

NEWSLETTER

Springkell House - October 2024

Springkell
HOUSE CARE HOME

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Beritaz Care

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Update from Ion Gavrilă, Registered Manager



Welcome to the latest newsletter from Springkell House, I hope you all enjoy reading about everything our staff and residents have been up to this summer. Thank you to everyone who joined us for our summer party, it was great to see all our residents and visitors having fun and enjoying the sunshine in the garden.

I am pleased to say that we now have a full team at Springkell House, from carers to administrator and the management team, all roles are now full. This means we have been able to limit the use of agency staff within the home and our goal is to remove the need for agency staff at all for the rest of the year. I know how important it is for our residents to see the same faces every day and how much they benefit from the close relationships they build with our team.

We have a great team of staff at the home who have reached a level where they are fully confident and capable in their roles. The team have continued to grow their skills with training and several staff members have recently been appointed as Champions, which you can read more about later in the newsletter. I am pleased to see our team continue to go from strength to strength and am hopeful that next year we will be able to put our team forward for the Surrey Care Awards.

Thank you to the team for your continued hard work and everything you do for the home, and thank you to our senior management at Beritaz Care for all the support they provide us.

HOME NEWS

It has been a wonderful summer at Springkell House, filled with outdoor activities and events for both our residents and staff. We have been continuing with projects to improve the home and looking ahead to our plans for the remainder of the year.

The highlight of the summer season for everyone at Springkell House, had to be our annual summer party. We were lucky enough to have some wonderfully sunny weather for this year's event, so were able to host the party in the garden.

Our residents and visitors all had a brilliant time, enjoying some fantastic musical entertainment from Kevin (one of our regular musical performers) while making the most of the glorious sunshine.

We made sure everyone had plenty of refreshments and some delicious treats to eat. We are so grateful to everyone who attended, and of course to our staff for all their hard work in making this such a wonderful party for the residents and guests.





Thank you to everyone who attended our recent relatives meeting, joining us to hear about upcoming plans for the home as well as sharing your feedback on our services. These meetings are so valuable for everyone involved and the perfect opportunity for an open discussion on the topics that are key to the wellbeing of our residents.

In addition to our regular relatives meetings, we wanted to extend an invitation to the wider community to come and get to know us. On 17th October we will be holding an open day at Springkell House, an opportunity to explore the home, view our rooms and communal areas, speak to our team and ask any questions you might have about life at Springkell House. The home will be open between 10am and 12pm and then again from 2.30pm to 4pm. If you have any questions about arrangements for the day, please get in touch.

We have continued to foster strong relationships with our local community, particularly the local church. Representatives from the church kindly give their time to visit the residents at Springkell House to hold services and offer spiritual support. This is open to anyone who wishes to take part and is key to the emotional wellbeing of many of our residents.

We also have some wonderful members of our Springkell House community that go above and beyond for the home, including Jill who is the daughter of one of our residents. Jill regularly visits the home, not only to see her father but also to spend time talking with other residents. Jill has also been kind enough to share her hobby with us, gifting us her beautiful handmade crochet items. Jill is already working on her next project, some autumn themed crochet decorations to be displayed around the home. We are incredibly thankful for everything Jill does for the home and our residents.



At the end of last month we were delighted to host our own Macmillan Coffee Morning. We have been hosting these events for several years and

always receive great support, this year's event was another great success. We had some wonderful cakes donated by staff and friends of the home. Thank you to our Chef, Jogi and the kitchen team for the delicious cakes they baked, and to our staff members Cristina and Anemona, as well as our lovely resident Catherine, for all their help on the day.



As you may have seen when visiting us, we have been continuing work on our redecoration project in various areas of the home. Several of the communal spaces in the home look much brighter after being redecorated, with new light fixtures and wall decorations. We are carrying out work on residents' bedrooms as required and when it is practical to do so.



STAFF SPOTLIGHT

Jozef Tomko, known to us all as Jogi, is the Head Chef and Facilities Supervisor at Springkell House and has been with the home since June 2004. Jogi has been a key figure at the home over the past twenty years and is responsible for the creative seasonal menus at the home as well as the delicious and nutritionally balanced meals served to our residents each day.



In celebration of his twenty-year anniversary at the home, Jogi tells us about his journey at Springkell House and what he enjoys about his role.

"I have worked as a chef for my whole career, in the army, in hotels and in restaurants. When I came to Springkell House in June 2004 I was looking forward to a new opportunity in an industry I hadn't experienced before. It was a new challenge, moving away from my home country, which I thought would be interesting. When I first arrived I did not expect to stay at the home for so long, but I had the right support from my very first day."

"My role at Springkell House is to manage the kitchen and housekeeping staff, dealing with suppliers, and there are many days where I am cooking or baking for the residents, which I really enjoy. I view it as my responsibility to maintain high standards in the services we provide for the areas I oversee."

"I have had the opportunity to do many things and have different experiences during my time at Springkell House. Most of all I enjoy seeing the smiles on the faces of our residents when I leave at the end of the day, knowing I have played a part in making sure they have a good day."

"The team at Springkell House is very friendly, we all get on and work well together. I like to share knowledge and enjoy passing on my experience to others, our team is young and are all very spirited, passionate and willing to learn. Beritaz Care is a company that look after their employees, supporting them through rough times in their professional and personal lives."

"I am glad I joined the company twenty years ago as it has now become like my family. Throughout the years I have had the chance to meet lots of interesting people and have learned so much."

We have also recently celebrated the long-service anniversaries of two of our staff members, Danka our Home Administrator, who has been at the home for ten years and Jogi, our Head Chef & Facilities Supervisor, who has been at the home for twenty years. Congratulations to you both and thank you for your commitment to the home and our residents during these years.

There are several members of our team who are celebrating new chapters in their lives. This summer saw our Senior Care Assistant, Bansari get married in a beautiful event surrounded by her loved ones. Congratulations to the happy couple. In September, we had a new arrival in the extended Springkell family, as our Care Assistant, Razin and our Domestic & Kitchen Assistant, Robi welcomed their beautiful baby into the world. We are looking forward to further celebrations soon when Sukhman welcomes her own new arrival later this month.



Recently our staff have been taking part in a variety of training sessions aimed at improving key skills and staying up to date with industry best practices. In addition to care skills, our team also receive regular training on topics like first aid and fire safety, where we engage in the hands-on practice of important skills like applying bandages, CPR and fire evacuation procedures.

We have also been taking part in some face-to-face training sessions with the fantastic Frances from Two Line Training. These sessions can often be quite long while we go through many key care topics. To keep the team engaged, Frances incorporates games and fun interactive elements to help test our knowledge and reinforce the information we are learning.



We have recently introduced a Staff Champions initiative in the home, spearheaded by our Deputy Manager Anne-Marie, where team members are named as champions for specific areas of care. Our **Dignity Care Champions** are Shanna, Cristina and Banshri, **Hand Hygiene Champions** are Niky and Alex, **Hydration Champions** are Mihai and Sita, and **Nutrition Champions** are Simi and Kellyshae. Having

STAFF NEWS

We are incredibly proud of the team we have built at Springkell House, the teamwork and collaboration they demonstrate every day in order to provide quality care for our residents is inspiring.

We have recently welcomed several new staff who have all been settling in well and getting to know the rest of the team. Amal, Surya and Tharshiny have joined our care team, and we have welcomed Amith as our new Domestic & Kitchen Assistant.



As well as welcoming new staff, we are also sadly having to say goodbye to others. Our wonderful Domestic Assistant, Grazyna is leaving the Springkell House family later this month to move on to new adventures. Grazyna is a valued member of the team who has been with us since 2020, but we wish her all the best in this next chapter.

these champions in place will ensure that these key areas of care are being given dedicated attention and will encourage new and creative ideas for care.

This year we have been taking the time to honour the diverse cultures of our team by hosting staff events themed around their countries and cultures. Following the success of our Nepalese event, we held a Slovak themed party with traditional food and music, while our team members shared facts about their country and traditions. The next stop on our international tour was Jamaica, we held this event in our garden where we enjoyed home-cooked Jamaican food while listening to some lovely Caribbean music.



This month we hosted our Indian themed evening, where we had the chance to learn about Indian culture and see some of our staff members in their traditional dress. They worked together to cook an array of delicious dishes for us to share together, everyone had a brilliant time. Thank you to the team members who helped to put on these fantastic events and shared part of their culture with us.



All these events have been a fantastic way to share our cultures and learn from each other. Springkell House is a very diverse working environment which is something we are extremely proud of.

RESIDENT ACTIVITIES

For the residents of Springkell House, this summer has been all about making the most of the sunny days and warm weather. Over the past few months we have prioritised spending time in the garden, getting in touch with nature, enjoying day trips in the minibus and seasonal celebrations.

A perfect activity that aligned so well with our aims for this summer was the 30 days wild challenge, which we took part in throughout June. The residents really enjoyed taking part in a variety of 'wild' activities, getting in touch with nature and

exploring all the wildlife that can be found right on our doorstep.



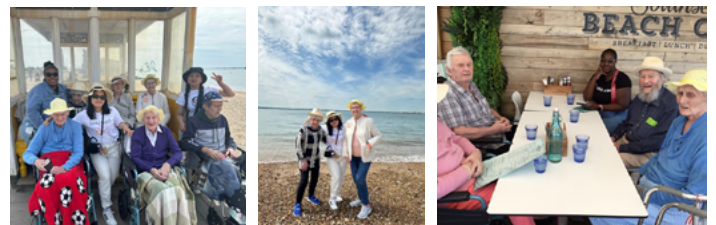
On sunny days our residents enjoyed sitting in the garden, reading a book or doing a puzzle while getting some fresh air. The background noise of the birds singing and the scent of the flowers, made this the perfect setting to enjoy some relaxing activities.



We even moved our reminiscence activities outdoors to make the most of the sunshine. In this session, the wonderful Ava lead our residents in various reminiscence exercises and was fantastic at getting everyone to engage with the activity.



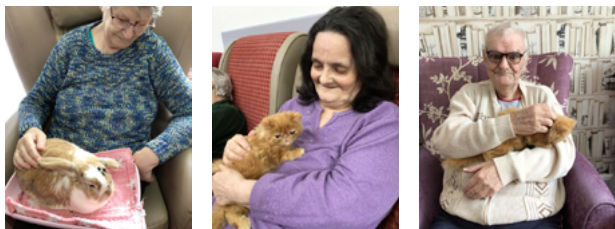
Earlier in the summer we took a day trip out on our minibus to Portsmouth, where we had a lot of fun visiting the town and exploring the beach. We had wonderful sunny weather for our trip, so it was the perfect day for a visit to the seaside. We enjoyed a lovely walk while watching the waves before treating ourselves to some delicious fish and chips. Of course it wouldn't be a trip to the beach without having an ice cream before we left.



There was also plenty to do inside the home this summer, as our activities schedule was jam packed with entertainers, visitors, exercise sessions, opportunities for creativity and practical activities for residents to take part in.

We have enjoyed several visits from our friends at the Pony Pals, bringing with them goats, ducks, and chickens, as well as some very fluffy kittens, rabbits and guinea pigs. Interacting with animals is great for our residents' wellbeing and a visit from the Pony

Pals always brings so much joy to the home.



Our cooking club has been very popular recently, with residents trying their hand at creating delicious treats and desserts. From making savoury pastries to fruity desserts, the residents have enjoyed selecting ingredients and getting involved with preparing the dishes. They were also more than happy to taste test their own handmade dishes. Cooking related activities like these are engaging and relaxing, whilst also giving our residents a sense of independence.



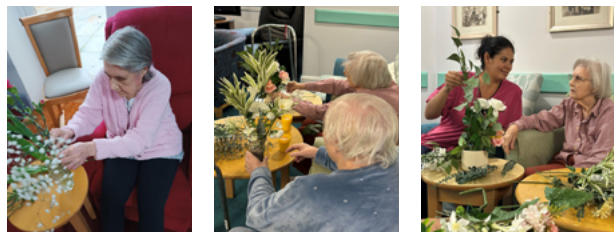
We have also welcomed the team from Generation Fitness, who have been running exercise sessions with our residents. These exercises are specially designed to help residents practice their mobility and coordination skills, in addition to helping them build strength. Exercise is great for the body and mind, as well as being great for the residents' wellbeing these sessions are a lot of fun.



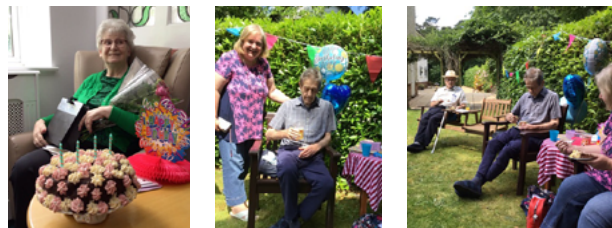
The residents have enjoyed getting creative with some arts & crafts activities. We have lots of materials available and encourage residents to express themselves in whatever artistic form they prefer. Some residents made beautiful seaside inspired pieces of artwork, while others worked on collages, painting, colouring or their knitting projects.



Some residents enjoy spending time creating beautiful floral arrangements as their own version of a creative and relaxing activity. The residents find enjoyment in the process of choosing their favourite blooms, then carefully creating some wonderful bouquets. These arrangements are often displayed around the home for everyone to enjoy.



We love to help our residents celebrate their birthdays and there were several this summer. For our resident Derek's 91st birthday, we held a party in the garden at the home to celebrate the special occasion. We were also joined by Derek's lovely daughter Jill who came to celebrate her Dad's birthday with him. Jill spent time with Derek and our other residents, singing, playing games and sharing her amazing crochet creations. We hope all our residents who have celebrated birthdays with us recently have had a wonderful day.



Recently we have enjoyed some fantastic musical entertainment at Springkell House, with both our regular entertainers and special performances taking place at the home. We enjoyed a lovely visit from Kevin, who is a very talented violinist and friend of the home. Kevin played some beautiful pieces for us, the residents loved listening to and watching him perform with his violin.



We were also treated to another fantastic show by the Entertainment Providers. The combination of stories, costumes, music and singing in these shows is always wonderful and our residents love taking everything in. This was a superb performance by the members of this theatre company and the residents were enthralled throughout the whole show.



We are fortunate to be located near a local village with lots of amenities. Recently some of our residents visited a local community café called The Hub. The residents spent their time enjoying a nice cup of tea or coffee while they browsed the wonderful artwork that was on display, all created by local artists.



As we look ahead to the autumn months and the imminent arrival of the festive season, we are excited for all the events and activities that this time of year brings. On 5th November we will be holding a Bonfire Night celebration at Springkell House. Friends and family are invited to join us at 5pm for refreshments, hot dogs and our own firework display in the garden.

In December we will host our annual Christmas party for our residents, where we also welcome friends and family to join in. There will be lots of festive fun, decorations, music, dancing and delicious seasonal food. We will keep you informed of all our plans for Christmas as we approach the festive season.

RESIDENT SPOTLIGHT

Peggy is a delight to have as a resident at Springkell House. Popular and well-liked by staff and her fellow residents alike, she is known to everyone at the home as a very kind and warm person.



Peggy was a cleric at British Telecom during her career and led a very active life, enjoying long walks and evenings spent dancing when she was young. Peggy loved to travel with her husband, taking many trips to Cornwall where she adored being by the seaside, as well as adventures to Portugal, Ibiza and other exotic locations.

Peggy is happy to take part in all kinds of activities at the home but her favourite activities by far are anything to do with music and dancing. She also loves to relax with a crossword puzzle. Peggy's favourite meal is a "nice steak with chips and a steamed fruit pudding, an old-fashioned dessert."

Peggy is a joy to have as a member of our Springkell House family. She always tries to see the glass as half-full, sharing her positive vibes and laughter with everyone at the home. Peggy has a great sense of humour, often telling funny jokes and easily making friends with anyone. Peggy lights up the room with her positive energy, everybody at Springkell House appreciates the joy she brings to the 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. 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 Springkell House 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/25659>