

NEWSLETTER

Ashton Manor Nursing Home - April 2026



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Update from Carla Dixon- Peart, Registered Manager



Hello, and welcome to the latest newsletter from Ashton Manor Nursing Home. We had a lovely Christmas and New Year at the home, and I would like to extend my warmest wishes to any of you I haven't had the chance to speak to in person.

I am anticipating another great year at Ashton Manor. With the improvements and updates we have planned for 2026, as well as the resident activities being organised, I am confident this will be a good year for both our residents and staff.

If any of you missed the news, in the autumn we were lucky enough to be invited to attend the Surrey Care Awards as a finalist in three awards categories. Although we didn't come home with an award, I am still so proud of the entire team for their hard work and for being recognised at the awards. We had a great evening together at the award ceremony.

Thank you to everyone who came along to our relatives meeting earlier this year, where we were able to share our upcoming renovation plans. Since then, our newly renovated and relocated laundry room has been progressing well and should be completed soon. Once work has finished on the laundry room, we will begin our next planned projects, including a brand-new salon and significant updates to the conservatory and dining room areas.

I would once again like to express my thanks for your patience and understanding with the changes to car



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parking arrangements while these works have been carried out. Where possible, I would like to continue to encourage you to car share if you are visiting the home, while we still have tradespeople on the grounds.

I am keeping my fingers crossed that all planned projects will be completed by later in the summer, so we can host our usual Ashton Manor summer party in the garden. This is an event we always look forward to, and I know many of you do as well.

Finally, I would like to say a huge thank you to the entire Ashton Manor team. They have been working very hard and have dealt so well with everything going on at the home. I am appreciative of all the great work they have done this year so far, and for always keeping our residents safe and comfortable. It is thanks to their unerring commitment that we are able to keep things running smoothly day after day, and I am grateful to every single member of the team.

I hope you enjoy reading this newsletter and finding out about all the news we have to share from the past few months.



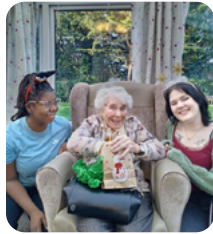
HOME NEWS

It has been a busy few months at Ashton Manor. We started the new year with some changes around the home, and even more planned for this year.

Towards the end of 2025, the Ashton Manor team enjoyed a glamorous evening at the Surrey Care Awards. We were delighted to attend the 2025 awards as finalists, alongside colleagues from our fellow Beritaz Care homes. Although we didn't win on the night, it still meant so much to us to be nominated. It was lovely to meet and hear from the other organisations and individuals in attendance; coming together with the rest of the Surrey care community was such a special moment.



We had a wonderful Christmas Day at Ashton Manor. Our residents spent the day opening presents, enjoying delicious food, and taking part in their favourite festive traditions. We were delighted to welcome family members, friends, and other visitors over the festive period. It was a pleasure to see so many friendly faces filling the home for Christmas.



Thank you to everyone who sent Christmas goodies and lovely messages for our team. We were showered with thoughtful treats and so many kind words over the festive season. Our staff worked very hard throughout the festive period to make sure the residents enjoyed a magical Christmas, and it meant so much to know their efforts were appreciated.



Going into the new year, we were keen to share our plans for the future of Ashton Manor at our regular relatives meeting. It was great to bring everyone together to discuss recent changes and our plans for the home for this coming year.

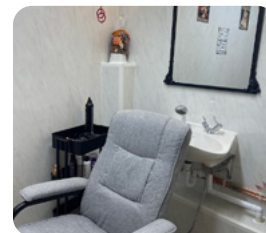
Our regular resident meetings have been a great opportunity to get residents' feedback on everything happening at the home. The insights shared during these meetings are incredibly useful in helping us to address any issues and improve our processes. We also take the opportunity to hear residents' ideas about activities, events, and entertainment they would like to see at the home.

We are always keen to hear feedback from residents and their relatives about anything we can do to make their experience at Ashton Manor even better. As well as helping to guide our plans for the home, your feedback can help other families seeking the best care service to fit their loved one's needs. If you would like to share your thoughts on the home, we would really appreciate you leaving us a review here: carehome.co.uk/review-submit/18589 or share your feedback on our [Google page](#).

As you are likely aware, last autumn we introduced a new digital care management system. The implementation of the Care Vision system went smoothly and, after extensive training, our team have adapted very well. We have now successfully rolled out the care module, maintenance module, and housekeeping module, as well as integrating Care Vision with our call bell system.

If you have recently visited the home, you will have seen our new digital visitors book, which is also linked up to the Care Vision system. We are very pleased with the improvements we have seen to our internal processes since the introduction of Care Vision; it has been extremely helpful in providing the team with easy access to information to help personalise resident care, and has made auditing and overseeing care processes much simpler.

We are in the process of carrying out some exciting renovation projects, including our new salon, which has received a makeover and has been moved to a new area of the home, based on feedback from residents and relatives. Our lovely hairdresser, Karen, officially opened the salon, which is ready to welcome our residents for a haircut, styling, or a pamper.



Our upgraded laundry room is also due to be completed very soon. The new laundry area has been relocated from the basement to allow for more

convenient access for our domestic staff and will provide an organised new space, equipped to better manage and care for residents' laundry.

One of the biggest projects planned for 2026 is the renovation of our conservatory and dining area. We plan to open up the area to give residents more space to socialise, and install a new roof, which will give better temperature control and make the room more comfortable to use in all weather conditions. We will be taking steps to minimise disruption to residents and staff while the works are taking place.

There is lots to look forward to at Ashton Manor over the coming months, and we are eager to share updates on the improvements and changes around the home with you as they progress.

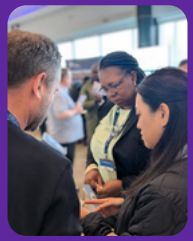
STAFF NEWS

Our wonderful team of staff have gone above and beyond over the past few months, adapting to the new systems and changes within the home with enthusiasm and composure, while ensuring our residents are comfortable and cared for throughout.

When not hard at work caring for our residents, our staff have been busy expanding their knowledge and skills through training. Many of our team members are currently working towards individual qualifications and we are very proud of the work they are putting into their studies. Congratulations to Binam and Vishnu, who successfully achieved their Level 2 qualifications in Health and Social Care, and to Priscila who recently completed her Level 3 qualification in Business Administration.

In addition to their individual studies, our team also take part in regular key skills training at the home, such as the clinical training session which our nursing team attended very recently. These sessions help to ensure the team are confident in key care skills and are familiar with industry best practices.

In November, we joined team members from our fellow Surrey-based Beritaz Care homes to attend the Care Roadshow South. The event was a great chance to meet some of the organisations offering solutions to enhance care services, as well as meeting with other service providers operating in the South. We also had the opportunity to learn about some of the latest innovations in care practices, which is something we are particularly passionate about at Ashton Manor.

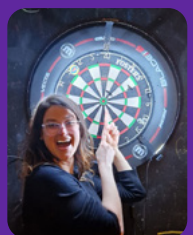


Our staff worked very hard over the festive period, to make sure every resident enjoyed a magical and memorable Christmas at the home, even getting together to practice singing Christmas songs, ready to serenade the residents on Christmas Day.

Before the excitement of Christmas Day at Ashton Manor, we made sure to take a moment to celebrate as a team at our annual staff Christmas party. This gathering was extra special as we were joined by the teams from our Surrey-based sister homes for an evening of food, music, dancing, laughter, and festive fun. We always look forward to our end-of-year staff party, and being joined by our Beritaz Care family made the celebration even better.



Staff social events provide the perfect opportunity for our team members to get to know each other better and have some fun. We held our staff pub night at the end of last month, and spent a lovely evening chatting, laughing and relaxing after what has been a busy start to 2026. We are already looking forward to further staff social events over the summer and more chances to bond as a team.



Care team members Rose and Anisha have both recently welcomed beautiful baby boys and we are delighted for them. Both mothers and babies are doing well and have been sharing news with us from this exciting time in their lives.

Sangita has now started her maternity leave, ahead of welcoming her new arrival. To celebrate this special time we hosted a baby shower at the home. We came together to wish Sangita all the best, share our congratulations, and present her with some gifts from the team.



We have recently welcomed back Pabina as a senior care assistant following her maternity leave, it is wonderful to have her back at the home. Reena will also soon be returning from maternity leave after welcoming her daughter last year; the residents and staff are all looking forward to her return.

It has been wonderful to have some new faces join us at Ashton Manor. We have recently welcomed Puja and BG to our nursing team, as well as Binita who has joined our care team. Our new team members have settled in very well with the support of their colleagues. We would also like to share our congratulations to Pushpa, who has now taken on the role of senior care assistant. It is always fantastic to see our team members progress and we are keen to support them in their development.

We have had some fantastic experiences supporting work experience placements at Ashton Manor and this is something we are keen to continue. We are hoping to once again welcome student nurses, nursing associates, and social care students from the local college and university, as well as pupils from nearby secondary schools, and provide them with a hands-on experience of a career in care.

In March, some of the newer members of the Ashton Manor team met with staff from our sister homes for the Beritaz Care staff orientation day. They had the opportunity to hear from the management team about the company's values and ethos, as well as hearing from colleagues and residents about their experience with Beritaz Care.



Our 'mental health check-in board', which was introduced for the team last year, has continued to be popular with our staff. The board encourages team members to take a moment and ask themselves, "what do you need today?" and take a note that will give them a boost in whatever way they need. The board is still being used regularly by our staff and has proven to be a success. It has even caught the

attention of visitors to the home, who commented on how impressed they were with the initiative.

In May, several of our fantastic Ashton Manor staff members will be taking on a sponsored 13-mile trek around London, in aid of the Alzheimer's Society. We see firsthand the impact Alzheimer's and dementia have on our residents and their families, and our team have been inspired to take on this challenge to do their bit to support the Alzheimer's Society. If you would like to show your support for the Ashton Manor walking team, you can sponsor them here: [justgiving.com/page/ashtonmanorwalkingteam](https://www.justgiving.com/page/ashtonmanorwalkingteam)

Ahead of the walk, the team have been busy training and getting in their steps, as well as holding a cake sale at the home to help towards their fundraising goal. Residents and visitors were invited to purchase a ticket and enjoy a sweet treat. Everyone enjoyed the delicious selection of cakes, cookies and cupcakes available. Thank you to everyone who took part.



We would like to say thank you to the brilliant Ashton Manor team for their hard work and positivity over the past few months. Their smooth adoption of the Care Vision system is commendable, and they have adapted very well to the challenges brought by renovation works around the home. It has been wonderful to see the team come together and demonstrate such great teamwork during this time, we are incredibly appreciative of everything they do.

STAFF STORY

Pushpa has been a part of the Ashton Manor team since August 2023 and has recently been promoted to a senior role. Pushpa has taken on new responsibilities with capability and enthusiasm. Here, Pushpa tells us her thoughts on what a career in care means to her:



"I chose a career in the care industry because I am a compassionate person and wanted to do something meaningful. Working in care means I can support my family while feeling fulfilled in my work."

My favourite thing about my job is getting the chance to care for those in need and knowing I am making a difference in their lives. The residents share part of their lives with us and so need to have trust in us; that is the most important thing. I enjoy all my interactions with the residents, sharing giggles and having little chats about different things, and above all, I love knowing that I am helping to relieve any loneliness they might be feeling.

I recently transitioned into a senior role and was very happy for the opportunity to progress. This role does come with more responsibilities, but I have had so much support from management in this transition and in adjusting to everything that comes with the new role. My colleagues have also shown me so much support and encouragement in accepting the role of senior care assistant.

For me, Ashton Manor is like my second home, and all the staff members and residents feel like family. I feel very happy and lucky to come to work each day. After our own homes, this is the place we spend most of our time, so there is a sense of familiarity and belonging when I come to work, which I really like."

You can read Pushpa's full story on our website: beritazcare.co.uk/staff-stories/story/pushpa

everyone laughing and cheering. The residents loved watching the panto and particularly enjoyed the sing-along sections and audience participation.



We were delighted to welcome Lizzy and Vanda from St Peter's Church for a wreath-making session with our residents. Everyone had a lot of fun creating their own wreaths from seasonal foliage and picking the decorations they wanted to add. This was a lovely creative activity, our residents enjoyed making their wreaths and seeing them hanging in the home.



The festive entertainment continued with the Dusty Tracks Christmas show. They played some Christmas classics, along with other well-known songs which everyone enjoyed singing along to. This was followed by a Christmas Carol Concert by the wonderful children from St Peter's Primary School.

Christmas is one of our favourite times of year at Ashton Manor. It was joyful to see our residents have so much fun taking part in festive activities during December and celebrating Christmas Day together.



It was a frosty start to the new year, but the residents quite enjoyed getting to see the flurries of snow in Surrey. A few of our residents and staff couldn't resist popping outside to see the snow up close, even if there wasn't quite enough to build a snowman.

The start of February saw the residents of Ashton Manor consider what dignity means to them as part of our Dignity Day activities. Everyone came together to create a 'dignity do's' board, sharing their thoughts on how we can all show respect and care to each other. Residents decorated the board with their favourite ways to uphold dignity, to create an inspiring collage for everyone in the home to see.

RESIDENT ACTIVITIES

Residents of Ashton Manor enjoyed a busy winter at the home, filled with seasonal activities and events both within the home and in our local community.

Even in the colder months, we like to arrange trips out on the minibus so residents can explore some of their favourite local spots, including the garden centre. Over Christmas the garden centre looked extra festive with the lovely Christmas decorations which the residents enjoyed browsing, before taking a look at all the beautiful plants. Our garden centre visits often end with a trip to the café to enjoy a cup of tea and slice of cake.



In December, we welcomed the brilliant Carousel Theatre Company for a performance of the panto classic, Cinderella. The fantastic performers had



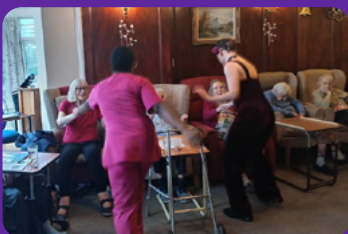
On Valentine's Day, residents celebrated the season of love with some fun craft activities, making their own Valentine's Day tree collage. The residents filled their trees with heart-shaped leaves before adding some extra sparkle. Later in the month, we welcomed in the year of the horse with a special celebration for Chinese New Year. Residents enjoyed learning about the festival and the meaning behind the year of the horse. During the celebrations, we took a moment to remember a former resident who would have loved to see us commemorate this festival.



We have had the privilege of helping several of our residents celebrate their birthdays this year so far. We want to make sure our residents always enjoy a special birthday, and one thing we always ensure is that they get to blow out the candles on their own beautiful birthday cake, freshly made by our chefs. Ray was delighted to be presented with his birthday cake, blowing out the candles to the cheers of his fellow residents and our staff. Brenda enjoyed opening presents from her family on her birthday and was thrilled with the thoughtful gifts.



We recently welcomed the brilliant Katie to the home, to entertain our residents with her dancing skills. Katie was fantastic at encouraging everyone to get involved and the residents had a lot of fun joining in with the dancing. Our lovely staff got involved and helped our residents take part, while also showing off a few moves of their own.



Between the fun events and celebrations, residents at Ashton Manor have enjoyed relaxing with their favourite pastimes. Several of our residents have been taking great joy in arts and crafts, using different media to create pictures, collages and other crafts, with the support of our staff. Recently they have enjoyed doing some papercraft, making paper chains to decorate the home for celebrations, and some brilliant paper clovers for St Patrick's Day.



Our residents are looking forward to the summer months and warmer weather. We already have several trips planned to the garden centre, as well as our annual seaside day trip. We are also hoping to attend more community events this summer, including our local village fete which is always a lot of fun.

We are very hopeful that our yearly summer party will be taking place once again in the Ashton Manor garden once renovation work around the home has been completed later this summer. We will keep you updated as plans take shape for this beloved Ashton Manor tradition.



Beritaz Care

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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:

***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.