NEWSLETTER

Ashton Manor Nursing Home - October 2025



INVESTORS IN PEOPLE

We invest in people Gold



Beales Lane, Farnham, GU10 4PY

Tel: 01252 722967

Email: info@beritazcare.co.uk **Web:** www.beritazcare.co.uk



Update from Carla Dixon- Peart, Registered Manager



I would like to kick-off this edition of the Ashton Manor newsletter by saying a big thank you to our brilliant team. The summer period was a busy one for us at the home, amidst events, holidays and changes in the home, the team have stayed firm and kept everything going smoothly.

You may have heard the news of our recent recognition as finalists in the upcoming Surrey Care Awards, and you can read more about this later in the newsletter. All the nominations submitted were done so out of genuine appreciation and gratitude for our team members and the work they do. I am incredibly thankful for our staff's commitment to learning and development, and just for being such a brilliant team.

Thank you also to the relatives and friends of our residents for the continued support you give to me and my team. Your attendance and help with our events, and your input on important home decisions is very valued and I would like to say a big thank you to you all.

I appreciate that there has been lots of change at Ashton Manor recently, new staff members, works around the home and our new documentation system to name a few. These changes, although for the positive, have called for patience from you all and from our team, and I realy appreciate the understanding everyone has shown. With the implementation of the new documentation system,

we are expecting to see improvements to our processes. However, there will be a transition period as the team get to grips with the new system and we appreciate your patience while we are learning.

Something we care deeply about at Ashton Manor is supporting people's emotional and mental wellbeing. As a facility, we have a responsibility to offer support not just to our residents, but also to our staff, our residents' families and the people who make up our support network around the home. A wellbeing resource we have recently introduced at the home is our mental health board, which has gone down really well with the team. You can find out more about that later in the newsletter.

I hope you enjoy reading about everything that has been happening in the home, as well as some of our highlights from summer with the residents. Finally, I would like to share my ongoing appreciation and the joy I feel seeing everyone come together for the betterment of the home and what we do here. Not only from our staff but the entire community around Ashton Manor. Thank you to you all.



HOME NEWS

It was a wonderful summer at Ashton Manor with lots of seasonal fun happening both inside the home and out in the local community, as we enjoyed the warm weather and sunny days.

We began the season with one of our favourite community events, the Wrecclesham Village Fete. We had lots of visitors to our stall to play our games and chat with our team members. Our staff, as well as some of our residents, had a fantastic time visiting the fete, looking at the stalls and getting to say hello to so many lovely members of the local community.

Congratulations to Sarah, who won our 'guess the number of sweets' game, and to David, who was the lucky winner of our raffle. Thank you to all the staff, residents, families and well-wishers who supported us at our stall and to the event organisers for once again arranging such a fun community fete.







Of course, the highlight of the summer season was our annual Ashton Manor summer party. The party was a massive hit, and it was lovely to see our residents having so much fun with their loved ones. The weather was on our side, so we were able to enjoy the festivities outside in the garden, where guests enjoyed refreshments, decorations, games and, of course, the fantastic musical entertainment.







We even hosted an art auction thanks to the artistic talents of Ashton Manor resident, Rob, who kindly allowed us to auction some of his wonderful paintings. You can read more about the party, including the amazing ABBA tribute performance, on our website: beritazcare.co.uk/news/







It is always wonderful to welcome visitors to the home, whether they are our residents' relatives and friends, or members of our local community. This feeling of community has inspired our Fish & Chips Fridays project, for anyone who might appreciate a bit of extra company and a nice lunch. If you know anyone over the age of 65 and local to the home, we would love to invite them for a delicious fish & chips lunch and some friendly company, every Friday at 2pm. Please get in touch with the home if you would like to find out more.

We are proud members of our local community, and greatly appreciate the support the community as a whole gives to us and our residents. A friend of Ashton Manor for many years, Reverend Jacqueline, has recently retired from her role as Vicar for the parish of Wrecclesham. Reverend Jacqueline has been such a great supporter of the home, welcoming our residents to the services she gave at St Peter's Church and making many visits to the home to speak to any resident in need of spiritual guidance. We thank her for all she has done for us and wish her the very best in her retirement.

It has been a pleasure to have the opportunity to give something back to our community in turn, by welcoming students for work experience placements. Over the summer, we have had several students from Weydon School, as well as nursing students from Farnborough College of Technology, working with us and learning about life at the home.

It has been a pleasure to have the students with us, they have proven to be very conscientious and hardworking individuals, and we hope they found their time here beneficial. We are delighted to support the next generation of the care industry.

The changing season has brought along with it some exciting changes at Ashton Manor. The recent improvements we have made are intended to enhance the care provided to our residents, making sure they are comfortable and safe whilst helping our staff to improve efficiency so they can spend more of their time engaging with the residents.

In August, we saw a new call bell system introduced at the home that is easier to use and will help our team respond to alerts more efficiently. We have had very positive feedback from the care staff since the new system has been implemented, who have noticed a big difference in their daily activities.

Last month, we became the first of the Beritaz Care homes to introduce a new digital care management

system. Care Vision enables us to better manage digital resident records and offers additional features to help us improve our internal processes. The Ashton Manor team took part in training on the new system early in September, and we began to use it within the home later that month. It has been a few weeks since the system was implemented, and our team are still learning all its capabilities, but they are excited by the new features it offers and how it can help us to improve resident care.

There have also been some improvements made to the building to help create a more comfortable and accessible environment for residents. We have had a new air conditioning unit installed in the dining and conservatory area, which has made a real difference in keeping this area of the home cool and comfortable, particularly on sunny days.

Our lift has recently been refurbished with new mechanisms to ensure smoother travel for residents using the lift to move between floors. We are always looking for ways to improve the home environment and, in turn, the experience for residents at the home, whether it's big changes or small things happening behind the scenes.

Feedback from residents and relatives, as well as regular inspections, help to guide these improvements and highlight any areas in which we can improve our service. Our most recent mock inspection was carried out this summer by a third-party organisation who assess the home based on the same criteria as COC.

We were proud to receive an overall rating of 'outstanding' in the report from this inspection. Of course, we are always working to achieve high standards within the home, so when a surprise inspection occurs, they will see the same quality and care displayed every day in the home.

In more good news for the home, last month we found out that Ashton Manor has been named as a finalist in three categories at the Surrey Care Awards 2025: 'Innovation in Technology', 'Champion of People and Progress' and 'Nursing Home of the Year'. To be finalists in three categories means so much to all of us at Ashton Manor.

Our team go above and beyond to ensure our residents are happy, comfortable and well cared for; it is thanks to the dedication of our staff that we have been recognised in this way. We are looking forward to the awards taking place in November, bringing home an award would be a fantastic end to 2025.

STAFF NEWS

The Ashton Manor team have been working incredibly hard over the past few months to ensure the home continues to run smoothly while various changes and improvements have been introduced.

We have welcomed several new members of staff to the Ashton Manor team over the last few months. Bindu has joined us as a Care Assistant and Atish as a Care Companion; we have also welcomed Puja as a Registered Nurse. It has been wonderful to introduce these new team members to the home and see them settle into their roles. Our existing staff have been happy to offer a helping hand and make sure they feel welcome.

We took the opportunity this summer to come together as a team for a summer staff BBQ in the garden at Ashton Manor. Our staff work incredibly hard, ensuring our residents are happy, healthy and well-cared for every single day, so we want to show our appreciation and give them the opportunity to have fun together as a team. Lots of laughs were shared and memories made as the Ashton team enjoyed delicious food and some fun in the sun.







There has been lots of happy news to share from the last few months, as we have several new additions to the extended Ashton Manor family. Our team members Narpinder and Pabina welcomed their beautiful babies earlier this year, and we were delighted to meet baby Yara when Pabina brought her to the home to say hello to residents and staff. Over the summer, we hosted a baby shower at the home for another team member, Reena, who has now also welcomed her baby girl. We are a family at Ashton Manor and being able to celebrate these milestones and support our team members means so much to us.





Within the home, we are continuing to support our team members with skill development and education. As well as ongoing mandatory training on key skills, many of our team are also pursuing independent qualifications related to their roles. This has been in large part thanks to the generous support of an anonymous donor, who has made a donation to enable our staff (and those from other Beritaz Care homes) to complete specialised training.

Already, certain members of our team have had the opportunity to take advantage of chef training, activities training and to pursue their Level 3 qualifications. Team members at a variety of qualification levels are making the most of this very generous support and are working hard on their training opportunities to further develop their skills.

As well as encouraging professional development for our staff, we are keen to ensure we also support their mental wellbeing. We have introduced a 'mental health check-in board' for our team, which asks our team members the question "what do you need today?". Whether that's a pep-talk, kindness, a good laugh or simply a moment to breathe, our team are encouraged to take a note that will hopefully give them whatever little boost they need that day.

So far, team members have really been appreciating the dose of mental wellbeing that the board provides. "I was going through my day feeling down but after picking a quote from our 'Take what you need' board it was just in time to remind me not to let my past define me and I felt great moving forward stepping into the better version of myself."





We are passionate about supporting our staff to achieve their full potential, an ethos that was recognised during our most recent assessment for the Investors in People accreditation. We were delighted to receive the 'Gold' award, achieving 'High Performing' in eight areas. This accreditation is the standard for people management and is measured based on our practices for leading, supporting and improving, with a focus on providing an environment for sustained success.





At Ashton Manor Nursing Home, our goal as an employer is to support our staff to reach their full potential and have the opportunity to develop on their career paths. This accreditation is a reflection of our commitment to creating a positive and fulfilling work environment for our team.

RESIDENT ACTIVITIES

We spent a wonderful spring and summer finding ways to help our residents to make the most of the glorious sunshine and warm weather days, with lots of fun activities and events.

The beautiful gardens at Ashton Manor have been put to good use this past season and were enjoyed by all our residents in one way or another. Our resident, Lilian, spent a beautiful spring day doing some gardening tasks with the help of our staff, to make sure the garden was ready to be enjoyed by everyone. Lilian was happy to help out in the garden and enjoyed seeing the flowers she had planted bloom over the following weeks.

Some more of our residents were soon enthusiastic to join in with the gardening fun and, after getting some inspiration during a trip to the local garden centre, they set to work planting up the flowers they had purchased. Gardening is a very calming and relaxing activity, and the residents enjoyed filling the garden at Ashton Manor with colour and life.







This year, we thought we would have some fun and hold a sunflower growing competition for our residents. There is nothing more summery than a sunflower, and the residents had a lot of fun tending to their sunflower plants and watching them grow. After planting their seeds, the residents kept a close eye on them as they grew higher and higher. The resident who grew the tallest sunflower won a prize, but everyone enjoyed taking part and seeing the beautiful flowers growing in the garden.







It wasn't just flowers growing in our garden this year; our residents have also enjoyed growing various fruits and vegetables. Residents got to enjoy the fresh produce they had grown and anything spare was put to good use by our kitchen team. The residents enjoyed seeing the results of all the hard work they have put into the garden this year.







What better way to end a busy day of gardening than with an ice-cold, sweet treat. It wouldn't be summer without an ice cream or two, and the residents very much enjoyed building their own ice cream sundaes, topped with sauce and sprinkles.





As well as spending lots of time in the lovely garden at the home this summer, we also took the opportunity to spend some sunny days exploring the local area. Our residents always enjoy a trip to the local garden centre; it is one of their favourite places to visit and look around. As well as getting inspiration for our own garden, the best part of our garden centre trips is stopping by the café for a slice of their delicious cake while we enjoy a good chat.







It wouldn't be summer without a trip to the seaside, and our residents had a lovely time during our annual seaside outing. We enjoyed a walk along the promenade before stopping for some fish and chips while overlooking the sea. We were very lucky to have a sunny day for our outing, so we got to enjoy the seaside in all its glory.







When we weren't outdoors in the sunshine, there were plenty of other fun activities taking place inside the home for our residents to enjoy.

Animal therapy is a favourite activity with the residents, whether they are enjoying a cuddle with a kitten, feeding treats to a guinea pig or watching piglets run around the home. We work with several local organisations to arrange animal therapy sessions. Spending time with animals is fantastic for our residents' wellbeing and their visits always bring so much joy into the home.







We are fortunate to enjoy regular visits from some fantastic local entertainers who perform a range of musical genres for the delight of the residents. Over the past few months, we have enjoyed visits from performers like Billy Fox, who entertained our residents with his musical talents and had everyone singing and dancing along.

The musical fun continued with a visit from the brilliant Kevin, who delighted residents with his wonderful violin playing and the beautiful music he plays. The residents love to watch and listen to Kevin play the violin.

The wonderful Dusty Tracks band are volunteers who give their time to bring smiles to our residents' faces, playing some of their favourite songs that the residents are delighted to listen and sing along to. We try to arrange a variety of musical genres and styles so there is musical entertainment on offer that appeals to everyone.







We have also had the chance to host some special celebrations in the home recently. We were delighted to help Lilian celebrate her 99th birthday. We decorated the home and helped Lilian blow out the candles on a fantastic birthday cake. Peter also celebrated his birthday surrounded by his friends at Aston Manor. We were so pleased to present Peter with his birthday cake and help him celebrate his special day.







Recently, we hosted a pub quiz at the home, which everyone had a lot of fun taking part in. The residents pondered the answers to the guiz while enjoying some pub-style refreshments. The quiz featured a range of different categories and some general knowledge, so everyone had a fair chance of winning. Everyone was keen to get the most right answers, but most of all, the residents enjoyed having a good chat and sharing some laughs while they took part.







Our regular clubs continue to be popular with the residents, particularly our book club whose members have been taking great inspiration from the books they read to create their own story. Our resident Rob, with the support of fellow book club members Lilian and Cliff, has written 'The Flight of the Swan: A Ballerina's Tale', which is now available to purchase on Amazon. The book came about following a book club meeting, where members were challenged to create a story inspired by a picture of a beautiful ballerina. From that exercise this wonderful story was born. We are always amazed by the talents of our residents and are so proud of them for this achievement.





As we move into the autumn, and the weather turns colder, we still have plenty of fun and engaging activities planned for the rest of the year. We will soon begin our more seasonal themed activities, inspired by the autumn and upcoming winter seasons. We are looking forward to hosting events and themed activities for our residents for Halloween and Bonfire Night over the coming weeks. Before we know it, the festive season will be here, and we are excited to celebrate another Christmas at Ashton Manor. We will soon be sharing details about our Christmas party plans and other dates for your diary.



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

Leave Us a Review

Feedback from our residents and their family and friends is extremely important to us and we really appreciate your support. If you have time, please visit our page on **CareHome.co.uk** and leave us a review.

Being able to read your comments and experiences with Ashton Manor Nursing Home can help other families when trying to choose the right home for their loved ones.

You can submit your review at the link below; https://www.carehome.co.uk/review-submit/18589