we start to move into spring our residents are looking forward to being able to get outside in our garden in the sunshine. Although the weather might not have been feeling very spring-like of late, we can still bring a bit of spring into the home with some gardening activities. Our residents have been getting in touch with nature by potting up plants and trees that they will enjoy watching grow throughout the next few months.



Going into the spring and summer months, we are going to have a busy schedule of seasonal activities for our residents. We will be making the most of the warmer weather by spending time in the garden and taking trips around the local area on our minibus. We will also be hosting our annual Ashton Manor summer party, which will be held in our gardens (weather permitting) with music, entertainment, delicious food and lots of fun. We will share more details of the event as we get closer to the time and look forward to seeing many of you there.

STAFF STUDY

Reena Roy has been part of the Ashton Manor team since 2016, having joined us as a Care Assistant and then moving to the role of Senior Care Assistant. Reena worked as a nurse in India before coming to the UK and was keen to take on a nursing role at Ashton Manor.



Here Reena tells us about her journey to qualify as a nurse in the UK and what inspired her to take on the role of Registered Nurse at Ashton Manor;

"After high school I completed my nursing qualification in India and started working as a nurse, I wanted to make an impact on the lives of others and have a career that felt very meaningful to me. Being a nurse is one of the most challenging jobs but also very rewarding, that's the main reason I choose to work in healthcare."

"I started working in Ashton Manor in 2016 as a Care Assistant and was then promoted to a Senior Care Assistant role. Having previously worked as a nurse in India, I knew that was something I wished to do

again. I had been training and working towards my nursing qualification but had narrowly missed out on passing the exams a couple of times. I found this very disheartening but was determined to continue working towards my dream. Thanks to the support of my colleague Sheena, who provided me with an employer reference, which my manager Carla counter-signed, I was able to meet the requirements and qualify for my PIN number last year."

"Our Home Manager, Carla, has always been an incredibly supportive person since I first joined Ashton Manor. She helped me to adjust my shift pattern to fit with my family and lifestyle. Carla encouraged me to identify my skills and arranged appropriate training to help me develop, allowing me to get to where I am now."

"In April 2023 I received my PIN number and in May started in my new role as Registered Nurse. I am incredibly grateful to Carla, and to the CEO of Beritaz, Kumar, for enabling me to take on my dream role at the home. While care work is physically demanding, I find nursing to be more mentally demanding and it comes with a lot of pressures. It can be very stressful, there is always lots going on and you have responsibility for clinical tasks, as well as for the care staff if the manager is not there. Each day at the home is non-stop and there is always something new to learn."

"I care a lot about the residents I work with, my favourite part of the job is seeing the smiles on their faces. During my time working at Ashton Manor I have made close bonds with each resident and developed a real understanding of their needs. After each shift, knowing that I have shared my care, passion and love, and that this has helped the residents to feel happy and satisfied, makes my day."

"I am fortunate to be part of a really great nursing team, we all know how hard the job can be so we all support each other. We don't want anyone to struggle, so if someone is in the middle of a task or gets delayed, we will step in to cover and help each other. Everyone at Ashton Manor is there for each other, shifts aren't always easy and unexpected things happen, so we have to support each other."

"The memory that will always stay with me is finding out I had received my PIN number and running straight upstairs to tell Carla. She hugged me and I was so happy I burst into tears, it was lovely to share that moment with her. I am really happy to be a part of the Ashton Manor and Beritaz Care family, this is my second home."



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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. 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](https://www.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/CX6aZiOPgSjqEAl/review>