

NEWSLETTER

Robertson Nursing Home - November 2024



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Update from Gabriella Konczol, Home Manager



Welcome to the latest Robertson Nursing Home newsletter, I hope you enjoy reading about what we have been up to over the past few months.

It was a great summer at Robertson, our residents were able to spend lots of time outside in the sunshine. I was so pleased to see them making good use of our garden for outdoor activities. We had a lot of fun at our summer party (despite the last minute relocation), everyone really enjoyed the indoor event and the brilliant entertainment. It was a chance for residents, their relatives and our staff to make some great memories.

This summer we sadly said goodbye to Penny Trigwell who retired after being with the home for more than 50 years. Penny was working as a member of our care team when I first joined the home and taught me so much as I started my career in the care industry. From my first day, I appreciated Penny's warmth and friendliness that welcomed me to Robertson and I still cherish that to this day. I am proud to have sent Penny off to enjoy her retirement, the impact she has had on the home and on me personally will always be remembered.

It has been brilliant to see our team go from strength to strength this year. I am incredibly proud of their achievements, not only to receive an 'outstanding' rating in our recent mock inspection, but also to be nominated as Team of the Year at the Surrey Care Awards 2024.



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After all this hard work it was nice to have some fun and bond as a team at our international staff event. With so many wonderful cultures represented in our team, it was great to celebrate what makes us who we are. I was moved to see everyone so proud to represent their culture and learn from each other.

It has been an exciting few months for me, both personally and professionally. I have embarked on my own development journey, participating in a business training programme where I attend sessions in London every other month. This training focusses on managerial development and gives me the chance to learn from expert speakers.

I would also like to say a big thank you to anyone who donated to my Walk 30 Miles Challenge to raise money for Cancer Research UK. It was a tough challenge at times (during those rainy walks) but something I really enjoyed taking part in. I managed to walk 202,334 steps, beating my target of 180,000. In total I raised £1050 thanks to the kind donations of family members, friends and my Beritaz Care colleagues. Thank you to everyone who supported me and especially to my friends at Robertson for cheering me on.



HOME NEWS

We enjoyed a wonderful summer at Robertson and were kept very busy with seasonal events and the daily goings on of the home. Our main focus, as always was to ensure the happiness of the residents.

Over the summer, in between all the fun, we received a mock inspection by a third-party organisation, who assessed the home along the same criteria as CQC inspectors. 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 incredibly proud to receive an overall rating of 'Outstanding', as well as ratings of 'Outstanding' in the 'Caring', 'Responsive' and 'Well-led' categories. As one of the first Beritaz Care homes to receive an 'Outstanding' result we are so pleased to have performed well in these mock inspections. The result reflects the hard-work and commitment our staff put in to the care of our residents every single day.

In further good news for the Robertson team, after submitting nominations in two categories for the Surrey Care Awards 2024, we found out Robertson has been named as finalists for the Team of the Year award. It is wonderful to be recognised for what we do, particularly within the Surrey care industry which is comprised of many fantastic organisations. The awards are taking place early November and we are keeping our fingers crossed for a successful evening for the team.

For both residents and staff, our favourite event of the summer was our annual Robertson summer party. We had intended to hold the party outside and had decorated the garden for the occasion, but the great British weather had other plans. After a swift relocation indoors, we welcomed our residents, their relatives and friends of the home for musical entertainment, refreshments and games. Thanks to the wonderful prizes on offer in our raffle, we raised £170 and had some very happy winners. Thank you to everyone who came along and made the party so much fun for our residents.



During the summer we also carried out our relatives survey, thank you very much to everyone who took the time to give us your feedback. We received 17

responses which contained some fantastic feedback about the home and our staff. There are a few points highlighted which we have taken steps to action, we always appreciate the opportunity to further improve our service. If you would like to see the results from the survey, they are on display on the residents' and relatives' board in the home.

If you would like to share your thoughts on our services and staff, we would greatly appreciate if you could leave us a review on our Carehome.co.uk profile. This is another great way for us to gather feedback on the home and helps other families when searching for the right home for their loved one. You can submit your review here; <https://www.carehome.co.uk/review-submit/16749>

As we move into the winter months we are taking steps to ensure our residents are healthy and comfortable during the colder seasons. Residents have already had their flu vaccinations for the season and we are in the process of arranging covid vaccinations for everyone. We are also encouraging all staff members at the home to get vaccinated. We ask that if you do feel unwell please avoid visiting the home until you have fully recovered, in order to help us protect both residents and staff while these viruses are more prevalent.

With Christmas around the corner we wanted to ask that if you are bringing in any personal items for a resident, particularly clothing, please ensure they are properly labelled with the resident's name. We have noticed, especially with clothing received as gifts, that items are often not labelled and therefore get misplaced. If your relative is missing any items of clothing, please speak to the Laundry Assistant in the home and have a look in our lost property. We keep unclaimed items in lost property for three months before they are donated to charity.

In addition, if you are bringing in any valuable items or gifts for a resident, such as jewellery, please inform the nurse in charge on the day so the item can be added to the resident's inventory. The same procedure should also be followed when removing any valuable personal items from the home. If you have any queries or need clarification on our valuables and inventory procedures, please refer to your contract or speak to the Home Manager.

If you would like to book in a care plan review, to discuss your relative's ongoing care plan with our Team Leader, Caroline Crawford, you can arrange an appointment on our monthly review day. We will confirm the date that has been scheduled for each

month in advance and share a link with all relatives, giving you the opportunity to book an appointment if you wish to do so.

As these appointments will be regularly available, it is not imperative to sign up for the next appointment if there are no changes to your loved one's care plan or anything you need to discuss. Within the home, care plans are updated monthly or immediately if any changes occur, so you can be assured that your relative is always receiving the best care suited to their needs.

STAFF NEWS

It has been a busy few months for the Robertson team, welcoming new staff into the home, taking part in skills training and group bonding activities.

In the summer we sadly said farewell to a few members of the Robertson family as Prabina, Vincent and Marcela moved on to new opportunities. We are very sad to see them go but appreciate everything they have done for our residents and the home. We wish them all good luck in their future journeys.

We also celebrated our wonderful Activities Coordinator Penny Trigwell, as she retired from Robertson after 50 years. Penny worked for many years as a member of our care team before moving into the activities role. She had a massive impact on the lives of so many of our residents over the years and we have so much appreciation for everything she has done for the home. It was wonderful to bring everyone together to celebrate Penny and her immeasurable contributions to Robertson.



Thamanna has returned from maternity leave to her role of Senior Care Assistant and we are very pleased to have her back at the home. We have also welcomed a new Night Nurse to complete our team. Dan Malaescu worked at Robertson many years ago and it is wonderful to have him re-join the home. Dan has over a decade of nursing experience and completed his induction in October.

We have also welcomed a new Care Companion to the Robertson team, Laila Malik who will be joining

us at the home during her gap year. Laila is a talented singer, she has already been delighting our residents with her singing and guitar playing. As well as providing our residents with companionship, Laila has been a great support with our activities.

In September several of our team members, as well as staff from our sister homes, had the opportunity to take part in a virtual dementia experience. This training session is designed to give an insight into the challenges faced by those with dementia, and how it impacts their everyday lives.

It was an emotional experience at times for many of us, but incredibly valuable to be able to understand how people with dementia experience the world around them and why they behave in certain ways. We came away from this session with a lot of useful information that will help us to better support our residents with dementia.



We strive to ensure our team are always confident and comfortable with key skills, so in October we underwent practical fire safety training. Both our day and night teams took part in sessions to practice fire evacuation procedures within the home, making sure everyone is aware of correct procedures to ensure the safety of our residents in the event of a fire.

Our senior team recently took part in a business training session aimed at further expanding their skills and covering topics relevant to the running of the home. This was a very interesting session and our team came away having learned some valuable business and team management skills.



We are always looking for ways to empower our staff and help them to develop their skills. Our Senior Care Assistants, Ansu and Augusta will be taking on medication administration as part of their roles. Ansu has successfully completed her training and Augusta is currently working to achieve this also. This is one of several additional responsibilities they have taken on in their senior role, in addition to carrying out checks on key equipment such as beds, mattresses etc.

We are very proud of the diversity of our team and the variety of cultures that are represented at Robertson. In the summer we celebrated this diversity with an international themed party, where we enjoyed food, entertainment and outfits that represent and celebrate the countries and heritage of our team members. It was wonderful to see everyone come together to celebrate and appreciate what makes us all different and what we can learn from each other.



We recently held our own Olympic Games at the home, a fun day of events and games to entertain our residents and a great chance for staff bonding. There were various games for staff to compete in before receiving their medals in the winners ceremony.



We are looking forward to celebrating another fantastic year at Robertson with our end of year staff party, taking place on 19th December. After a great year where our staff have worked extremely hard, we are planning to spend a relaxing evening as a team enjoying a festive meal and the chance to socialise.

RESIDENT ACTIVITIES

Summer at Robertson was spent enjoying as much time outside as possible. Whether it was spending time relaxing outdoors or holding some of our activities in the garden, residents made the most of the sunny days and the chance to enjoy some fresh air. We even enjoyed a performance by Catch 22, the fantastic band featuring our resident Don and his friends, during a lovely sunny day in the garden.



Our residents enjoyed getting involved in gardening activities this year, tending to the plants, helping to water the flowers and checking on the growing

vegetables. They enjoyed watching the garden spring to life thanks to their hard work. We had particular success with our tomato plants and were able to harvest some delicious home-grown tomatoes that both residents and staff enjoyed eating.



As well as spending time in the garden, the residents enjoyed some trips out in the local area. We took several trips into our local village and even paid a visit to the lovely Guildford Cathedral. The residents had a wonderful time exploring the cathedral, learning about the history of the building and enjoying some refreshments in the café.



When we weren't outside enjoying the sunshine, there was still plenty to do inside the home. The residents enjoyed a fantastic performance of the Summer Holiday Party by The Entertainment Providers. This was a great show put on by these brilliant performers, with singing, dancing, jokes and lots of audience participation.



Our residents have enjoyed some fun and games with giant snakes & ladders, board games and puzzles. They also played a game of skittles, a great social game that is fun for those playing and spectating.



The residents have been moving their bodies and taking part in some gentle exercise, a great way to keep active and stay healthy. These armchair exercise sessions are designed to be accessible and fun for our residents, with strength exercises, stretching

and even archery exercises. We are lucky to have the fantastic team from Generation Fitness who regularly visit the home to lead our residents in these exercises.



For a more relaxing activity, many of our residents love a spa session with our carers. They have a great time being pampered and having a relaxing beauty treatment while enjoying a nice chat. On a quiet afternoon, many of our residents have been spending time working on artistic projects. Something like drawing a picture or colouring can be a very calming pastime and a great way to unwind.



We are continuing to publish our Daily Sparkle magazine, an internal publication we produce for our residents to read. We can also provide this in alternative languages if required, one of our residents speaks fluent French and was delighted to receive his own personal copy written in French.



At Robertson, our residents have the opportunity to take part in activities designed to provide cognitive exercise, improve motor skills, encourage reminiscence, offer a creative outlet or a chance to socialise. We also encourage residents to pursue their favourite hobbies, offering any support we can to help them with these activities. This is all part of our holistic approach to care, ensuring we are caring for our residents' physical and mental wellbeing.



As we look ahead to the festive season, we are excited for all the fun Christmas activities and events that will be taking place. As well as lots of festive themed

activities within the home, we will be attending local events and hosting our annual Christmas party. We will share plans for these events closer to the time.

We are also in the process of recruiting a new Activities Coordinator within the home, to run and arrange our resident activities schedule. Please bear with us during this process as we recruit and onboard a new member of the team. The rest of the Robertson staff will be working together to ensure our residents are still enjoying a full and engaging schedule of activities during this time.

If you would like to keep up to date with resident activities and other news from Robertson, please make sure you are following us on [Facebook](#) and following the Beritaz Care [Instagram](#) account.

COMMUNITY ENGAGEMENT

We are fortunate to be surrounded by a wonderful local community who are very supportive of the home and willing to give their time to bring joy to our residents.

This year we have been working with The Green Hub, a community project that supports teenagers and their mental wellbeing through gardening projects. They have been kind enough to donate some of the flowers they grow in their gardens to our residents, who have then had a lovely time arranging these flowers into some stunning floral displays.



At Robertson we are glad to support the younger generation with work experience opportunities, opening the door for the next generation of the care industry. We are thrilled to work with several local education institutions including Prior's Field School and Charterhouse School, for their work experience and volunteering schemes.

Over the summer we welcomed Divine, a student from Prior's Field School who spent some time volunteering as a Care Companion at Robertson. We really appreciate Divine's time at the home and the kindness she has shown to our residents.

Students from Charterhouse School, Luca, Mia and

Isaac, visit the home every Wednesday as part of their school's volunteer programme. During their time with us the students will chat with the residents, visit them in their rooms and help to arrange activities.

We also received this beautiful flower arrangement, which was kindly give to us by Prior's Field School. This was greatly appreciated by everyone at the home. We are very lucky to have some wonderful institutions in our local community who we can call friends of the home. These thoughtful actions from such kind people bring a lot of joy to our residents.



STAFF SPOTLIGHT

Evelina Gavrilă is the Home Administrator at Robertson Nursing Home, responsible for a variety of important administrative and operational tasks that help to ensure everything in the home runs smoothly. Evelina joined the Robertson team in January 2013, working in our care team before being promoted to the role of Home Administrator in September 2022. Here Evelina tells us a bit about her experience and journey at Robertson and why she enjoys her role:



"I had studied law in Romania before the opportunity came up to come to England to work in the care industry, which was a new challenge for me. I had to leave my comfort zone and adapt to a new society, learn a new language and find my way around. This made me stronger and more open-minded by challenging my ideas and forcing me into new experiences."

"Before coming to Robertson Nursing Home I spent a year working in domiciliary care and had started to build my knowledge of the care industry. I joined Robertson as part of the care team so have an in-depth knowledge of how the home operates, which is a great asset in my role as Home Administrator."

"My job involves supporting the Home Manager and the Support Manager in the efficient and effective running of the home. We are always working to uphold the core values (Caring, Trusting, Choices) and high standards expected by Beritaz Care and the Care Quality Commission. My favourite part of the job is making sure the payroll system is accurate and being there to assist the staff whenever they need."

"I really enjoy being part of the Robertson Nursing Home and Beritaz Care team. It makes such a difference when you are welcomed into a friendly, warm atmosphere. All the staff are very supportive, especially Gabi the Home Manager, who is by far the kindest person I have had the chance to work with. Everyone has the opportunity for professional development and are given so much support."

"I enjoy working together with the rest of the team as we know each other well from my time being part of the care team. I like to make sure I am approachable and that every member of staff knows I am happy to help whenever needed."



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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