

# NEWSLETTER

Chestnut Court Care Home - June 2024



**Beritaz Care**

*Care You Can Trust*

## Update from Lisa Shaylor, Home Manager



Hello and welcome to Chestnut Court's first newsletter of 2024. I would like to say a very warm welcome to all our new residents, family, and friends, we are so pleased to have you with us. Our dedicated staff team at Chestnut Court take great pleasure in providing the best possible care to you and your loved one.

Since our last newsletter we have continued to make improvements to the home, including installing new raised flower beds and planting a lovely herb garden, our residents have also been busy planting seeds in our new greenhouse. Inside the home, we have had all the hallways re-carpeted, including the main lounge and upstairs dining area, as well as extensive refurbishments to many of our bedrooms.

I feel very fortunate to be surrounded by a great team of staff who are passionate about the care they provide. Over the last few months, one of our areas of focus has been employee engagement and in February we launched an employee forum.

We have three representatives from individual departments, the day care team, night care team and ancillary staff, who have been holding monthly meetings to discuss how improvements can be made to the home. We want to make sure Chestnut Court is a good place to work and will be looking at how processes can be improved to enable us to provide the best possible care to our residents.



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CARE HOME**

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Through the new employee forum we have already completed a staff room refurbishment and improved communications in the home by installing better Wi-Fi signal and telephone connections.

We are grateful for the ongoing support and understanding of our residents' relatives and friends. The comfort and safety of our residents is the primary focus for the team and I, we all strive to do our best for our wonderful residents. Please do share with us your feedback, suggestions or any concerns you may have, we are always looking for ways to continue to improve the environment for our residents.

Our staff and residents are looking forward to the summer months when there are lots of exciting activities planned, such as our cream tea event in June and our summer party in August.

Please keep reading to find out more about our upcoming plans and to catch up on all the fun we have been having since our last newsletter.



# HOME NEWS

2024 has been a busy year for us at Chestnut Court and you may have noticed the changes happening around the home already. We have been continuing to refurbish bedrooms around the home as and when they are needed. Bathrooms suites have been replaced, new carpets lain and rooms decorated with wallpaper and new lighting fixtures.

We have seen the carpets throughout the home replaced with a lovely new carpet in a really bright and vibrant colour. The downstairs hallways and communal areas were replaced first and we have recently finished laying the carpet upstairs as well. This has made a big different to the home, everything now feels very fresh and bright.



Following our fire safety inspection we have also been making some changes around the home in order to further improve our fire safety. We are in the process of replacing the fire doors throughout the home to ensure they are all up to current safety standards.

We are also planning to replace the remaining single glazed windows in the home with new double-glazed windows. We have been getting quotes and are now finalizing a supplier so we can get the worked booked in. We will keep you informed of our plans and of course, will do everything we can to minimise disruption to our residents while works are taking place.

Now the weather has improved we are very much looking forward to doing some more gardening and making use of our greenhouse, which is up and running ready for the summer season. Our residents have already began planting seeds ready to start growing plants, flowers and vegetables, they will be making very good use of the greenhouse this year.

Thanks to a kind donation by the family of a former resident, we have been able to purchase a PA system for use during our resident meetings. By using the headset and speaker during these meetings, we can make sure all our residents are able to hear clearly and can be actively involved. It has already made a big difference to our meetings and has been greatly appreciated by the residents.



We are incredibly grateful to have so many wonderful friends of Chestnut Court who support the home in many ways. In April, Frances who runs our staff training at the home, kindly agreed to attend our relatives' meeting to speak to our residents' family members. Frances gave a talk on the often difficult topic of end-of-life care, making plans for care and respecting the wishes of the individual. We are incredibly grateful to Frances for giving up her time to speak with our residents' relatives, everyone at the meeting found the information she shared very valuable and informative.



At Chestnut Court we aim to support our residents with their physical, mental and spiritual needs. We are fortunate to have Christine, Church Chaplain from our local Baptist Church, who pays regular visits to the home to support our residents. As well as holding services in the home for the residents who wish to participate, Christine also sits with residents for one-on-one sessions after her service. She is a great support to the home and has really taken the time to get to know our residents, we are incredibly grateful for everything Christine does for us.

We are always working to maintain high standards across all areas of home operations. In April a pharmacy audit was carried out at the home in which we received an overall score of 67 out of 69, which we were very proud of. We scored particularly high in the areas of administration practices and safe storage of medication. Well done to our team who work hard to ensure proper medication practices are followed at all times.

We are expecting visits from the Environmental Health Office and CQC imminently and are well prepared for whenever these inspections occur. We are also carrying out a mock-inspection through a third party, which we regularly participate in, so we can address any improvements identified during this. These mock inspections are always valuable for gaining useful feedback about the home.



As always, we greatly appreciate receiving feedback from our residents and their relatives about their experiences with the home. If you can spare a few minutes we would be grateful if you can leave a review on our Google page here;

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

Our coffee mornings continue to take place on the last Wednesday of every month and we are delighted to welcome residents' families and other visitors to join us for these. We have enjoyed some wonderful events already this year and look forward to seeing as many of you as possible for our future coffee mornings, please get in touch with us for dates of upcoming events.



This year we are continuing our support of the Alzheimer's Society, an organisation that means a lot to us all at Chestnut Court. We will be holding raffle draws to raise funds for the Alzheimer's Society at our upcoming events and have asked local businesses and community members if they would like to donate prizes. If you would like to get involved and donate a prize for our raffle please get in touch with the Home Manager.

## STAFF NEWS

It has been wonderful to see our team grow over the past few months, as well as seeing existing staff take on new roles. In December we welcomed a new Care Assistant to our night shift, Gertrude, she has settled in very well as a part of the Chestnut Court team. We also welcomed back Nalayini who returned from maternity leave last month, having welcomed her beautiful baby boy at the end of last year.

Our fantastic Senior Care Assistant, Aswathy has been promoted to the role of Care Manager. Her commitment to providing excellent care and enthusiasm makes her the perfect fit for this new position.

As well as running our resident activities programme at the home, Emily is also now working as part of our kitchen team for two days a week. Daniel who was splitting his time between our domestic team

and working as Relief Cook, is now solely focused on supporting the home's domestic and housekeeping needs. We are very happy to be able to offer our staff members room to progress and the opportunity to explore different types of roles within the home.

Several members of our team have been working to build their skills and achieve new qualifications. Gibin, our Senior Care Assistant, recently passed his Lead Adult Care Worker level 3 qualification, and Nadine our Care Assistant, passed her Health and Social Care level 2 qualification. Congratulations to both Gibin and Nadine for these achievements and well done for all the hard work you have put in to accomplish this.

As well as individual qualifications, we support our staff with regular mandatory training sessions to refresh and boost their key skills. We recently held safeguarding training and first aid training at the home, as well as fire safety training where several of our team also completed the fire marshal training.



We will continue to run frequent face-to-face training sessions at Chestnut Court with our wonderful trainer Frances, helping our team to stay up to speed on best practices in all areas of care.

We are a family at Chestnut Court and we enjoy celebrating our team's achievements, both professional and personal. A few months ago, Daniel who is a member of our domestic team, welcomed a baby daughter. Congratulations to Daniel and his family from all of us at the home.

During our regular staff meetings we take the opportunity to inform the team of upcoming plans for the home and get their feedback on various topics. We also try and make these meetings a bit more fun by incorporating some team building activities. In our last meeting the team challenge was to pass a balloon to each other without dropping it on the floor, without using our hands.

We had a lot of laughs during this activity, we also learned about teamwork, cooperation and communication. As well as an opportunity to discuss home business, these meetings give us a great chance to bond as a team and our staff are always happy to get involved with these kinds of activities.



As a result of feedback raised in some of our recent staff meetings we have launched an employee forum, with a goal of boosting morale and improving company culture. The forum first met in February, bringing members of staff from all different departments within the home together to discuss issues that are important to the team.

One of the first topics raised was how we can improve facilities for staff within the home. Based on discussions in the forum we have now refurbished our staff area to make it more comfortable and an enjoyable place for the team to spend their breaks.



In our latest forum meetings the topic of staff social events was raised, so we are looking at arranging more events for the Chestnut Court team and planning activities that everyone will enjoy. This month we held a bowling evening which was a lot of fun and a great team bonding opportunity, everyone is already looking forward to our next event.



## RESIDENT ACTIVITIES

2024 has already been a great year for our residents full of fun and interesting activities to engage them. Our activities staff have been working hard to ensure a wide range of activities are on offer to suit the varied abilities and interests of our residents.

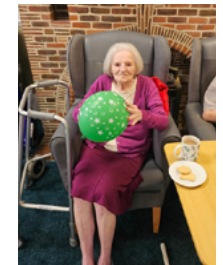
One of the most popular activities with many of our residents is our musical entertainment sessions. We are fortunate to now have several musical performers who regularly visit the home to entertain

our residents. The performers we invite encompass a variety of musical styles, so there is something to appeal to different music tastes and our residents never get bored.

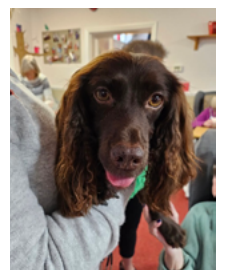
With singers, guitar players and pianists, performing modern and retro songs familiar to our residents, there is always a fantastic performance to watch, listen to and even get up and have a dance along to. These activities are so uplifting and fantastic for our residents' wellbeing. Thank you to Kelly, Lisa, Nick, Eddie, Nicole, Bee, Richard and the other musical performers who have brought so much joy to our residents this year.



As well as enjoying a dance along to our musical entertainment, we like to encourage our residents to get moving and take part in gentle exercise to benefit their physical and mental health. Our residents really enjoyed getting involved with the movements and stretching their bodies. This is a great activity that can be adapted to suit our residents' varying abilities, these sessions enable everyone to take part and have fun.



Another of our regular activities that the residents really enjoy and is fantastic for their wellbeing, is our animal therapy sessions. We are fortunate to enjoy regular visits from Martha the dog for animal therapy sessions at the home, sometimes she also brings along her friend Winnie. A visit from these adorable pups never fails to put a smile on our residents' faces. They will go around and say hello to all the residents, exploring the home and even visiting some residents in their bedrooms. This is one of our residents' favourite activities, Martha and Winne also seem to enjoy all the cuddles and attention.

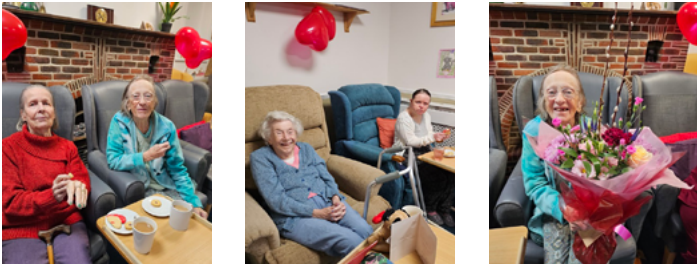




We also now have a gorgeous cat called Teddy who often pays us a visit and always receives a warm welcome from our residents. Having a cuddle with this adorably fluffy cat is something our residents look forward to. As our residents get so much enjoyment from our animal therapy sessions, we aim to invite a wider variety of animals into the home for our residents to spend time and interact with. Having a cuddle and stroking Teddy definitely makes the residents very happy, and our staff enjoy a little cuddle as well. Petting Teddy never fails to help our residents feel calm and relaxed.



Following our fantastic Christmas party at the end of last year, our first big social event of 2024 was our Valentine's Day party at Chestnut Court in February. Kelly joined us to sing some wonderful love songs to get everyone dancing and smiling. It was such a fun way to share some love and happiness in celebration of Valentine's Day.



To continue our Valentine's Day fun we held a Valentine's colouring competition for our residents who created some fantastic love themed artwork. Our wonderful resident, Aprille won first prize with her lovely picture, Gen and Barbara were our runners up. The residents then enjoyed some homemade cookies and cupcakes which were also Valentine's Day themed.



We had a lovely Easter at Chestnut Court, the residents particularly enjoyed taking part in some Easter crafts together. Everyone had a lot of fun getting creative and making some brilliant Easter baskets, using the wide array of craft supplies we have on offer. We had a nice chat while working on our crafts and the residents were very happy with their finished baskets.



This year we have already enjoyed several trips out in our minibuses to explore the local area. One outing that was a big hit with our residents, was paying a visit to a lovely local pub. Everyone enjoyed having a nice chat over a drink and some delicious pub food.

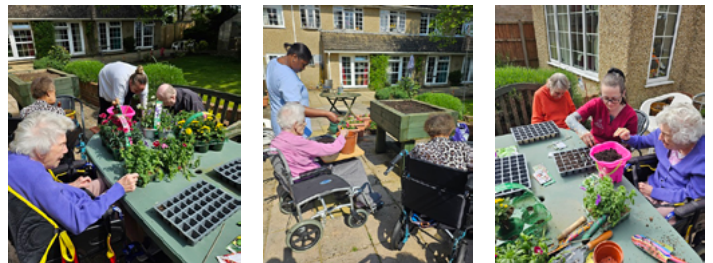


On our most recent excursion in our minibus, the residents enjoyed a lovely outing to LakeView Café. The café is situated in 56 acres of farmland in the New Forest and makes a truly beautiful venue to enjoy some refreshments. Our residents loved seeing the farm animals and happily spent some time enjoying the picturesque views of the fishing lakes. We are very fortunate to have such a beautiful place in the local area for us to visit and enjoy nature.



We are looking forward to continuing our monthly minibus trips throughout the summer, there are so many fantastic places in the local area that we think the residents will enjoy exploring.

Now the weather has improved and the sun has come out, the Chestnut Court gardening club has kicked off for 2024. With the warmer weather here it's the perfect time to start sowing seeds and potting up our plants ready for the summer. Our residents are really looking forward to tending to their plants and watching them grow in our garden. We have lots of gardening related activities planned over the next few months that we think they will enjoy.



As well as spending lots of time outdoors, enjoying our garden and making the most of the sun, we have some great activities and events booked in our calendar. Our Cream Tea Afternoon will be taking place on Wednesday 26th June at 3pm. We look forward to welcoming our residents' friends and family members, as well as other friends of Chestnut Court for a lovely cup of tea, some delicious treats and a good chat. If you would like to attend, please RSVP to the home before 18th June. If you have any questions or would like any more information please get in touch.

Our annual Chestnut Court Summer Party will be taking place on Thursday 15th August, so make sure to mark down the date in your diary. This is always the highlight of the summer at Chestnut Court and an event our residents really enjoy celebrating with their loved ones. We will have entertainment, games, delicious food and lots of fun, so we hope to see many of you there.



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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](mailto:info@beritazcare.co.uk)

## **STAFF SPOTLIGHT**

Jackson Pereira is a Senior Care Assistant at Chestnut Court and has been part of our team since early 2023. We asked Jackson to explain why he chose to embark on a career in the care industry and what he enjoys about working at Chestnut Court;



"I have always been passionate about helping people who need extra support when they are unable to fully care for themselves, enabling them to live full lives. Before joining Beritaz Care I worked in another area of the care industry, providing support to people with learning difficulties and other complex needs."

"I really enjoy my job at Chestnut Court. Seeing that the residents are happy and content with the support they are receiving and the care I help to provide is the best part of my role. There are many ways that I support our residents as a Senior Care Assistant, I help the residents with their daily needs which can include anything from personal care tasks to assisting them at mealtimes. An important part of my role is helping to create a safe environment for the residents within the home by contributing to effective risk management plans."

"I have had the chance to make countless great memories with the residents and the team at Chestnut Court. However, the most important moments to me are those where I was able to identify immediate risks to our beloved residents' health and even saving their lives by seeking urgent medical attention. Knowing I can make this kind of difference in their lives and help them in such an important way is the reason I do this job."

"What makes Chestnut Court different is the people here, teamwork is very important to all the staff and the sense of humour of my colleagues makes me look forward to coming into work each day. I know I will have the ongoing support from the Home Manager at Chestnut Court and the senior management at Beritaz Care. The Home Manager prioritises the staff, she listens to our worries and supports anyone that needs it in managing work pressures."

"I think it is commendable how well the residents are supported at Chestnut Court and that they are encouraged to make their own choices about their daily lives. I think this is why our residents are happy to be staying at Chestnut Court."