

# NEWSLETTER

Ashton Manor Nursing Home - April 2025



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**Beritaz Care**

*Care You Can Trust*



**ASHTON MANOR**  
NURSING HOME

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I hope you have a wonderful spring and summer. I look forward to seeing you at the home for a visit or to join in with the events we have planned.

## HOME NEWS

It has been a great start to the year at Ashton Manor Nursing Home. We started off 2025 with the great news that the home received a five-star food hygiene rating following a surprise inspection in January. This is another demonstration of the care and attention paid to cleanliness and hygiene by our kitchen staff and every other member of the Ashton Manor team.



We are incredibly appreciative to have received some lovely feedback through reviews from residents' friends and family on [Carehome.co.uk](http://Carehome.co.uk) this year.

## Update from Carla Dixon- Peart, Registered Manager



Another wonderful year at Ashton Manor has begun with lots of good news to share from the home. I am thrilled about the new additions to our extended family; our team members have welcomed two beautiful baby girls, and there are two more new arrivals on the way very soon. Congratulations to our staff that are growing their families, it's been lovely to share this journey with you.

I would like to say a big thank you to all our residents' family and friends, as well as the wider Ashton community, who have continued to show us so much support. We are also fortunate to have the ongoing support of St Peter's Church, who have shown great kindness to the home and our residents.

We are all looking forward to some warmer weather and the chance to get outside in the garden. Keep an eye out for news of upcoming events this summer, it is always the season where the home comes alive and the time of year we most look forward to.

As you probably know, we have been busy doing maintenance around the home. Thank you for bearing with us as we carry out these refurbishment projects and work to improve the home for the residents. I appreciate your understanding with room changes and other disruptions as the work is carried out. I will continue to keep you updated on the progress of these projects and communicate any upcoming changes within the home as plans are confirmed.

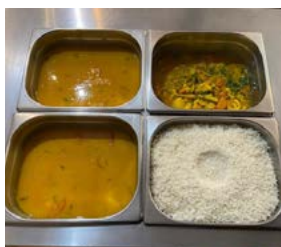


Thank you to everyone who has left us a review and shared your experiences with the home, this has allowed us to achieve an overall rating of 9.8 out of 10. If you would like to leave your own review of the home, you can do so here: <https://www.carehome.co.uk/review-submit/18589>

The most important opinions are those of our residents and we recently carried out a resident feedback survey. We appreciate the residents sharing their honest thoughts about the home and were delighted to have a really good response. What stood out to us most from the feedback given by the residents is that everyone feels safe within the home, which is really lovely to hear. They commented that the environment is clean and that they are treated with dignity and respect by the staff. They also appreciated the fact that they are able to make their own choices and have control over their lives.

A couple of areas of improvement that were mentioned during this feedback we have already taken steps to action. The lighting within the home came up as an issue for some, which is something that is being improved as part of our current renovations. There were also occasional concerns around the call bell response time during visiting hours at the home. This is an issue we take seriously, we are currently reviewing processes within our staff team to ensure call bell responses are always timely.

The comments from this survey, as well as feedback from staff and family members, have helped to guide some of our recent home improvements. Last autumn, we completed the renovation to our kitchen, upgrading equipment to help our kitchen team provide nutritious meals. During this time our kitchen was out of action, but our wonderful community stepped up to make sure our residents were well-fed. Our sister homes, Springkell House and Robertson Nursing Home, went out of their way to cook some fantastic hot meals for the residents to enjoy. The lovely team from local restaurant The Bengal Lounge also came to the home to serve up a delicious meal, which was such a lovely treat.



As mentioned, we have recently started upgrading the lights throughout the home to a more eco-friendly option. Lights in all the corridors have been swapped out and we are in the process of changing

the lights in bedrooms as well as other communal areas. We will also be updating the flooring in the dining room and carrying out some maintenance to our lift. All of these improvements are focused on improving the living and working environment for our residents and staff.

Other improvements also planned for this year include upgrades to various key technologies that are used in the home. We will be updating our call bell system and upgrading our WiFi to improve connection in all areas of the home. A new digital documentation system is being introduced, enabling better management of resident records. These improvements are planned to take place over the summer and should be fully completed by autumn 2025.

We are so appreciative of the wonderful community in our local area, who show so much kindness and support to the residents of Ashton Manor. St Peter's Church and Reverend Jacqueline, Chris Cleland and the Dusty Tracks band, are all wonderful people who give up their time to visit the home to provide support, companionship and entertainment for our residents, we could not be more grateful.

We are lucky to have St Peter's Church next door to the home, which means we are able to arrange weekly visits (weather permitting) to the church for any residents who wish to attend a service. Being able to meet our residents' spiritual needs with the support of our local community is all part of the holistic care we provide at Ashton Manor.



Our Fish & Chips Fridays events were very well-received last year, so we made the decision to continue these into 2025. Taking place every Friday at 2pm, we invite community members aged 65 and over to join us for a delicious fish and chips lunch at Ashton Manor. We can also arrange transportation for anyone having difficulty with travel. If you are interested in coming along or know someone who would like to attend, get in touch to find out more.

The next relatives meeting will be held at Ashton Manor in April. We will be in touch to confirm details and we look forward to seeing many of you there. These meetings are a great opportunity to hear about our upcoming plans for the home, give your input on key issues and ask any questions to our team.



# STAFF SPOTLIGHT

Rene joined the Ashton Manor team in December 2022 as a Care Assistant. Rene has been a fantastic member of the team, caring and compassionate to the residents and always willing to help out her fellow team members. Since joining the team, Rene has really excelled in her role, taking on more responsibilities for supporting the care of the residents and helping the home to run smoothly.



Rene shares her story and her experience of working at Ashton Manor.

"I have been at Ashton Manor since December 2022, having previously worked within the care industry in Jamaica. I have a passion for helping people and making people feel happy. That's why a career in care felt like the right path for me.

On a daily basis, my role at the home is focused on ensuring the safety and wellbeing of the residents, as well as my colleagues. At Ashton Manor we aim to provide quality, person-centred care to the residents who live at the home. That is the goal we are all working towards.

Since I first joined the team my role has changed. As well as caring for our residents, I am also now responsible for mentoring and leading the care team members to carry out their tasks effectively. I make sure that the shifts are well organised and carried out successfully, meeting the needs of the residents in the best possible way.

My favourite part of my job is putting a smile on everyone's faces. I enjoy knowing that what I do helps people. There are so many fun memories I have at the home. I remember having days where I would be dancing around with the residents. Even the residents who don't always like to take part would be laughing along. Those are memories that I treasure.

Working at Ashton Manor and as a part of the Beritaz Care group, I feel I have been given the chance to grow within my job and as a person. We are well trained and fully up to date on any skills needed for our roles. Beritaz Care is a very family-oriented company and offers equal growth to everyone."

Read more about Rene's story here;  
[beritazcare.co.uk/staff-studies](https://beritazcare.co.uk/staff-studies)

# STAFF NEWS

Our team members have been busy this year, working hard to ensure our residents are happy, healthy and enjoying life at Ashton Manor.

We have welcomed some new members to the Ashton Manor team recently. Sanjay and Janaki have joined our care team as Care Assistants, and Feliciano has joined us as a Registered General Nurse. We have also welcomed Roshan to Ashton Manor, who will be assisting the team with domestic tasks, laundry and in the kitchen.

We are thrilled to have these new staff members join the home. They have all settled in well and have been helped in their new roles by our existing team members.

In addition to the regular key skills training we arrange for our staff, several members of our team have also been working towards their own individual qualifications. Lubomira Trnkova has achieved her Level 4 Lead Practitioner in Health and Social Care qualification, we are all very proud of her. Susan has completed her BSc in Nursing, which is a fantastic achievement. Tracey-Ann Lawrence and Nabila Islam have successfully completed their Level 2 qualifications in Health and Social Care. Vaughn Dixon and Vishnu Nandakumar have both achieved their Care Certificates.

We are incredibly proud of all our team members for the work they have put into their training and for the passion they have shown for their work in the pursuit of these achievements.



It is wonderful to see our team members progress in their careers and we are always trying to find ways to support our staff's career goals. We also enjoy seeing our staff grow within the home. Recently, we were delighted for our care team member Sangita to be promoted to the role of Senior Care Assistant. Sangita is a valued member of the team and is well suited to take on the additional responsibilities of a senior role, providing support to the rest of the team.

It has also been an exciting time for several of our team in their personal lives. Since our last newsletter, there have been several new additions to the Ashton

family as Rose and Pabina have given birth to their beautiful babies. We were also able to celebrate with our team member Narpinder recently when we hosted a baby shower for her at the home. We were thrilled to share in this joy and celebrate this exciting time with her. Congratulations to all our team members and their families, we are excited to see the Ashton Manor family continue to grow.



We are lucky to have a team that go above and beyond to make sure our residents are healthy, comfortable and to bring smiles to their faces. Over the Christmas period, our staff did everything they could to make sure our residents had a fantastic festive season. In honour of Christmas Jumper Day, all the staff arrived at the home in their best Christmas jumpers. Everyone had a lot of fun and the residents loved seeing the staff dressed up in their festive outfits.



The team even put on their own production to entertain our residents this festive season, with staff from all departments joining in to sing Christmas songs. The residents were happy to join in and help out with the singing, and scored the team highly for their efforts in the wonderful festive performance.



After all their hard work and enthusiasm, it was lovely to see the team let their hair down and have fun at our staff Christmas party at the end of last year. Everyone had a fantastic night, enjoyed a delicious meal and celebrated another brilliant year at the home.



After the success of our staff social events in 2024, we are looking forward to arranging more fun, team-bonding activities this year. The next event is currently being planned and the team are thinking carefully about their next activity. Following on from the brilliant karaoke, bowling and virtual reality gaming events of last year, it's going to be difficult to find something to top those.

## RESIDENT ACTIVITIES

After a busy Christmas and fun festive season at Ashton Manor, we started 2025 ready to continue our busy schedule of resident activities.

One of the most popular activities with residents at Ashton Manor is animal therapy, something we are excited to continue taking part in this year. Whether it's getting to say hello to a guinea pig up close or being visited by a cute dog in their rooms, our residents always have the biggest smiles on their faces when they get to spend time with some fluffy friends. The residents at Ashton Manor have enjoyed several animal therapy visits the past few months and always look forward to these regular sessions.



Another favourite pastime with many residents is our arts and crafts sessions. These beautiful butterfly paintings were created by our residents recently, in an activity aimed at helping residents to express their creativity and as an opportunity to think about the small actions we make in the world that can have a big impact, just like a butterfly flapping its wings.

As well as being lovely decorations to display around the home, these butterflies were a fitting reminder of the impact the actions of our care staff can have on the residents' lives.



Music therapy is an activity we have recently introduced that has been having a very positive impact on our residents. In these sessions they

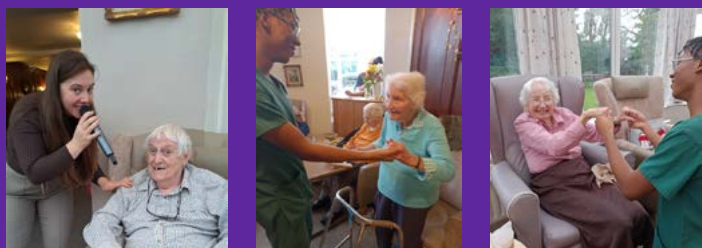


have been listening and moving to different styles of music. Some of the residents even joined in by playing percussion instruments.



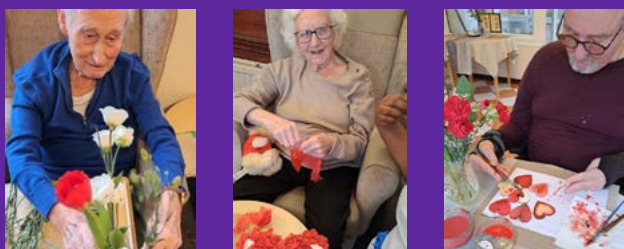
Our residents love music and it plays a big part in life at the home. As well as music therapy, we incorporate music in various ways and arrange many activities with music as a focus, like listening to recordings of residents' favourite songs and incorporating music into our exercise sessions. It is a regular occurrence to hear music fill the halls of Ashton Manor when you visit us at the home.

Last month we were treated to a special live musical performance at the home when the talented Emily Day paid a visit to our residents. Emily has performed in numerous theatres across the country, participating in UK tours and pantomimes. We feel very fortunate to have her visit the home to entertain our lovely residents with her musical talents. The residents had a wonderful time and really enjoyed listening to her sing.



In February we had a wonderful time celebrating Valentine's Day at Ashton Manor. Many of our residents enjoy flower arranging, so they were more than happy to make some posies featuring beautiful red and white flowers to decorate the home for our Valentine's celebrations.

Our arts and crafts activities also had a Valentine's Day theme. The fantastic pieces of artwork the residents created were used to decorate our lounge and as place settings in the dining room.



Once the home was perfectly decorated it was time for our Valentine's Day cheese and wine event. As well as the delicious refreshments we also played some

fun games, including 'Guess the Resident' where everyone tried to identify their fellow residents from photos of them in their younger years. It was a fun game that led to a lot of laughs and some great stories from the residents about their lives.



We love a celebration at Ashton Manor, whether it's a seasonal event or a special occasion. From birthdays to wedding anniversaries, we have been fortunate to share some wonderful celebrations with our residents. Our team go out of their way to make sure the residents enjoy their special day and have the chance to make memories with their friends and families.



Mental and physical wellness is something we aim to prioritise within many of our activities. In a recent activity, residents had a great time playing a game of balloon volley with our lovely staff member Valsa. Armchair games like balloon volley or skittles are favourites with many of the residents and a great way to get some gentle exercise.



The residents have been happy to say goodbye to the cold of winter and start to welcome the signs of spring. They enjoyed bringing a bit of that spring feeling inside the home by painting these brightly coloured hand-painted vases. The residents had fun painting their vases and putting together beautiful flower arrangements, which have been on display to spread cheer all around the home.



We love to get residents' input on activities, events and other plans for the home, our regular residents' meetings give every resident the opportunity to have their voice heard.

Our most recent meeting was very productive and it was great to chat about our plans for 2025, while enjoying a nice slice of cake of course. The feedback we receive during these meetings is incredibly valuable and something our activities team use when planning the monthly activities calendars.



One topic often discussed during these meetings is locations for our regular minibus trips. Our residents recently went on an outing to a local garden centre to have a look around at the plants, gifts and other lovely things on display.

As well as enjoying a cup of tea and cake in the cafe, on this outing we also spent some time saying hello to the adorable animals in the pet section. David was delighted to see the guinea pigs playing, while some of the other residents enjoyed looking at all the brightly coloured fish.



As we look ahead to the warmer summer months, we are looking forward to arranging more minibus trips for the residents and spending time outdoors in our local area. We are already starting to plan our annual seaside trip and other fun excursions that make the most of the fantastic amenities we have a short drive from the home.

There will be lots of fun activities taking place over the coming months, from Easter celebrations and themed activities, to getting outside to do some gardening and enjoying the sunshine throughout spring and summer.

We are particularly excited for the annual summer party, which is one of our favourite activities of the year. We will share more details closer to the time, but we are excited to welcome residents' friends and families to celebrate with us once again.

## RESIDENT SPOTLIGHT

Lilian has been a resident at Ashton Manor for just over a year, first coming to stay with us in March 2024. It has been wonderful to have Lilian as a resident, she is always ready to participate in an activity and socialise with her fellow residents. Lilian's cheerfulness and positive attitude can be felt throughout the home. Lilian will soon be turning 99 and we are looking forward to celebrating this special birthday with her at Ashton Manor.



"I did not look for a care home myself, my family helped me to look around at care homes in the area and they found Ashton Manor. I am happy here, as happy as you can be in a care home. The staff are all kind. It was important to me to be able to mix well and I think I do. I like to be independent, which they help me to do. I am close to my family, who are very important to me."

"I enjoy taking part in the activities they put on. Flower arranging and the book club, which is held once a week, are my preferred activities. I also write poems, I have a poetry book which was written in 2022. Through this I was able to raise over £400 for a local hospice. I have so many stories to tell, I love talking about the old days. I have written a memory book which was printed in 2023."



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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 choices.*