NEWSLETTER

Robertson Nursing Home - November 2025









Update from Gabriella Konczol, Home Manager



Welcome to the latest newsletter from Robertson Nursing Home, I'm excited to share with you all the recent news from the home. We had a wonderful summer at Robertson. Thank you to everyone who joined us for our annual summer party, it meant so much to me to see our residents celebrating with their families in our garden, making good use of the outdoor space before a new phase of changes began.

We had a string of good news over the summer, including achieving an overall rating of 'Outstanding' during our mock inspection back in June, and maintaining our Gold Investors in People accreditation during our most recent inspection. I am very proud of the home and especially our team for these achievements. It is a testament to the hard work of the team in keeping a high standard of care and compliance.

If you have recently visited the home, you will have undoubtedly noticed some exciting activity taking place. I am thrilled to share that work has begun on the construction of the brand-new Robertson Nursing Home building. In September, we kicked off the project with a ground breaking ceremony, this was a special moment for all of us to mark the start of this new phase for Robertson.

We are all very excited to see these long-awaited plans start to progress, and we have done everything we can to limit the disruption to everyone within the home and to anyone visiting the home. You can



Priorsfield Road, Hurtmore, Godalming, Surrey GU7 2RF

Tel: 01483 4210337

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

read more about the project later in the newsletter, including details of the changes around the home to accommodate the works taking place. I would like to say a big thank you to our residents and all the relatives for your patience and understanding during this period of transition. Your support for the home means so much to me.

While the building project is in full swing, we have also been making some changes inside the home to make things more comfortable for residents and visitors, including expanding the communal space at the front of the home and relocating our existing salon. The Robertson team have been fantastic and adjusted very well to the changes inside and around the home. I greatly appreciate their positive attitude and reliability, particularly during this time.

I have had some great opportunities over the past few months to take part in activities within our local community and the Beritaz Care community. From taking part in volunteering events and attending the Beritaz Better Future Team Day, to joining my fellow home managers for the Care Roadshow South.



As you can see, it's been a busy and exciting time for us at Robertson Nursing Home, and the highlight of the past few months was being named as a finalist for 'Nursing Home of the Year' at the 2025 Surrey Care Awards. We were so proud to win 'Team of the Year' at last year's awards, and it is wonderful to now be recognised for our nursing care. The awards are taking place later this month, so keep your fingers crossed for our team and hopefully we will have more good news to share with you very soon.

HOME NEWS

Over the past few months, we have seen the first stages of an exciting new phase for Robertson Nursing Home. This time has seen many changes within the home, and we are very grateful for the support and cooperation from our residents, staff, and family members during this time.

The primary goal for all of us at Robertson is to ensure our residents have the best possible environment to call home. The new Robertson building is the next stage in this vision, a home designed from the ground up to be perfectly suited to the needs of our residents. This project has been a long time in the making and will enable us to provide an even better experience and enhanced facilities for our residents.

Before work began, we hosted a meeting at the home with residents and relatives to explain our vision for the future of the home and what the upcoming construction would mean for the existing home. Everyone was very excited to find out more about our plans and get a glimpse at the new Robertson.







We kicked off the project in September with a religious ceremony to bless the build and bring good fortune to the home. We were joined by Robertson team members, the CEO of Beritaz Care, and several of our residents, as well as the construction team. It was a lovely way to bring everyone together as we embark on this adventure and begin the project with a positive energy from all involved.







Construction has been taking place for the last few weeks, and you will likely have noticed some changes when visiting the home. We are taking every action to ensure disruption to residents and visitors is limited.

Changes to the parking area have been implemented, and the new entrance and exit have been clearly marked to ensure clear access. A'SLOW' road sign has now been placed on the verge at the side of the road when approaching from the direction of Prior's Field School. We would strongly advise that when exiting the care park, drivers turn left only. A sign directing left-turn-only will be installed to help minimise risk; we are also looking to remove the wall to improve visibility.

The ramp for wheelchair and ambulance access has been moved to the other side of the building and is safe and ready to use. Several trees have been taken down to clear space for the construction, and we are exploring ways we can make use of the wood, including as benches for the new garden.

In addition to the work taking place around the grounds, we have also been making improvements inside the existing building. The former manager's office and storage space have been relocated to make room for a larger, open communal area for residents and visitors to enjoy. We have also moved our in-home salon to another area. The residents have been really enjoying the new salon space.

Our commitment to providing quality care to our residents was demonstrated during our mock inspection earlier in the summer. The inspection was carried out by a third-party who assesses the home on the same criteria used by CQC inspectors. We were thrilled to receive an overall rating of 'outstanding'. It was uplifting to see our high standard of care and compliance recognised by inspectors.

We are proud to be a part of the wonderful local community surrounding the home. We have a great relationship with Charterhouse School and have welcomed several students volunteers. Our Home Manager, Gabi, was invited to attend a partnership event at the school, where she heard from students about their volunteering experiences. They talked about the knowledge they had gained and how it had changed their view of helping others.







We are currently enjoying weekly visits from a Charterhouse School student volunteer who spends time with our residents and helps out with our organised group activities. The residents really enjoy these visits, and it is a pleasure to have them at our home. We look forward to continuing our volunteer partnership and welcoming more students as volunteers in the future, maybe even inspiring them to consider a career in the care industry.

In October, we had the opportunity to attend the Care Roadshow South, with colleagues from our fellow Surrey-based Beritaz Care homes. We really enjoyed having a look around the event and getting to chat to other people within the care industry. It was fantastic to see the latest innovations in the care sector, as well as new technologies and tools to improve care. We left the event feeling so inspired and have some really interesting new ideas to explore.







As autumn arrives at the home, we are conscious of the increased prevalence of viruses during the colder months and are ensuring we take steps to keep our residents happy and healthy throughout the winter. We are currently finalising a date for vaccinations for residents to take place within the home to ensure they have adequate protection. We also ask that if you do feel unwell, please avoid visiting the home until you have fully recovered, in order to help us protect both residents and staff, particularly while these viruses are more prevalent.

We have recently implemented a new digital care management system within the home. Care Vision will enable us to better manage digital resident records and offers additional features to help us improve our internal processes. The Robertson team have been taking part in extensive training on the new system and familiarising themselves with its features. We are currently adjusting to the practical use of Care Vision within the home; we appreciate your understanding during this transition. We are very excited by the new system's capabilities and how it can help us to further enhance resident care.

The most exciting news in recent months, of course, is that Robertson Nursing Home has been named as a finalist in the Nursing Home of the Year category at the Surrey Care Awards 2025. The Surrey Care Awards take place each year as an opportunity to recognise and celebrate the hardworking individuals and

fantastic organisations operating in the Surrey care sector. We are very proud to be included in their list of finalists and are excited to attend the event. At last year's awards, the Robertson team was named 'Team of the Year', so we are keeping our fingers crossed for more success in 2025. Thank you to the Robertson team; this award is thanks to their hard work and the commitment they show to resident care.

STAFF NEWS

We are incredibly proud of the team we have at Robertson Nursing Home and want to make sure we are providing a positive and fulfilling work environment for our team. Earlier in the summer, we were delighted to receive the 'Gold' Investors in People accreditation following our most recent assessment, achieving 'High Performing' in eight themes across the indicators.

This accreditation is the standard for people management and is measured based on the organisation's practices for leading, supporting and improving, with a focus on providing an environment for sustained success. We are passionate at Robertson Nursing Home about supporting our staff to grow their skills and providing them with the opportunity to develop on their career paths.

Our team work incredibly hard to support our residents in their day-to-day needs; it's important for them to take some time to have fun, like at our annual staff summer party. It was wonderful to take the opportunity to let our hair down and have fun together as a team. We were lucky enough to have a wonderfully sunny day, so we were able to host the festivities in the garden at the home. At the party, we enjoyed some delicious food, shared lots of laughs, and made some lovely memories together.







We have welcomed some new (and returning) staff members to the Robertson team over the past few months. Vincent Olesutean has returned to Robertson Nursing Home as a Care Assistant, and we are thrilled to have him back on the team. We have also welcomed new starters Nafiul and Mathew as Care Companions. They have both settled in well and are building strong relationships with the residents.

As we welcome new faces, we have sadly also

said goodbye to a few team members as they embark on new life adventures. Last month we bid farewell to our wonderful Care Companion, Trevor and his dog, Spuddles, who was also a regular visitor to the home. We wish Trevor all the best, he and Spuddles will be greatly missed by the residents. Shanton, a valued member of our domestic team, has recently moved back home to be closer to family, so has also sadly left the team.

We have also said farewell to Laila, our lovely Care Companion who is starting university. Laila will be returning to the home as bank staff during the university holidays. We wish her the best of luck with her studies and look forward to her return.





We are currently recruiting to expand the team at Robertson, and our existing staff members have been fantastic at supporting each other to ensure the home continues to run smoothly. In particular, we would like to thank our fantastic domestic team members Denise, Usha and Begkala, for going above and beyond to keep the home so clean and tidy while we are recruiting for new team members. Usha also provides support to our kitchen team and helps with tea trolley runs for the residents.

Members of the Robertson team have been working hard, outside of their daily roles, to further their knowledge through skills training and individual qualifications. Our care team members, Ansu and Augusta, have recently successfully completed their Level 3 care qualifications; Ansu completed her NVQ Level 3 with merit and Augusta completed her NVQ Level 3 with distinction. Congratulations to Ansu and Augusta who have put in so much effort into achieving these education milestones.





Thank you to Usha and Begkala

Congratulations to Augusta

Fellow care team members, Aksa and Alina are currently working towards their Level 2 and 3 NVQs, while David, our Chef, is working on his Level 2 Care Chef qualification. We are delighted with the enthusiasm for learning our team have shown.

In some exciting news from our team, our Care

Assistant, Thabeetha's beautiful baby boy was born in September. It was wonderful to celebrate with Thabeetha before she began her maternity leave, and we are so pleased to see her welcome her first child. We wish Thabeetha and her family all the best.





In addition to the community we have built at Robertson, we are also incredibly proud to be part of the wider Beritaz Care family, encompassing our sister homes in Surrey and Dorset. In the summer, management and senior staff joined fellow Beritaz Care team members for the Beritaz Better Future Team Day, hosted in Bournemouth.





We took part in a variety of exercises tackling the topics of teamwork, problem-solving and wellbeing. We also considered the impact sustainability and Al advances will have on the future of the care industry and the role they will play for us at Beritaz Care. We then paid a visit to Windsor Court Care Home to tour the newly refurbished second-floor rooms.

Later this year we will reunite with our Beritaz Care family once again for our staff Christmas party. We are hoping to join with teams from our fellow Surrey homes for our annual end-of-year celebration.

RESIDENT ACTIVITIES

We had a wonderful summer at Robertson Nursing Home. Our residents made the most of the sunny days, spending lots of time relaxing in the gardens of the home, and even doing some gardening.







But the highlight of the season was our annual summer party. The party took place outside in our sunny garden, where our residents were joined by their family members and friends for lots of fun, refreshments, a fantastic raffle, musical entertainment, and, of course, dancing!







It was lovely to bring everyone together for this midyear celebration. Thank you to everyone who came along and joined in with the fun, and to our brilliant staff for working so hard to make this such a great event for our residents and guests.

We were excited to be joined at the home by some special visitors from the Surrey Wildlife Trust for a lovely presentation about the work they are doing to support wildlife in the local area. The residents were very interested to hear about the campaigns the Surrey Wildlife Trust are running and what they can do to take action for local wildlife. We also heard about the activities taking place in Godalming and how this plays an important part in their urban communities work.







Over the past few months, our residents have enjoyed exploring our local area and embarking on some adventures in our minibus. In the summer, our residents enjoyed a visit to the lovely Frensham Pond Hotel. We sat down for a drink in the garden and enjoyed their fantastic hospitality. It was lovely to pay a visit to this fantastic local business and enjoy the beautiful views in the garden.







Most recently, we took some of our residents on an autumnal adventure to explore the beautiful Broadwater Lake. The residents had a lovely time taking a gentle stroll around the lake, seeing the wildlife and the beautiful autumnal colours of the leaves falling from the trees. We also took the opportunity to enjoy some refreshments at the outdoor café, surrounded by the wonderful scenery.







When we aren't out and about in our minibus, there is still plenty happening inside the home with a busy schedule of engaging and varied activities for residents to take part in. Our residents continue to enjoy spending time with animals, whether it's meeting some adorable new fluffy friends in an animal therapy session, or a cuddle with Spuddles, our former Care Companion's dog, when he would pay us a visit. The residents really enjoy the relaxing and calming benefits of having a cuddle with an animal.







Our regularly held clubs continue to be very popular with the residents. In our monthly baking club, residents have continued to bake a variety of delicious treats, while sharing laughs and having a good chat. And we have all enjoyed sampling the wonderful creations that they have made.

The Robertson Nursing Home Men's club—The Ship Inn, continues to meet every month. The members really appreciate spending some time having a good chat over a couple of drinks while sharing stories, jokes and chatting about anything on their mind. The goal of this club is to help our male residents bond over their shared interests and life experiences.





It has also been wonderful to see our residents making special memories with their families. One of our residents, Alan, recently spent a very special day with his family, watching his daughter get married. With the support of our staff and his own incredible perseverance, Alan has been able to improve his mobility in his time at the home. All that work paid off as Alan was able to walk his daughter down the aisle at her wedding.





There are many ways in which we support our residents' physical wellbeing and mobility, and one of those ways is with armchair exercise sessions. Our residents have been keeping their minds and bodies

active, while having fun, thanks to these tailored exercises. We work with a fantastic organisation who come to the home to run these sessions, which have been specifically designed to suit our residents' ability levels.

The Robertson resident council continues to meet on a regular basis to discuss ideas and give their input on life at the home, sharing their thoughts on everything from activities to food, and anything else important to the residents. They also bring forward ideas from their fellow residents, ensuring everyone has a voice. They have been actively involved in the recent building project, with one of our council members, Margaret, taking part in the religious ceremony to mark the beginning of construction.

We are looking forward to spending another fun festive season at Robertson Nursing Home. Our Christmas party is currently being planned amongst other festive-themed activities, so keep an eye out for more details and dates for our Christmas activities being announced soon.



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.



3 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

STAFF SPOTLIGHT

Our brilliant Activities Coordinator, Steve, has been part of the Robertson family for many years. Steve is very popular with the residents, and they love taking part in the wide variety of activities he arranges. He even formed a band with several residents at the



home. Here, Steve tells us a bit more about his career journey and why he gets so much enjoyment from working at Robertson:

"I have worked at Robertson Nursing Home since 2019. I had a year away between 2023/24 but have now been back part-time for almost a year. I previously ran my own business specialising in commercial art projects in interiors, theatre, and film, from the early 1980s to 2014.

I had to reduce my involvement in this due to illness, and then became a full-time carer for three years for my mother-in-law, who was suffering from dementia. She became a resident at another local care home to which I was a frequent visitor. My own mother spent her last few months at Robertson Nursing Home, having been diagnosed with a brain tumour. The wonderful care she received from the staff here inspired me to take on a role at the home, and I now enjoy their camaraderie and friendship as part of the Robertson team.

As Activities Coordinator, I am responsible for keeping the residents actively engaged in activities which are meaningful and stimulating. I also create the monthly activities calendar which is delivered by my team of Care Companions.

My favourite part of the job is being able to make a difference to our residents' days by giving them encouragement. I like to think I help them through their difficult circumstances with the laughter that we share together. I have received comprehensive training by Beritaz in all areas of care and dementia care, which has reinforced the knowledge I have gained through my experience over the last ten years.

My favourite memories from my time at the home are derived from Catch 22—a musical trio I created with a resident and his friend, both lifelong musicians. We were able to perform once a month, and this, plus our weekly rehearsals, always gave him a boost! In his memory, David and I continue to perform as Catch 22-1."