

NEWSLETTER

Chestnut Court Care Home - December 2024



Beritaz Care

Care You Can Trust

Update from Lisa Shaylor, Home Manager



Welcome to the latest newsletter from Chestnut Court. I hope you all enjoy reading about everything our staff and residents have been up to since our last newsletter.

As we are coming to the end of 2024 it feels very fitting to say a big thank you to everyone who has joined us for various events throughout the year, such as our coffee mornings, summer party and our recent Halloween party. Your support is greatly appreciated, it is always wonderful to see so many of you smiling and having fun with our residents at these events.

The last couple of months we have undergone some staff changes at the home. It is always sad to lose valued team members however, at Chestnut Court we are proud to be able to support our staff on their career journeys and see them move on to the next chapter of their lives.

In October we were fortunate to have Lisa join our team as our second cook, she has been supporting Emily in the kitchen. Both Emily and Lisa have been working extremely hard to produce wonderfully appetising meals every day for the residents.

We also welcomed our new senior team a few weeks ago who are all very experienced in the care sector, they are enthusiastic and eager to meet you all. I am pleased to say, with these new members of staff, we now have a full team at Chestnut Court.



**CHESTNUT COURT
CARE HOME**

9 Copse Road, New Milton, Hampshire BH25 6ES

Tel: 01425 620000

Email: info@beritazcare.co.uk

Web: www.beritazcare.co.uk

I am proud to have a great team of staff at the home who have reached a level where they are fully confident and capable in their roles. Many of our staff have been upskilled and have undergone training in completing audits, care plan reviews and leading meetings with health professionals. After completing this training, these team members have been able to take on additional responsibilities within their roles.

We have just had the results through from our recent two-day audit and I am proud to share that we have received a rating of '**Outstanding**' in one domain and a '**Good**' rating overall. This is a huge achievement and is thanks to the hard work of every member of our team. I would personally like to say a huge thank you to the entire team for everything you do for the home and our residents.

I look forward to seeing many of you at the home over the festive season, but if I don't get the chance to say it to you in person ... Merry Christmas and I wish you all a very happy new year.



HOME NEWS

It has been a wonderful few months at Chestnut Court and both our staff and residents have been busy enjoying life at the home. After a year full of fun events and social occasions, we are looking forward to continuing this trend and ending the year with lots of festive fun for our residents, as well as our hard-working team.

As we move further into the winter months, we are doing everything we can to make sure our residents remain happy and healthy as the cold weather approaches. This involves lots of indoor activities, festive fun and of course, taking precautions against winter infections.

In October, residents received their flu and covid vaccinations for the season and we are encouraging all staff members at the home to also get vaccinated. We are asking all friends and family members that if you are feeling unwell, please avoid visiting the home until you have recovered, in order to help us protect our residents and staff while these viruses are more prevalent.

Our residents' wellbeing is our main priority, and we pay close attention to the small details that effect their daily lives. A great example of the care and attention we pay to all areas of the home and our residents' wellbeing, is our success during our most recent Environmental Health inspection. We were assessed on our food safety and hygiene practices and were thrilled to receive a five-star rating. Thanks to the hard work of our kitchen and domestic staff, we can be assured that cleanliness in the home is always to a high standard and our success in the EHO inspection reflects that.

As well as their physical wellbeing, we know we have a responsibility to support our residents' emotional and spiritual wellbeing. We are lucky to have support from some fantastic organisations and individuals in our local community including the wonderful Christine, our local Chaplain from Ashley Baptist Church. Christine pays regular visits to the home to hold services for any residents who wish to take part. She is also kind enough to give her time to sit and talk with our residents about anything that is on their minds, or to offer them guidance. Thank you to Christine for the kindness and support she gives to our residents.

As always, we continue to heavily involve our residents in decisions relating to life at the home. By holding regular meetings with all residents at

the home, we can get their input on topics such as activities, upcoming events, locations for our minibus trips and plans for our gardening club.

These meetings are also a great chance to discuss home business that impacts our residents' daily lives, like laundry, menus and home maintenance.



We utilise a communication board during these meetings so residents can review information throughout the meeting and we can make sure everyone has heard key points. We want all our residents to know their voice will be heard, Chestnut Court is their home and these are decisions that directly impact them. We go around the group and ask residents individually for their input to make sure everyone has a say and gets their voice heard. Any residents not present for the meeting receive a copy of the meeting minutes so they are aware of everything discussed.

We are continuing to hold our monthly coffee mornings where we invite, friends, family and members of our local community to join us for a cup of coffee and a chat. Our coffee mornings take place on the last Wednesday of the month and continue to be a popular activity with friends of the home. If you would like to find out more or are interested in attending please get in touch, we are looking forward to continuing our coffee mornings in 2025.

We have also welcomed friends and family to the home for some fantastic celebrations over summer, including our cream tea party and annual summer fete. We were lucky to have the weather on our side for our cream tea party, which gave us the perfect opportunity to host our event in the garden and let our guests enjoy their cream tea in the sunshine. The residents had a lovely time and thank you so much to the wonderful guests who also joined us for the event. A lovely cream tea in the garden was the perfect way to celebrate the arrival of summer at Chestnut Court.



This was followed by our summer fete in August, where we had some brilliant musical entertainment from Lisa, a raffle with some great prizes to be won and fun games like guess the weight of the cake and guess the teddy's name. We also had some delicious food and refreshments for our attendees to enjoy after the entertainment. Thank you to everyone who joined us and helped to make this event so special for our residents.



Our most recent event at Chestnut Court was our Halloween party. Our residents had a great time getting dressed up, playing Halloween games, singing along to the wonderful music, having a dance with our staff and enjoying a delicious Halloween themed buffet. Everyone had a lot of fun taking pictures with our spooky themed photo booth frame, which means we have lots of fun Halloween pictures to remember the day.



At our parties and social events throughout this year we have been raising funds in aid of the Alzheimer's Society, a cause close to our hearts. We are thrilled to say we were able to raise a total of £701.63 with our raffles, tombola and other games. A big thank you to everyone who donated prizes for various events and to everyone who took part and helped us to raise this total. This donation will be sent to the Alzheimer's Society in the hopes it will help towards the very important work they are doing to support individuals with dementia and their loved ones.

STAFF NEWS

We have seen some changes to the Chestnut Court team in the past few months as we bid farewell to team members embarking on new adventures and welcome some new faces to the Chestnut Court family.

Over the past few months, we have said goodbye to several members of our care team and our cook as

they move on to exciting new career opportunities. We wish them the best of luck and they will be greatly missed at the home.

This in turn means we have welcomed several new staff members to our team. Lisa Inckle has joined as our new Cook, as well as Sharanjit Kaur and Aneena Babu who have joined our care team as Senior Care Assistants. Our new staff have been settling in very well, getting to know the rest of the team and all the residents.



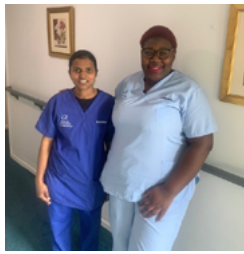
We are passionate at Chestnut Court about supporting our staff to expand their skills and move forward in their careers, so training opportunities are regularly available for all members of staff. A few months ago, members of our team had the opportunity to take part in a 'Dementia Experience' training session with staff from our sister home, Windsor Court in Bournemouth.

During this session we were able to experience what life might be like for someone with dementia, through a series of tasks where our senses were impaired. It was incredibly valuable for our staff to gain some insights into the experiences residents with dementia go through every day, and to gain a better understanding of how we can support them.



Last month our team took part in regular mandatory training on several key topics. Staff participated in training on care plans, medication training and fire safety training, where they practiced fire evacuation procedures. Several members of our team also attended infection control training, which is something we are particularly aware of this time of year.

Some of our team members also choose to embark on their own independent studies, including Natasha, who recently completed her Bachelor of Arts in Developmental Studies. Congratulations Natasha, and well done for all the hard work you have put in to achieve this.



STAFF SPOTLIGHT

As our team members take part in training and build their skills, we are also looking for ways they can expand their areas of responsibility in the home. Building on the skills they have learned, we are identifying their individual areas of strength and where they can be more involved in specific areas of resident care.

After completing their training, Natasha and Nalayini have taken on additional responsibility for completing residents' care plans and carrying out medication rounds. Jessy has taken on the responsibility of monitoring and maintaining the first aid boxes around the home, and Nadine is about to embark on further training to become our infection control lead. This is something we are hoping to do with more of our staff, with a view to helping them grow on their career paths.

With all the hard work our staff have been putting into the care of our residents and skill training, we thought it was important to take some time to relax and have fun as a team. Over the summer we arranged several staff social activities, including a lovely meal and a bowling night. Everyone had a lot of fun showing off their bowling skills, it was a great way to bond as a team and enjoy each other's company outside of the home.



We are also looking forward to our staff Christmas party in December, where we will be joining the team from our sister home, Windsor Court for a night of festive fun.

It has been a very busy year for the Chestnut Court team and it is great to see how far we have come. The team have really pulled together this year, supporting each other and going above and beyond to contribute to the home. Their dedication and enthusiasm for providing better care for our residents is inspiring. Thank you to each and every member of our staff for everything you do for the home and our residents.

Gibin Benny Jacob is one of the Senior Care Assistants at Chestnut Court and has been a part of our team since 2021. Gibin has been a fantastic asset to the home over the past three years, he takes a positive and understanding approach to the care of our residents. Gibin tells us about his journey at Chestnut Court and the responsibilities of his role.



"In 2019 I moved to the UK to complete my postgraduate studies in engineering, while studying at university I also worked as a health care assistant. In 2021 I graduated from university and joined the team here at Chestnut Court.

I feel that I have a very caring and helpful mentality, which is why a career in the care industry felt like the right path for me. Working in care and spending my days helping others brings me a lot of fulfilment. It makes me happy to know I am making a difference in people's lives and that what I do has an impact.

My role involves a lot of responsibility which is something I don't take lightly, I take a lot of care in ensuring the welfare of our residents. I enjoy doing the medication rounds, as not only am I making sure our residents receive their correct medication, but I also get the chance to interact with them. I enjoy chatting with the residents, finding out how they are feeling and hearing about their day.

Along with the other members of the senior care team, I am also responsible for supervising a team of Care Assistants and making sure their daily tasks are being carried out correctly. The teamwork at Chestnut Court is great, we all work well together and support each other.

My favourite memories from my time at Chestnut Court are going out with the team for events and social activities, like our bowling evenings. We always have fun bonding as a team and have lots of laughs together.

I appreciate the support I receive from the management at the home and at Beritaz Care. They have encouraged me to learn new skills, take part in training and take steps to further my career. I am looking forward to working on the NVQ level 4 in Health & Social Care and seeing how that will help me to progress. I really enjoy working at Chestnut Court."

RESIDENT ACTIVITIES

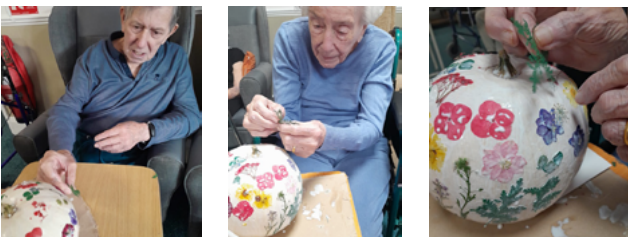
We spent a lovely summer at Chestnut Court, enjoying time relaxing in the garden, minibus trips to explore the local area and lots of other outdoor activities. We made the most of the lovely weather and sunny days whenever the opportunity arose, with our summer fete and other events, there were lots of lovely memories made.

As we entered into autumn and the weather started to get a bit cooler, we moved our activities indoors and our activities team were hard at work to make sure there was lots of fun seasonal pastimes for our residents to enjoy.

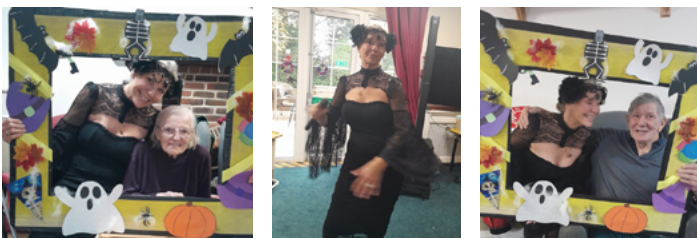
Residents have continued to express their creative sides through artistic and crafting activities. We had lots of wonderful entries for our autumn colouring competition that our residents created, it was very hard to choose a winner. We continue to run our colouring competitions throughout the year and our residents really enjoy taking part.



In the run-up to Halloween, our residents had a lot of fun making their own spooky decorations to display around the home, including some fantastic Halloween wreaths. Our residents particularly enjoyed using decoupage to decorate their own pumpkins. The result was very effective and these pumpkins made a fantastic addition to our Halloween display.



As well as our Halloween party where we were joined by family and friends, there was lots of fun Halloween themed activities for our residents to take part in during October. Including some spooky themed musical entertainment from the wonderful Nicole.



We have been fortunate to welcome many brilliant performers to the home over the past few months, to entertain our residents with their singing and musical abilities. As well as Nicole, we also have Bee, Nick, the fantastic Sunshine band and more performers, who regularly visit the home to entertain our residents.



You will regularly hear music filling the air when you walk around Chestnut Court, and our residents have a great time joining in with the music, singing along and even enjoying a dance. Music brings a lot of joy to our residents and therefore it makes up a large part of our activities programme.

Another activity that is really beneficial for our residents' wellbeing, both physically and mentally, is our armchair exercise sessions. This kind of exercise is designed to be gentle and accessible, helping our residents with flexibility, mobility and strength, whilst also being fun for anyone who wants to take part. We use tools like balloons and pool noodles to create exercise-based games, practice yoga moves and have even tried out a Zumba class. We are also often supported by the wonderful team at G Fitness who come to lead our residents in exercises.

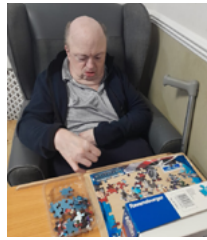
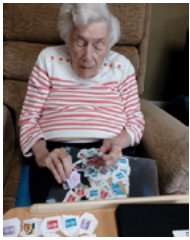


We frequently make time for one-to-one sessions with our residents and staff. These are a valuable opportunity for our staff to get know residents individually, spending some dedicated time talking and sharing stories. It also gives our residents the chance to take part in activities that they may not always get the chance to do. One of our residents particularly enjoys gardening, so with the support of our team member, spent some time harvesting our carrot crop ready for cooking.

During the summer, many of our residents took part in gardening activities, helping to plant seeds and tend to the growing flowers. We have already started preparing for next year's growing season, the residents planted tulip bulbs that will be moved into our raised planter so everyone can watch them bloom in the spring.



We are always keen to help our residents pursue their favourite hobbies while living at the home. One of our residents is particularly keen on puzzles and has recently enjoyed spending his time completing several different ones. He was very proud to finish a 100 piece puzzle having worked hard to complete it.



It has also been wonderful to celebrate several of our residents' birthdays recently, coming together to sing 'Happy Birthday' and enjoy a slice of cake in celebration. We are also happy to commemorate other special occasions at the home, recently we helped the husband of a former resident celebrate their anniversary and honour his wife. We celebrated with an amazing cake and fantastic musical entertainment from the wonderful Lisa. It was a lovely way to honour this special day.



Last month we commemorated Remembrance Day at Chestnut Court, a day that means a lot to residents and staff at the home. We wore our poppies with pride, watched the Remembrance Day service on the television and took part in the two minutes silence. We wanted to make sure our residents had the opportunity to reminisce, share their thoughts and honour this important occasion.



At the end of November we were surprised to have a snow day at Chestnut Court. While it was lovely to watch the snow falling out the window, our residents were much happier staying cozy and warm inside.

They spent the day relaxing with games, puzzles and books while enjoying the snowy views outside.



With the arrival of the snow, things are beginning to feel very festive at Chestnut Court and we have lots of fun festive activities planned. Our residents will be taking their annual trip to Ballard School for their Christmas carol concert, an event everyone at the home looks forward to. We will also be holding our Christmas party at Chestnut Court on Thursday 19th December, where we would love to welcome our residents' family members and friends to join us for this festive celebration. We will be sharing more details about our plans over the coming weeks.



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