# Newsletter

Ashton Manor Nursing Home - October 2026

ASHTON MANOR
NURSING HOME

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## Update from Carla Dixon- Peart, Registered Manager



Welcome to the latest edition of the Ashton Manor newsletter. I am delighted to share with you the recent news and updates from the home, after what has been a very busy summer for all of us.

As I'm sure you are aware, there have been lots of projects happening at the home in recent months and I would like to say a massive thank you for bearing with us while these works are taking place. I really appreciate your patience with the disruption both inside the home and outside the building, and being so supportive of us as we carry out these important updates, which you can read more about later in the newsletter. Thank you also to our staff for adapting so well to the changes going on, and for working hard to make sure our residents are happy and comfortable throughout.

Working with the team from Kennedy's on the current construction projects has made the whole process much easier. They have been so kind towards the residents, who have shown a great interest in the building works. They have taken the time to involve and talk to the residents, who greatly enjoy inspecting the construction progress, while ensuring everything is kept safe for them.

These projects are all for the benefit of our residents and staff, and have been driven by the feedback we have received on how we can make Ashton Manor a better environment for all. Myself, and the entire team at Ashton Manor, are committed to doing everything we can to ensure the experience of every resident at the home is the best it can be.

With this in mind, I want to say how much we appreciate receiving feedback from residents' relatives, as well as other visitors to the home. We welcome all feedback and take your comments seriously, using your input to shape future improvements to the home. We appreciate the ongoing partnership we have been able to create within the wider Ashton Manor community and strive to always have an open dialogue with you all.

We had a great summer, with lots of trips and fun activities for the residents. Although we were sad to miss our usual summer gathering, we know 2027 will be filled with events, entertainment and celebrations in our fantastic new space. I am looking forward to celebrating Christmas, and as progress continues to be made on construction, the team and I will soon be making plans for the festive season.

I hope you enjoy reading this update and thank you for supporting us on this journey as we work towards a bright future for Ashton Manor.



# HOME NEWS

It has been an exciting few months at Ashton Manor Nursing Home, and if you have been to visit us recently, you will have noticed a few changes.

The main project currently taking place, which is going to make a big difference to life at the home, is our conservatory renovation and rear extension. It has been exciting to see the walls going up and the new space taking shape. Construction is progressing well and our residents have been fascinated by the process. We are all very excited to have a lovely dining and lounge area in time for Christmas.





There are also other improvements happening around the home, including upgrades to residents' bedrooms. We are revitalising rooms with new carpets, a fresh coat of paint, and new furniture, to make sure every resident has a bright, comfortable space to call their own. These room renovations, as well as the redecoration of the main corridors, are all being done to help create a living environment for our residents where they feel at home.





Other changes happening behind the scenes include the refurbishment of our kitchen, which is now complete. Through this renovation, we are aiming to create a more practical and efficient working space for our kitchen staff, helping them to ensure food safety and hygiene practices while they focus on providing delicious and nutritious meals for our residents. The final phase of the project was the delivery of our new kitchen equipment, which we were very happy to see installed.

The laundry room refurbishment has also been completed, and the new layout means staff are able to work more efficiently and effectively. These updates have enabled the team to better manage the laundry, maintain infection control procedures, and ensure residents' personal items are cleaned to a high standard and returned to them promptly.

All of these projects, as well as other changes we are implementing throughout the home, are designed to improve the overall experience for our residents and staff, and help us to ensure a consistent level of service throughout the home. We have listened to feedback from residents, their families, organisations we work alongside, and external bodies, to help us identify areas of improvement within the home with the goal of making Ashton Manor the best environment possible.

We are also increasing oversight to ensure all aspects of care are being delivered to a high standard and supporting staff to be vigilant in addressing any areas of improvement. The team are clear on how to identify and action any issues and know they always have the full support of the senior staff and management team to act on any changes that need to be made for the benefit of our residents.

Our regular resident meetings are also a key part of shaping our plans for the home. Getting our residents' input on everything from décor to food, as well as activities and events, helps us to ensure we are catering to the preferences of our residents as much as possible, and they enjoy having a voice in decisions that affect their home.

If you would like to share your thoughts on your experience with Ashton Manor, you can do so via the signing-in system when you arrive at the home. We would also appreciate you leaving us a review here: **carehome.co.uk/review-submit/18589** or on our **Google profile**. Your feedback helps us to shape the future of Ashton Manor.

Over spring and summer, we had the opportunity to consider two topics that are very important to all of us. During Mental Health Awareness Month in May, we encouraged everyone at the home to consider how they can prioritise their mental health and discussed the importance of mental health within a care home setting, for both residents and staff.

In September, we spent Recycle Week thinking about the actions we can take as individuals and within the home to make recycling a priority and live in a more environmentally friendly way. The green initiatives that have been introduced across Beritaz Care have helped us to improve sustainability through small eco-conscious changes that have had a really positive impact at Ashton Manor and our sister homes.

We have received some wonderful gifts recently from members of our Ashton Manor community, and we are incredibly grateful for these acts of kindness.

A beautiful plant was kindly gifted to us by the family of a former resident and has been placed in our courtyard for everyone to enjoy. We were also presented with a stunning one-of-a-kind piece of artwork by the wonderful Claire, a former member of the Ashton Manor team and friend of the home. With all the exciting changes happening at the moment, it is lovely to have this era of Ashton Manor captured in such a meaningful way. A huge thank you for both of these lovely gifts, which we will treasure forever.





# STAFF NEWS

Our team members have been working hard over the past few months, supporting all the changes and improvements happening within the home, as well as making sure our residents had a fantastic summer.

We have recently welcomed two new staff members to the Ashton Manor team, Asmita and Menuka, who join us as care assistants. It has been wonderful to watch them settle into their roles with the support of their fellow team members. We are also happy to welcome back Rose from maternity leave this month, it is fantastic to have her back at the home.

It is wonderful to see so many of our team members celebrate anniversaries with the home recently, including some staff who have been with us for over a decade. Susan, our support manager, celebrated her 10th anniversary earlier in the summer, and last month, Eldhose, who is a member of our kitchen team, celebrated 16 years at Ashton Manor.

There are more celebrations to come, with Triana and Dil celebrating 8 and 9 year anniversaries later this month, as well as Tina from our kitchen team, who will have been with the home for 14 years in November. We are incredibly grateful to have such a dedicated and loyal team, who have done do much for our residents during their years at the home.

In June, we took the opportunity to bring together our staff for a team-building event, spread across two days. This was a fantastic chance for our staff to get to know each other better, have some fun, and strengthen the bonds that help them display such brilliant teamwork. We recently hosted a staff social pub night where everyone had a chance to let down their hair and share some laughs. Events like these are so important to the dynamic of our team and are what have helped us build such a strong and supportive community within the home. We are also looking forward to joining our Beritaz Care colleagues for a joint Christmas party later this year to celebrate the festive season together.

Every member of our team are committed to furthering their knowledge and staying up to date on key skills to support better resident care. We arrange regular training on core topics as well as providing additional training that will help staff expand their skillset, which has recently included dedicated seizure management training for all staff.

Beyond their regular training courses at the home, many of our staff have been keen to pursue qualifications with a view to helping them on their career paths. Rene and Sanjaya have been working hard to achieve their level 3 qualifications in Health and Social Care, which they will soon complete. Samantha and TracyAnn have also now begun studying for their level 3 qualifications.

Over the summer, we had the opportunity to celebrate several of our team members who have successfully completed their independent studies. Vishnu and Binam achieved their level 2 qualifications in Health and Social Care, and Priscila achieved her level 3 qualification in Business Administration. We were delighted to present them with their certificates. We also wanted to shine a light on some members of the team who have gone above and beyond in their roles, including Kaisha and Pabina, for their dedication, positivity, innovation, and commitment to the home. Their hard work and compassion are fantastic examples of how our team uphold the Beritaz Care core values every single day.





Recently, Kaisha, our activities organiser, received some wonderful feedback on her organisation of our annual seaside trip (which you can read more about later in the newsletter). Kaisha arranged for a group of 30 people, including residents, staff, and relatives, to travel to Southsea on the minibus, ensuring everyone was safe and happy throughout. Everyone commented on how much they enjoyed the trip

and what a fantastic job Kaisha had done with the organisation. Thank you, Kaisha, for creating this lovely experience for our residents.

There have also been some exciting personal announcements from our staff, as we have some new members of the extended Ashton Manor family. Team members Sangita, Nabila and Pushpa have recently welcomed their babies, we are so happy for them all. Congratulations to Sangita, Nabila, Pushpa, and their families on this very special news.

In between their busy shifts at the home, our team members have still managed to make the time to do their part to support causes that mean a great deal to us all. Over the past few months, our staff have taken on various fundraising challenges, including a 13-mile trek around London in support of the Alzheimer's Society, and the North Downs 25km challenge in aid of Dementia UK. Thanks to the support of our community and the tireless efforts of the team in fundraising, they were able to smash their target and raise over £2,600.






# RESIDENT ACTIVITIES

It has been a fun-filled few months for our residents, with a busy calendar of entertainment, social events, adventures on the minibus, and lots of seasonal activities to help them make the most of summer.

Over spring and summer, one of our residents' favourite seasonal activities is gardening. They started planting their seeds in the spring to grow a variety of beans and garden peas, which they carefully tended to over the following months, keeping a careful watch as they grew on the windowsill.







When the plants were ready to be moved into the garden, several residents volunteered to help clear space in the flower beds. As the warm weather arrived the plants were thriving. Our volunteer gardeners did a fantastic job taking responsibility for tending to the garden (with a bit of help from our staff members), watering, feeding, pruning, and eventually harvesting the plants. The residents really enjoyed seeing the results of their hard work.







We love to fill the home with fresh flowers, and our residents are happy to help create floral displays for the home. They enjoyed carefully putting together their arrangements with a lovely mix of fresh blooms. For several of our residents, flower arranging is an activity they always look forward to and one of their favourite ways to spend a relaxing afternoon.







Our residents have been exploring different ways to express their creativity. From painting colourful nature-inspired pictures, to using string to create unique abstract paintings, the residents had a lot of fun trying out different arts and crafts techniques. They also used their creative flair to decorate cupcakes, using icing, sprinkles, and other edible decorations to make tasty treats to enjoy alongside their afternoon tea.







We find artistic activities like this are a great way to help residents relax while exercising the creative parts of their brain. It is always fantastic to see the different pieces they each make, but mostly how much they get out of the creative process.

With all the glorious weather we had this summer, it was the perfect time for some adventures on our minibus to explore the beautiful Surrey landscape.

The residents had a great time visiting the wonderful woodland of Alice Holt Forest and enjoyed a lovely walk through the forest taking in the sights of nature.

We were lucky enough to be joined by some of our residents' relatives, who we were very happy to have accompany us on this outing. The next location for our outdoor adventures was the lovely Loseley Park, where residents spent a sunny day wandering around the walled garden. Everyone enjoyed a garden tour and a relaxed stroll around the beautiful grounds of this stately home.

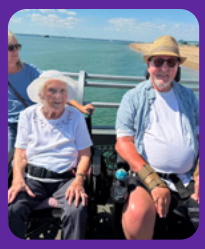



Our residents took a trip to meet some new feathered friends at Birdworld. Everyone had a fantastic time, getting to see and learn about all the different species of birds. The residents really enjoyed exploring all the bird enclosures, exhibits, and beautiful gardens at the park. This was the perfect place for a fun day out with our residents, where they had the chance to enjoy the sights, learn some interesting facts, and experience something a bit different.




The summer adventures culminated in our annual seaside day trip to Southsea beach. It was a lovely sunny day, so our residents got to enjoy a stroll along the promenade and pier, taking in the sea views and bright blue skies. After we had explored the beach and all the attractions, we stopped off for a fish and chips lunch, exactly what you need on a beach day. It was the perfect summer day at Southsea, our residents had a wonderful time and told us how much they enjoyed the trip.





We have welcomed some special visitors to the home over the past few months, to help us provide interesting activities and entertainment for residents to support their physical and mental wellbeing.

Everyone had a lot of fun getting to meet some adorable therapy donkeys. Our residents had the biggest smiles on their faces as they came over to say hello to the donkeys. Some of our residents had never met a donkey before, so getting to see them up close was a special experience.





We were treated to some fantastic entertainment by our favourite local musicians, the Dusty Tracks band. On their recent visit, the band played some classic hits as well as a few of our residents' favourite tunes. Everyone had a lot of fun, singing and dancing along to the music. The residents had huge smiles on their faces as they enjoyed the entertainment.




The recent themed fun days arranged by our activities team have been very popular with our residents. Events including Crazy Socks Day, Crazy Hat Day, and Crazy Hair Day have given residents the chance to dress up and have fun, sometimes making their own unique accessories to wear for these special occasions. And of course, our staff members have been happy to join in on the fun.





We have had the privilege to help some of our residents celebrate their birthdays at Ashton Manor recently. Lilian celebrated her 100th birthday at the home, and we were thrilled to be part of her very special day. Everyone gathered to sing Happy Birthday, and one of her fellow residents played the piano for her. Lilian was joined by her family members and friends for a celebration with cake, gifts, and beautiful flowers.




Over the summer, we have hosted some fun social

events for our residents, giving them the chance to come together to chat, share laughs and even form new friendships.

We wanted to make the most of the lovely weather we were having over the summer, so we decided to host a mini barbecue for our residents. Everyone dressed up ready to enjoy the party and gathered in the outdoor courtyard. The residents had a lot of fun singing and dancing, before enjoying some cold drinks and a lovely summer buffet prepared by our kitchen team.





Part of what has helped us to create such a feeling of community at Ashton Manor is our regular social events, where residents have the chance to get to know each other and find common interests, often through group activities supported by our staff. We can't wait to continue hosting more events across autumn and winter, including themed activities for Halloween and Bonfire Night, and of course, lots of festive fun over the Christmas period.

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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 are:

### *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.

# STAFF STORY



Kaisha joined our team in 2022 as a care companion and has now taken on the role of activities organiser. She has grown so much in confidence over the past few years and has a fantastic rapport with our residents. The creative and inclusive activities she organises are greatly enjoyed by everyone at the home. Kaisha tells us about her journey in the care industry and what she enjoys about her role.

*"I have been working at Ashton Manor since 2022. It was my first job out of school, and I felt immediately welcomed by everyone in the team from my very first day. Growing up around family members who work in healthcare and my experiences caring for my own family inspired me to consider a career in care. I started working as a Care Companion at Ashton Manor, as I wanted to use what I have learned caring for my own family members to make a positive difference in the lives of others.*

*Working in care has really built my confidence, as well as allowing me to develop my communication skills, patience, and understanding of individual needs. Most importantly, it has reinforced for me that caring for others is something I genuinely enjoy and want to continue doing. It is also helping me gain valuable experience as I work towards my long-term goal of becoming a nurse.*

*I have now progressed into the role of Activities Organiser at Ashton Manor, where I plan and organise activities for our residents that encourage them to get involved, give them the chance to socialise, and help them to enjoy their daily lives. When planning activities, I take into consideration the individual interests and abilities of our residents. During group activities, I support residents to get involved and encourage those who may be feeling less confident. It's really important to me that everyone feels included and comfortable.*

*My favourite part of my job is interacting with the residents and getting to know them as individuals. I enjoy spending time with them, making them feel included and supported, and most importantly, seeing them smile and enjoy themselves. It is very rewarding to know that something I have done, even something small, has helped make their day a little better."*

You can read Kaisha's story in full, on our website: **beritazcare.co.uk/staff-stories/story/kaisha**