

NEWSLETTER

Robertson Nursing Home - May 2024



INVESTORS IN PEOPLE
We invest in people Gold



Beritaz Care

Care You Can Trust

Update from Gabriella Konczol, Home Manager



Welcome to the latest newsletter from Robertson Nursing Home, I hope you enjoy reading about what has been happening at the home over the last few months. A highlight of last year for the Robertson team was attending the Surrey Care Awards and being named finalists in three categories. We may not have left with any awards this time, but it made me very proud to have our team nominated. We had a great time at the event and will keep our fingers crossed for next year.

Since our last update we have faced some obstacles at the home, but I am so proud and thankful to the entire team for how well they managed these. Not only were we without water for several days due to an issue across the region, we were also taking part in an external mock inspection during that time. Despite this, we still received an overall 'Good' rating and 'Outstanding' in the responsive category, which I can only put down to the hard work of the staff. I would like to say a big thank you to our whole team for how well they handled this.

During the winter months we were sadly struck with a few respiratory infection outbreaks, which was a difficult time for everyone. Thankfully, the team pulled together to cover extra shifts and help out anyway they could, so we could ensure all residents were well looked after and fully recovered from illness.

Due to the illnesses in the home we were forced to cancel our annual Christmas party, which was



ROBERTSON
NURSING HOME

Priorsfield Road, Hurtmore, Godalming,
Surrey GU7 2RF

Tel: 01483 4210337

Email: info@beritazcare.co.uk

Web: www.robertsonnursinghome.co.uk

very disappointing. However, we started 2024 with a positive outlook and were able to host a very successful Valentine's Day party with our staff, residents and their loved ones.

Over the last few months, we have been very busy with the redecoration of several parts of the home, including communal areas, the kitchen and bedrooms. We have also replaced many of the doors on our residents' bedrooms, so the home is now feeling nice and refreshed.

We have welcomed several new starters over the last few months, who are settling in well and have integrated within our team. I am also glad to say, we have been able to offer new training and development opportunities to our staff members which they are already benefitting from.

In this newsletter you can read more about the various activities the residents have been taking part in over the last few months, thanks to the support of our activities team and other members of staff. We are continuously working on improving the activities offered to our residents and already have lots of exciting plans for the rest of 2024.



HOME NEWS

It has been a busy few months at Robertson Nursing Home, with many causes for celebration for both our residents and staff.

We closed out 2023 on a high having been named as finalists in three categories at the Surrey Care Awards. As well as being a finalist for 'Nursing Home of the Year', two of our team members were nominated and named as finalists in other award categories. We had a fantastic evening attending the awards ceremony hosted by the Surrey Care Association. Although we weren't fortunate enough to win an award, we still had a wonderful time celebrating our achievement as a finalist and sharing a fun evening with other fantastic local care providers.



Towards the end of last year we received a mock inspection of the home, carried out by a third-party organisation who replicate the experience of a CQC inspection. This mock inspection gives us an insight into how we are doing and any possible areas of improvement in preparation for a formal inspection. We were thrilled to receive an overall rating of 'Good', and within the 'Responsive' category a rating of 'Outstanding'.

The inspection occurred during the water outage affecting Godalming and other areas of Surrey, in November of last year. We were unfortunately without water for five days, which also coincided with the dates of the surprise inspection. It speaks highly of the capabilities of our team that the inspector commented, she wouldn't have known we were experiencing a water outage had we not informed her. While the timing wasn't ideal, it gave us an opportunity to demonstrate the skills and adaptability of our staff, leading us to receive such a high rating in the 'Responsive' category. We are incredibly proud of how well the team worked together to overcome this issue and ensure the care of our residents was not compromised at any point.

In January we had our food hygiene inspection, unfortunately on this occasion our rating has dropped from 5 to 4. This is a rating of 'Good' but we are determined to get back up to 'Very Good'. The issues identified by the inspectors were not related to food handling or preparation, but environmental improvements that could be made to our kitchen,

something which we were already in the process of addressing. We have now completed work on fitting new panelling in the kitchen, making updates to our plumbing and replacing the sink in our tea area.

A fairly major phase of our kitchen renovation was replacing the flooring, which took place at the start of April. In order to allow the previous flooring to be removed and the new one fitted, the kitchen had to be taken out of action for a day. We decided to make the best of the situation and treat our residents to a 'takeaway day'. We arranged a delicious dinner from our brilliant local Fish & Chip shop, Oh My Cod in Godalming. The fish and chips were very tasty and greatly enjoyed by our residents, it made a potential inconvenience into a fun experience and a memorable Friday for everyone.



In addition to the kitchen renovations taking place, there have been other works going on in the home over the past few months. The upstairs lift area has been repainted and we have been giving some of the bedrooms a refresh as needed. We are continuing to update and renovate various areas of the home in order to ensure we are providing a comfortable and enjoyable environment for our residents.

At Robertson Nursing Home, we are proud to be part of such a wonderful local community and are always looking for ways to give back. At Christmas, our residents decided to donate the prizes from our Christmas raffle to Farncombe Day Centre. The gifts were gratefully received by the centre and our residents were happy to be able to do something to make Christmas a bit brighter for those who may be alone or struggling.



The relative of a former Robertson resident, John Paine, recently approached us about getting involved with Green Hub. This is a local community project operating in Surrey and Hampshire, who support teenagers and their families or carers, who are facing SEMH (Social, Emotional and Mental Health) challenges. The main initiative they run is a gardening project where teenagers can learn new skills, meet people and improve their mental wellbeing.

We have been discussing with John, ways in which we can work together with Green Hub to support each other. They are looking to donate some of the plants and flowers they grow in their projects, which would be greatly appreciated by our residents for flower arranging activities. We have offered them use of our minibus to provide transport for their activities. We are still in early talks but are very excited to explore ways we can work together in the future.

We have recently noticed a build-up of lost property items in our laundry, as these items have not been labelled with a resident's name we have been unable to reunite them with their rightful owners. If you are coming to the home to visit your loved one, please speak to one of our Team Leaders to arrange to have a look at the lost property items and see if you can identify anything as belonging to your relative. We will be keeping hold of items for three months in the hopes of finding their owners, but after this time they will be donated to charity. To avoid future problems with items ending up in our lost property, please ensure that any new clothes being brought in for residents have been labelled with their name. If you are not sure of the best way to do this, please speak to a member of our team who will be able to advise.

Thank you to everyone who attended our relatives' meeting in March, it was great to see so many of you in attendance. Minutes from the meeting were sent out and if you have any follow-up questions about anything discussed in the meeting please get in touch. We will keep you informed of the date of the next meeting when this has been confirmed.

STAFF NEWS

The team at Robertson has seen some positive changes over the past few months and have welcomed several new members of staff, we are happy to now have a full team at the home. In October, Prabina joined us as a Registered Nurse, and in January we welcomed new full-time Care Assistants, Emmanuel and Favour. We have also recently welcomed a new full-time member of our Domestic team, Shanto, who joined the Robertson family in April. Our new recruits have been doing very well and have comfortably settled in as members of the team, after their initial onboarding and training.

Now we have a fully staffed care team, our Senior Care Assistants, Ansu and Augusta, have had the capacity to take on more responsibilities associated with their

senior roles, having been predominantly focussed on supporting resident care up until this point. Their roles now involve supporting and overseeing the care staff on the floor, alongside the team leaders, as well as also working on the floor themselves. They also ensure our key equipment is regularly checked and maintained, such as profile beds, hearing aids and hoists. They are carrying out weekly or monthly audits to ensure this equipment is functioning correctly to effectively support our residents.

Penny is a valued member of the Robertson team who has worked at the home for over 40 years, initially as a Care Assistant and then taking on the role of Activities Coordinator. She has been arranging fun and thoughtful activities, working closely with our residents for many years, and has now made the decision to move into a part-time role within the home as a Care Companion.

One of Penny's skills is supporting the emotional needs of our residents, as well as their family members, particularly when going through a difficult time. For those residents on end of life care, Penny takes the time to offer comfort and compassionate support to them and their loved ones. Penny will often spend one-on-one time with residents, making sure they don't feel isolated when they choose to stay in their rooms rather than in the communal areas of the home. Penny will be continuing to use her skills to support our residents in this way in her new role as a Care Companion. We are incredibly grateful for all that Penny has done for Robertson and our residents, we are delighted that she will continue to be a member of our team.

Marcela will be taking on the role of Activities Coordinator and has embraced her new responsibilities with enthusiasm and positivity. Marcela is fantastic at interacting with our residents and putting them at ease. She has endless creativity when it comes to activities and decorating the home for events. Marcela previously worked at Robertson as a Care Assistant before joining the care team at our sister home, Springkell House. She rejoined the Robertson family in October last year as a Care Companion and Domestic Assistant, before being promoted to her new role. Marcela will begin her new role as Activities Coordinator in May with the support of Penny.

We started the year by saying thank you to several of the Robertson team, who were recognised for excellent attendance throughout 2023, without any unplanned absences. At Robertson we encourage our team to prioritise their physical and mental

wellbeing, offering support whenever they need it in these areas. The success of this positive working environment, we think is reflected in these achievements and the low absences of the majority of our staff.



In February, some of the newest members of the Robertson team attended a staff orientation day alongside staff from our sister homes. The day consisted of presentations about Beritaz and our core values from the management team, including CEO Kumar Gnanakumar. Attendees also heard from long-standing staff members, as well as relatives of residents at our homes, who all spoke about their experience of Beritaz and what makes our homes so special. It was a great experience for our staff members in attendance and they came away feeling very inspired, with a better understanding of what it means to be a part of the Beritaz Care family.



As well as onboarding training when they first join us, our staff take part in regular training to refresh their core skills and continually expand their knowledge. In March, some of our staff attended a one-day key skills training course in Portsmouth where they were educated on all areas of our core mandatory training in one all-day session, including moving & handling, health & safety, fire safety etc. Our intention is for all our staff to attend this training before the summer, which they will do in small groups travelling to Portsmouth using our minibus.

This new system of training is replacing the individual training courses that were being run regularly at the home, combining these sessions into a one-day course is a more efficient and better organised way of carrying out our staff training. It allows our staff to focus entirely on their training, outside of the distractions of all the goings on at the home and can be delivered in a more concise manner. So far, we have been receiving positive feedback from our staff on this new form of training, they enjoy a day out of the home where they can make the most of training opportunities to refresh and expand their skillset.

At the start of this year we carried out our staff

feedback survey, in which we received some valuable comments and feedback about ways in which we can improve the working environment for our team. Following on from this feedback, we are now in the process of launching a staff forum at Robertson which will comprise of representatives from each department. The role of the staff forum will be to discuss ways to further improve the working environment, come up with ideas for social events and other ways to boost the morale of our team. Our staff have now nominated and voted for their staff forum representatives. For the initial period, the forum will comprise of; Caroline C, Ansu, Ivanka and Lukman.

We appreciate how much hard work the Robertson staff put in every single day to ensure our residents are well cared for, so to help build their relationship as a team we try to organise regular staff social events. At the end of last year, we held a bowling evening as our Christmas team celebration, it was a very fun night with lot of laughs. We are discussing our plans for future staff social events, we are looking forward to involving our new staff forum in helping us to organise some fun activities that the team will enjoy.



RESIDENT ACTIVITIES

Since our last update, the residents at Robertson have been enjoying a wide variety of activities as part of our regular schedule, as well as many fun events and celebrations in the calendar. We have welcomed our friends from The Pony Pals to the home. The residents had a wonderful time meeting these adorable fluffy critters who were very happy to enjoy a cuddle. Interacting with these sweet animals brings a lot of joy to our residents as well as being an activity they find very calming.



The residents have been enjoying some musical performances recently. The Entertainment Providers visited us for a musical showcase, which our residents enjoyed singing and dancing along to. We are also lucky enough to be treated to the musical stylings

of our resident Don and his band, 'Catch 22'. Don still enjoys playing music and loves to perform for the other residents, and we are always enthusiastic to help our residents pursue their passions.



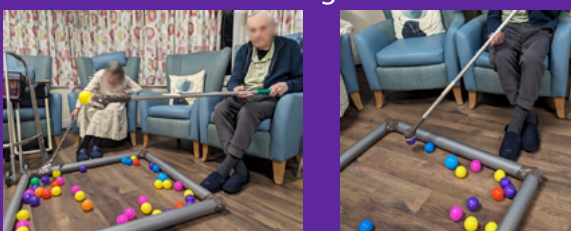
Our residents have continued to enjoy expressing their creativity during our arts & crafts sessions. We now have a beautiful gallery of the wonderful artistic creations resulting from our sensory craft activities. We also theme our arts & crafts around upcoming occasions, the residents enjoy crafting their own decorations to be displayed around the home for different festivities throughout the year.



We like to make sure our residents are able to spend one-on-one time participating in activities with our Care Companions. The residents enjoyed being pampered and having their nails painted, helping them to feel good on the outside often makes them feel good on the inside too. These pamper sessions are a great way to relax, enjoy some self-care, as well as a chance for our residents and Care Companions to have a nice chat.



We have also been encouraging our residents to get active through some fun activities focused on gentle exercise. They have been playing balloon games, giant board games and indoor ball games. These activities are a great way to enjoy some exercise in an accessible way, where residents are encouraged to stretch and move their bodies, whilst also practicing coordination skills and having some fun.

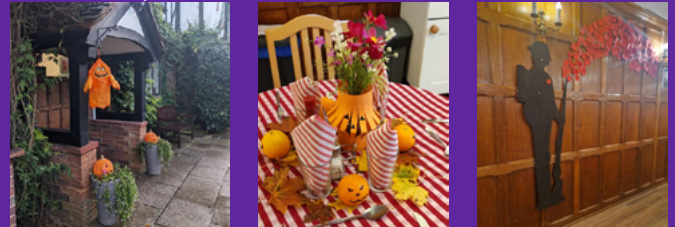


As well as physical games, we also encourage our residents to exercise their minds by taking part in games and puzzles that provide good cognitive

exercise. That might be a board game, like snakes & ladders played with our Care Companions, or puzzles that they enjoy working on individually.



As well as our jam-packed schedule of regular activities, there have been many special occasions that our residents have enjoyed celebrating. Towards the end of last year, we decorated the home with spooky accessories ready to celebrate Halloween. We then commemorated Remembrance Day by taking part in the two minutes' silence. Our residents also made their own themed decorations in our arts & crafts session and shared their memories associated with the day.



The festive season at Robertson Nursing Home was lots of fun, our residents helped to decorate the home for Christmas and even made some of their own handmade decorations with the help of our staff. Everyone at the home was definitely in the Christmas spirit, and the residents spent a wonderful Christmas Day eating delicious food, opening presents and enjoying our own festive traditions.



Earlier this year we invited our residents' friends and families to join us for our Valentine's Day party, which was a huge success. The home looked lovely decorated specially for Valentine's Day. It was the perfect way to celebrate the love shared between residents and their families, and to share happy memories of loved ones no longer with us.



We had a lovely Easter at Robertson, our residents spent the bank holiday weekend taking part in some fun Easter activities. Some of the residents helped to wrap up chocolate egg surprises to place on our

dining tables ready for everyone to find during our Easter lunch. The dining room was decorated for a delicious lunch and some of the residents wore their Easter bonnets for the occasion, everyone had a lovely time and enjoyed their chocolate egg treats.



We have lots more fun activities and events planned for the coming months, particularly over spring and summer. This month we will be welcoming musical entertainers, David McEwan and Steven Moorish to the home to perform for our residents, as well as many other varied activities to suit all tastes and abilities. Make sure to take a look at our activities calendar displayed on the notice board when you visit the home for details on upcoming activities. We are also in the early stages of planning our annual summer party, which is always a very popular event. We do not yet have a date confirmed but will keep you updated closer to the time.

STAFF STUDY

Caroline Ngwenya has been a part of our nursing team at Robertson since 2017, her extensive knowledge and experience in nursing and her warmth and friendly demeanour is felt by everyone at the home. Caroline tells us about why she enjoys working as a Nurse and her experience of working at Robertson Nursing Home;



“Ever since I was a little girl I said I wanted to be a nurse. My mum was a nurse, which influenced me so much growing up. I would see her go to work and take care of people which really inspired me. I enjoy working with people, that’s a big part of why I love doing what I do. Before coming to Robertson I had worked in other nursing homes and spent some time working in hospitals.”

“At the end of 2017 I joined the team at Robertson Nursing Home as a Registered Nurse. I was just passing by one day and saw the home, I was moving into the area so thought I would pop in to see if they had any jobs available. I didn’t have an appointment, just knocked on the door and the first person I met was Penny. She was so welcoming and friendly straight away. I knew from that moment that this is somewhere I wanted to work and was determined to get the job here.”

“My role at the home involves looking after our residents and contributing to their care, as well as assisting and supervising the care staff. I am also quite closely involved with the families of our residents, keeping in contact with them and updating them on the wellbeing of their loved ones. Each day at the home can be quite different and my role is a very varied one.”

“When I look at the residents and see they are happy and that the carers are treating them well, that makes me very glad. It’s important to all of us that the residents are treated as if they are in their own home and are able to make their own choices, they feel comfortable and have their independence here.”

“I really enjoy the teamwork at the home. Everyone here is very cooperative, they are ready to help each other whenever it is needed. Here you are really valued, you feel like you are part of the team and part of the company. The home environment, the teamwork and the relationships I get to build with the residents, make it an enjoyable place to come to work each day.”



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: info@beritazcare.co.uk