

NEWSLETTER

Windsor Court Care Home - August 2024



Beritaz Care

Care You Can Trust

Update from Katherine Felton, Home Manager



Welcome to the latest newsletter from Windsor Court. I hope you have all been enjoying your summer as much as we have at the home.

It has been a busy few months for me personally, as some of you may know I have been working to achieve my registration as home manager. This has involved training, various checks and an extensive interview process. It has been a lot of work but I am so pleased to say this journey is now complete and I am now the registered manager of Windsor Court.

I would like to say thank you to the entire Windsor Court team for the encouragement I have received during this time, and to Anna for her guidance as I settled in to this role. I am grateful to be in this position and to have received so much support from you all as we enter this new phase for myself and the home.

With all that in mind, we have a lot of great plans for the home and it's already looking like the rest of 2024 is going to be a busy time for all of us. I hope you enjoy reading about our plans for this year, as well as everything our staff and residents have been up to over the past few months. I would like to thank everyone who came along to our recent summer party and to all the staff members who contributed to it's success. It was so nice to see the residents and our visitors having so much fun. Its a favourite event for all of us at Windsor Court and something we look forward to all year!

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HOME NEWS

We have enjoyed a fantastic year so far at Windsor Court and it looks like 2024 will continue to be a great year for the home. We have welcomed some wonderful new residents who have settled in well and our team have been hard at work, continuing to provide a comfortable and safe environment for our existing residents.

We have been working closely with the Trusted Assessors within our local NHS trust to ensure the safe transition of residents coming into our care. This scheme means patients are assessed within the hospitals before being discharged so that the process can be made as safe and efficient as possible, providing our care staff with assessments and care plans for the residents ready for their arrival.

The planned renovation works to the second floor of the home have now commenced. Things are progressing well and we are anticipating being able to open up several of the newly renovated rooms to residents in October. It is quite a big project but will make a big difference to the home, we are hopeful that all works will be completed by spring 2025.



Our hair salon is also going to be given a refresh and will be redecorated very soon. We hope the residents will enjoy having their hair done and other treatments in the new salon. These planned projects are part of our goal to continually improve the home and the environment for our residents. While these works are taking place we will of course do everything we can to keep disruption to a minimum and not interrupt the residents' daily routine.

If you are interested in finding out about our plans for the home this year and speaking to our staff, we will be holding a relatives meeting on Wednesday 21st August and we would love to see as many of you there as possible. In addition to home updates, we will also be joined at the meeting by our wonderful trainer who will be speaking about dementia care and support. It should be a very interesting session and a great opportunity to ask any questions you have about supporting those with dementia.

A couple of months ago we were honoured to host a memorial for one of our former residents. Gerald and Jean Dixon had been residents at Windsor Court before Gerald sadly passed away earlier this year. When we were approached by Gerald's nephew about holding a memorial at the home so his family could come together with Jean to celebrate Gerald's life, we of course wanted help. Our Team Leader, Georgina worked closely with the family to arrange the memorial, alongside Debbie our Activities Coordinator and the kitchen team who arranged refreshments for the guests.

We received some very kind feedback from Gerald's nephew Chris about the memorial and the help provided by our staff. "She [Georgina] offered to create a background slide show to run during the event. This involved sitting with my aunt and scanning photographs from numerous albums and then putting into a PowerPoint presentation. She also created small memorial notes that guests could take with them. I am sending off some of these to family and friends who were unable to attend on the day."

"Other staff helped on the day with arrangements, flowers on tables and with hot and cold drinks. Debbie Page also helped a great deal on the day and is also to be highly commended. To see these staff members bending down literally to talk with my Aunt Jean and other residents who came into the room being used was really touching. We had family members who had travelled from Essex and the lake district to be with my aunt. We all felt the same and our thanks goes out to you all!"



Thank you to everyone who has left us a review on Carehome.co.uk, not only are these reviews helpful feedback for us, they also enable families searching for a home for their loved one to make a more informed decision. We are proud to say that based on your reviews, Windsor Court has received an overall rating of 9.7 out of 10 on Carehome.co.uk. If you have not yet left us a review and would like to, you can do so here; <https://www.carehome.co.uk/review-submit/9227>. Alternatively, you can submit your feedback for the home to our Google page here; <https://g.page/r/CTVxhPnMqm7cEAE/review>.

Windsor Court and our staff are regularly inspected by third-party bodies who assess the home on key areas. We are anticipating several inspections to take place soon and are confident we will perform well. We will of course be taking on any feedback from these inspections to make further improvements.

Thank you to everyone who joined us for the annual Windsor Court Summer Party in July. Our residents had a lovely time enjoying the delicious food prepared by our fantastic kitchen team. The dining rooms were beautifully decorated for the party and looked very summery, the perfect setting to enjoy some barbecue food and fabulous desserts.



We enjoyed some fantastic musical entertainment, our residents and guests enjoyed listening to the music and dancing along. We're so glad the residents and guests all had a great time at the party, it is always one of our favourite events of the year.



Thank you to the members of the Windsor Court team who worked hard to arrange this event for our guests and residents. Reza, Tanya and Debbie went above and beyond to organise the food, arrange entertainment, decorate the home and all of the other little details that made this party so much fun.

STAFF NEWS

The Windsor Court team has grown and changed this year and we are grateful for the fantastic team of staff we have built to care for our residents.

Katherine Felton is now officially registered as manager at Windsor Court, having gone through the interview process and successfully completing her registration over the past few months. Congratulations to Katherine, we have all seen your dedication and hard work throughout this process.

The entire team are thrilled to support Katherine in her next steps as Home Manager. We are also fortunate to still have the support of Anna in the home in a consultant role and are incredibly grateful for her work at the home as Interim Manager over the past few years.

Over the past couple of months we have seen several new additions to the Windsor Court team. In June we welcomed Jasneet and Dinesha as Senior Care Assistants, Anaswara as Care Assistant and Anais as Kitchen Assistant. All these new members have settled in well to their roles and are enjoying being part of our team. We are also looking forward to welcoming some new team members in the coming months who you will likely meet soon.

Caroline, who is a member of the care team, will now be helping Debbie our Activities Coordinator by providing additional activities support for two days a week. This means we are able to put on even more fun and engaging activities for our residents and be able to offer one-on-one support with hobbies or time to chat about anything on their mind.

It is always wonderful to see our staff expand their skills or knowledge, either by transitioning into new roles in the home or taking part in training. Recently our staff have attended fire safety training, end of life training and first aid training. All of these sessions have been very useful for the staff members in attendance and help us to ensure we are following industry best practices.



In a few months we will be welcoming the Dementia Bus back to Windsor Court. This is a valuable educational experience that some of our staff members have taken part in previously. On the

Dementia Bus our staff are able to get an insight into what it is like living with dementia, through an immersive experience where they can walk in the shoes of someone with dementia. This will be a very valuable experience for the staff taking part and enable them to better relate to and support any residents at Windsor Court who are struggling with the symptoms of dementia.

In addition to the training being carried out within the home, our team often choose to pursue their own individual training and qualifications to further their skills. Takunda is currently working towards her level 7 qualification in health and social care and has put in a lot of time and effort to achieve this goal.

This year we are celebrating the work anniversaries of several long-standing members of the Windsor Court team. In August, Draupadi who is a member of our domestic team celebrates 13 years at the home and in November, Marcus from our care team will celebrate his 10 year anniversary. We are proud to have created a workplace and an environment for our team members where they feel supported and are happy to spend so many years of their careers in the care industry.

It is always lovely to see the hard work of the Windsor Court staff being appreciated and to know that what we do is making a difference. Recently we received this lovely gift for our team from the family of one of our residents, alongside a very thoughtful note. This was really appreciated by the entire team and we enjoyed sharing these tasty treats.



At the end of last year we were invited by the Dorset Care Association to join in with their International Recruitment Webinar. Our wonderful Care Assistant, Chipso was one of the individuals invited to share her story of coming to the UK to pursue a career in the care industry.

The video is now available to watch online, so you can listen to Chipso explain how she made the decision to come to the UK, the process of relocating and how the team at Windsor Court supported her to settle in and build a new life here in Dorset. You can watch the video here; <https://www.facebook.com/windsorcourtcarehome2017/videos/1511239019424674/>

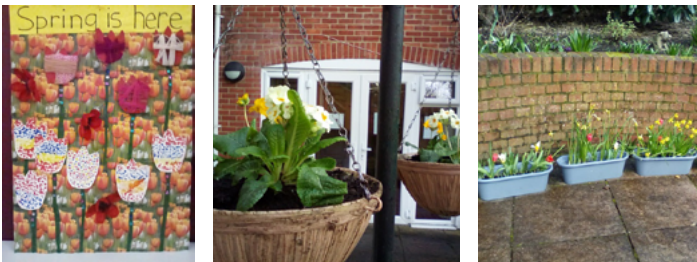
RESIDENT ACTIVITIES

It has been a busy spring and summer for the residents of Windsor Court, with lots of fun activities and a busy diary full of seasonal events.

We were fortunate to have the Omi Vista interactive projector system on loan to us from BCP council at the start of this year. This was really enjoyed by our residents and was utilised for many of our reminiscence activities.



In the spring months, the residents got ready to welcome the sunshine with some arts & crafts, making this beautiful tulip collage to brighten and decorate our dining room. We spent time chatting about our plans for the warmer months and looked out for the first signs of spring in our garden as the plants started coming to life.



We had a wonderful time celebrating Easter at Windsor Court. The residents enjoyed an Easter get-together in our dining room, which had been specially decorated with an Easter and spring theme. Of course we had to indulge in some Easter treats, the residents enjoyed sharing some chocolate eggs, hot cross buns and Simnel cake.



The residents have enjoyed a variety of animal therapy sessions over the past few months. We had a visit from Kelloggs the miniature therapy horse, who toured the home paying a visit to the residents in our lounges and even coming to say hello to a few of the residents in their rooms.

Our residents even got to enjoy their own private zoo experience in the home when Anna, a ZooLab Field Team Leader, visited Windsor Court with some

of the amazing ZooLab animals including a bearded dragon, giant snail, a tree frog and a python.



Most recently we welcomed some beautiful birds of prey from The Falcons Crest and have been continuing our regular visits from Martha the therapy dog.



In April we celebrated St George's Day with a lovely afternoon tea. Everyone came together to discuss the festival and why it is celebrated, as well as the history of St George. Our residents enjoyed listening to the story of St George and our resident poet even created a poem for the occasion, which he was happy to share with us.



We have welcomed some wonderful musical entertainers to the home recently to delight our residents with music and singing from a variety of genres. The talented Heather of Aphrodite regularly visits us to perform for residents in the communal areas of the home, she will also visit individual residents in their rooms for a one-on-one performance. The Green Room Theatre company are also regular visitors to Windsor Court with a variety of productions to delight our residents.



Birthday celebrations at Windsor Court are always lots of fun, and we do everything we can to make sure our residents' enjoy their day. We were honoured to celebrate a very special birthday at the home this year when we all came together to wish Tata a very happy 100th Birthday. Tata celebrated with

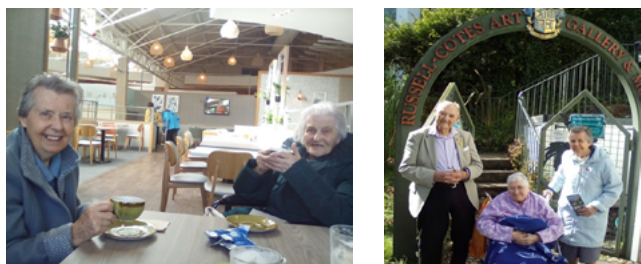
her closest friends at Windsor Court and again at a family party. It was wonderful to see Tata spending her birthday surrounded by her favourite people, enjoying opening presents and dancing in her chair to her favourite music.



In recent months we have commemorated both VE Day and the D-Day landings at Windsor Court, hosting events for our residents that have enabled them to honour these important occasions and share their memories. For both of these events we themed activities around the day and hosted an afternoon tea in our dining room, which is always decorated specially for events such as this.



Throughout the year our residents have also been taking the opportunity to explore our local area and take minibus trips to nearby places of interest. On some of our recent excursions, residents have visited garden centres and the RNLI Training Centre, which is a favourite with many of our residents. They also requested a trip to the Russell Coates Museum and thoroughly enjoyed exploring the art gallery and museum exhibits before stopping for some delicious refreshments.

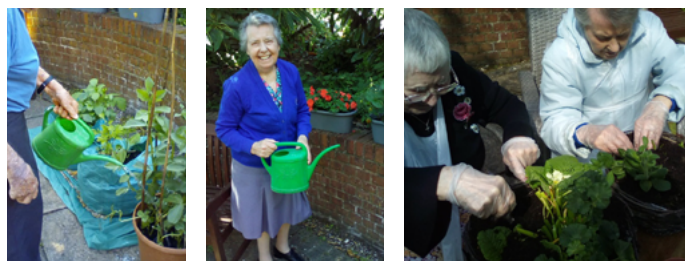


We are fortunate to have great relationships with many of the organisations in our local community including local schools and nurseries. We have been able to arrange several meetups recently, including our residents taking a visit to Talbot Woods Nursery to visit the children and a visit to the home from the students of St Luke's School. These visits are great for our residents' wellbeing and always bring everyone so much joy to interact with the children, we have more visits planned for the coming months.

There has been plenty to do in the Windsor Court

garden during spring and summer so far. Many of our residents enjoy taking part in gardening activities, helping to sow seeds and take care of the new plants that will grow in our garden over the summer.

Others simply want to enjoy being outdoors, reading a book, writing poetry, feeding the birds or just enjoying the lovely flowers that have bloomed. Being outside enjoying the fresh air and sunshine is fantastic for our residents' mental wellbeing and our garden is the perfect setting for it.



We have lots of other fun events and activities planned for our residents this summer, including our Summer Cream Tea Party which we would love to invite friends and family to attend. We will share more details about this event with you very soon.

We have lots of fun activities planned around the Paris Olympics so that the residents can get involved with all the sporting events. As well as watching the coverage on the television, we will be putting on Olympics themed quizzes and holding our very own mini Olympics with lots of fun games for the residents to take part in.

We have more minibus trips planned for our residents this summer, including a trip to the beach to make the most of the wonderful seaside in Bournemouth. We will also be visiting some of the residents' favourite garden centres and other local places of interest.

Some of the residents favourite musical entertainers are planning to visit the home in the coming weeks to delight our residents with their performances. We are also looking forward to another fantastic show from the Green Door Theatre company.

We will of course be continuing to make good use of our garden over the summer, with many of our activities moving outdoors when we have good weather. The residents will have lots of opportunities to take part in gardening activities and are looking forward to harvesting some of the vegetables that are starting to grow.

It is looking like the rest of 2024 is going to be just as fun and active for our residents as it has been so far and we are all looking forward to it.

STAFF SPOTLIGHT

Takunda Jirrie is our Senior Healthcare Assistant at Beritaz Care and has been a huge asset to our team since coming to the home 18 months ago. Takunda explains why she enjoys working at Windsor Court and what her role at the home involves;



"I always felt I would do very well in the care industry. In my family we have a doctor and a nurse. During family gatherings these two always talked about the successes and tragedies of human life which intrigued me quite a lot."

"Daily my role at Windsor Court has me working with stakeholders from diverse entities, it is both challenging and exciting to be part of a team that strives to make each, and every service user receive the best care. I administer medication to the residents. I interact with other health care professionals; this may involve advocating for our residents so that they receive the best care. I also have to make decisions when it comes to the residents' care, luckily, it's something I do not have to do alone. It is a team effort."

"Beritaz is a company that gives support in many ways. I have benefitted from their continuous desire to invest in me and my education as well as career growth. The company is what it stands for, Trusting, Caring and Choices; it's a motto that it embodies. I am glad to realise that being a healthcare assistant is the first step towards a vast world of the health sector. There is no limit to what one can achieve if you have the interest and the physical and mental energy required to achieve your goals."

"Easily my favourite part of my job is interacting with residents and their relatives. I am fascinated by the wonderful lives they have led. I have the pleasure of being their friend and carer and I get to hear a lifetime worth of memories and lessons. Most residents have led a rich life full of wonderful moments."

"The teamwork at the home is fantastic, I work with wonderful people. Their desire to share knowledge and experience in a judgement free zone. The culturally diverse team that I am a part of enriches my knowledge of other people's way of life. I am surrounded by hardworking people who are great to be around, and we get to share some giggles and camaraderie as we work."



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

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. If you have time, please visit our page on [CareHome.co.uk](https://www.carehome.co.uk) and leave us a review.

Being able to read your comments and experiences with Windsor Court Care Home can help other families when trying to choose the right home for their loved ones.

You can submit your review at the link below; <https://www.carehome.co.uk/review-submit/9227>