

NEWSLETTER

Robertson Nursing Home - May 2025



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Update from Gabriella Konczol, Home Manager



Welcome to the latest newsletter from Robertson Nursing Home. I am looking forward to sharing with you all the news and updates from the past few months.

Firstly, I think it is important to take a moment to look back at the end of 2024 and the many successes we were able to celebrate at the end of the year. It was a brilliant winter season at the home for both residents and staff. At the end of October, we were visited for another mock inspection in which we received an overall rating of 'Outstanding', as well as an 'Outstanding' rating in many of the categories.

This is an even better result than our previous inspection in May of last year and goes to show the progress our team has continued to make. Our ultimate aim at Robertson is to consistently improve our services and the experience of our residents.

This result is thanks in no small part to the excellent teamwork and commitment all our staff show every single day. For me as a manager this is the ultimate achievement, having the capabilities of our team recognised by an independent body. As the inspection took place when I was away from the home, it brings me great happiness to know that the home is always in safe hands with our fantastic team.

Of course, I can't forget to mention our biggest achievement of 2024, winning the Team of the Year



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Award at the Surrey Care Awards in November. This was the cherry on top of a brilliant year at the home and really made the winter season special for all of us at Robertson.

We were able to celebrate these achievements at our end-of-year parties for residents and staff just before Christmas. It was so nice for everyone to come together and celebrate our successes at the end of what was a truly great year at the home.

After a year that had seen so much joy for us, we wanted to share some of this happiness with our local community. Our reverse advent calendar appeal was a massive hit, a lovely way to help the community and those in need at Christmas time.

I hope you enjoy this edition of our newsletter and don't forget, if you want to stay up to date with everything that is happening at Robertson Nursing Home, make sure to follow us on Facebook: facebook.com/Robertsonnursinghome.



HOME NEWS

We had a fantastic festive season at Robertson Nursing Home, filled with lots of fun seasonal events and activities. The end of 2024 was made even better by the home's success both at the Surrey Care Awards and in our mock inspection.

We were delighted to receive the results of the mock inspection in October, which was carried out by a third-party organisation, who assessed the home along the same criteria as CQC inspectors. These mock inspections give us an insight into how we are doing and any possible areas of improvement in preparation for a formal inspection.

We were incredibly proud to receive an overall rating of 'Outstanding', as well as ratings of 'Outstanding' in the 'Effective', 'Caring', 'Responsive' and 'Well-led' categories. This is an even better result than in our previous inspection and reflects the hard work and commitment our staff put into the care of our residents every single day.

In November, the Robertson team attended the Surrey Care Awards and walked away having been named Team of the Year. This award means so much to all of us and it's thanks to the work of each member of our team that we have been able to achieve this accolade. Our staff go above and beyond to make sure our residents are happy, healthy and living life to the fullest. We are incredibly proud to receive this award and to be recognised in the industry by an organisation like the Surrey Care Association. You can read about our evening at the Surrey Care Awards on the **Beritaz Care website**.



This pattern of success continued for the home into the new year, when in January we were visited for a food hygiene inspection, in which we achieved a five-star rating. Our kitchen team work incredibly hard, not only to provide healthy and tasty meals for our residents, but also to maintain a clean and hygienic kitchen area.

Our relative's feedback survey was sent out at the start of the year, and we really appreciated all the responses we received from so many of you. Thank you for providing your feedback on the home and our services. We received replies from 50% of relatives

and would love to see this increase even more next time. If you have any feedback on how the survey is delivered, or anything we can do to make it easier for you, we would greatly appreciate your input.

The feedback from the survey was generally positive, we have reviewed the comments and have already taken steps to make improvements in areas that were mentioned. It was also interesting to see that the feedback from relatives very closely matched the responses to our residents' survey that was carried out towards the end of last year. We find it very useful to get our residents' input and it gives us the chance to gather suggestions for things like activities, events and outing ideas.

If you would like to share your thoughts on our services and staff, we would greatly appreciate it if you could leave us a review on our Carehome.co.uk profile. This is another great way for us to gather feedback on the home and helps other families when searching for the right home for their loved one. You can submit your review here: <https://www.carehome.co.uk/review-submit/16749>

To help make sure our residents have an active voice in the goings-on at the home we have introduced our resident council. The council currently has three members, who meet each month to discuss their ideas for everything from activities to food, and everything else happening in the home. They also bring forward ideas from their fellow residents, ensuring everyone has a voice. This is all part of encouraging resident involvement, it gives us the opportunity to get regular feedback from the residents on what we are doing well or what could be improved.



In recent months, we have been making improvements to help make life easier for residents and staff at Robertson Nursing Home. We have replaced and upgraded some of our equipment, with a view to helping staff work more effectively and focus their energy on resident care. We have also taken delivery of a brand-new minibus for our residents to use for activities, appointments and trips. This new minibus is a more modern version, fitted with an electric wheelchair platform to make it easy for residents to get on and off the bus. We cannot wait for all the outings we will be taking our residents on in the new minibus this summer.



At Robertson Nursing Home, we are proud members of our local community and are lucky to have close relationships with some wonderful local organisations. Over the winter, we were delighted to welcome three student volunteers from Charterhouse School. These lovely volunteers visited the home every Wednesday to engage with our residents, whether that was helping them take part in an activity or simply having a nice chat. We are looking forward to welcoming the students back later this year after their exams.

We wanted to do something to give back to the community that does so much for us and our residents. In December, we held our reverse advent calendar appeal and received lots of donations from residents, relatives and staff. We were thrilled to be able to put together five big hampers which were delivered to Bethel Christian Church in Bramley and Godalming Baptist Church, with the help of Margaret, one of the members of our resident council. Thank you to everyone who got involved and donated.



Working closely with our local community was a big priority for us in 2024, and we are excited to continue to grow these relationships and find new ways we can support our community this year.

STAFF NEWS

There have been some changes to the Robertson team in recent months, and although it has been sad to say goodbye to some beloved members of the team, it has been good to see our staff grow and progress.

At the start of the year, we said farewell to Sharon Fisher, our wonderful Chef at Robertson Nursing Home. Sharon had been with the company for 25 years and, throughout this time, has made sure our residents were well-fed with delicious and nutritious meals. Sharon has contributed hugely to the care of

countless residents, creating bespoke menus based on the needs of individuals, while making sure they had food every day that they enjoyed.

It was very emotional to say goodbye to Sharon as she moves to a new role closer to her new home, and we wish her the best of luck in her future adventures. Sharon is truly missed by everyone at Robertson but still comes to visit the residents and staff when she can, it is always wonderful to see her at the home.



We have also said goodbye to Rebecca Hall, our Night Care Assistant, who has moved on to join her family's business. Jonathan Chitumbura, a member of our care team, has also left the home to take on a senior role in an assisted living facility. He is greatly missed by all of us, particularly the residents. We wish both Rachel and Jonathan the best in their new endeavours and are pleased to see our staff progressing in their career goals.

With Sharon departing from her role as Chef, we have seen some changes in our kitchen team, including the promotion of David Zoltan as our new Chef. David has been a part of our kitchen team since 2020 and is well-equipped to take on this new role. David has been learning and developing in his new position and is doing very well, he has already received good feedback from the team and residents.

Supporting David in the kitchen is Liz Carter, who has been with the home for over twenty years and works as a Cook and Kitchen Assistant. Caroline Crawford, our Team Leader, also helps out in the kitchen and cooks for the residents at least once a week. Caroline really enjoys cooking, spending time in the kitchen gives her variety in her role that she really appreciates. The kitchen team has been developing and changing, resulting in a team that works well together and is fantastic at what they do.



David Zoltan



Liz Carter

We are pleased to welcome back Steven Hedges to the home as our Activities Coordinator. Steven previously worked at the home as a Care Companion

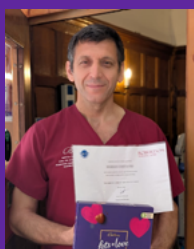
and was fantastic at supporting the residents in activities, so he is the perfect person to organise our resident activities schedule. We are all very happy to have Steven back at the home in this new role.

It has been wonderful to share in so much good news and celebrations with our team members this year, including Thabeetha's wedding in February. Congratulations to Thabeetha, we hope you and your loved ones enjoyed your special day.



Our team members have been working hard on their training and qualifications recently. Ansu Paul, our Senior Care Assistant, will soon finish her NVQ level 3, and we wish her luck in her final exam. There are several other members of our care team who are currently working towards qualifications; Aksha Matthew is currently working on her NVQ level 2, and Augusta Purushothaman is working on her NVQ level 3. Well done to all of you, we are proud to have a team so dedicated to furthering their knowledge and skills.

We like to take the time to celebrate our staff and their achievements. In our recent staff meeting, several team members were recognised for excellent attendance throughout 2024. The commitment our staff show to their roles means we can provide consistent, quality care to our residents, from friendly faces they recognise and feel comfortable with.



We would also like to say a special thank you to Monica Pacala, our Support Manager, and Angela Mihaescu, our Clinical Lead, for everything they do to ensure things run smoothly at the home each and every day. Any time Gabi is away, she is confident the home is in safe hands with Monica and Angela and is pleased to see how well the team works together in her absence. Monica was leading the team during the recent mock inspection, which resulted in the home receiving an 'Outstanding' rating. It makes Gabi very proud as a manager to know that everything continues to run well whether or not she is physically at the home.

This month, a wonderful fundraising event involving one of our team members took place at the home. On 22nd May, our wonderful team member Deepika had her 'big cut' (courtesy of our hairdresser Karen) so that she could donate her hair to the Little Princess Trust. This fantastic organisation provides free real hair wigs to children and young people who have lost their own hair through cancer treatment.

As well as Deepika's fantastic donation, she was also able to raise over £600 for the Little Princess Trust to support their creation of real hair wigs and their ground-breaking childhood cancer research projects. You can still support Deepika and donate to her fundraising efforts here:

<https://gofund.me/4b62e1e2>



RESIDENT ACTIVITIES

It has been a busy start to 2025 at Robertson Nursing Home, following a very fun festive season which culminated in our residents' Christmas party.

This year has seen our regular monthly clubs really take off. Both our cooking club and monthly men's club (named the Ship Inn by the resident members) have proven to be very popular with the residents. Through these clubs, we are aiming to provide socialisation and community, through activities that suit the different tastes and interests of our residents.

Recently, in our residents' cooking club, the members have been having fun baking all sorts of delicious treats including apple cake, lemon drizzle cake bars, almond cake and chocolate brownies. This is an activity many of our residents really look forward to, they enjoy baking delicious treats from scratch to share with everyone in the home. Being involved in every stage of the baking process gives residents a sense of independence and familiarity for those who have been baking all their lives.



The first meeting of our men's club was held in February. The members decided on the club name 'The Ship Inn' and have a painting of a ship as their chosen club emblem. So far, the members have enjoyed having a good chat over a nice glass of Guinness or lager and some snacks. This men's club has proven to be a great way for some of our male residents to bond over their shared interests and life experiences. The club has been a success, and they are already planning activities for future meetings.



We always aim to support and encourage our residents' passions and hobbies so they can spend time doing things they enjoy. One of our residents particularly loves books and reading, so she has taken on the role of librarian for our resident library. This responsibility has given her a sense of independence and empowerment, while providing a fulfilling activity linked to a hobby she loves.

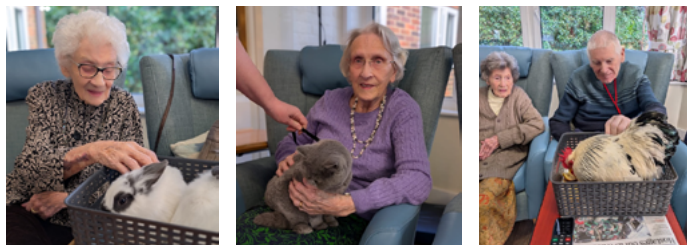


Our residents have been enjoying coming together to play games. Whether that is a fun memory game with our staff members or a good game of bingo. Activities like these are a great way to encourage cognitive exercise, simple ways to help our residents improve memory and observation skills while providing the chance to socialise. Spending a little bit of time regularly exercising the mind can have great benefits.



Another activity that has been popular with our residents recently, and is also fantastic for their wellbeing, is regular animal therapy sessions. The residents always look forward to these sessions, which provide a very relaxing and enjoyable experience for everyone who takes part. For many residents, this time spent with animals brings back happy memories of their own beloved pets. We work

with some wonderful organisations who bring their animals to the home to spend time with the residents.



We are also fortunate to have some fantastic musicians who come to entertain our residents (as well as our own talented staff members), including the wonderful Dusty Tracks band. They are talented musicians and singers who are kind enough to give their time to entertain our residents. During their last visit, our residents had a great time listening to the songs and singing along when they knew the words.



Our residents enjoyed an outing to Guildford Cathedral recently. The sun was shining and it was a perfect day to look around the beautiful building. The residents enjoyed learning all about the history of the cathedral, before sitting down for a nice cup of tea in the café. We are happy to help our residents explore the wonderful sights our local area has to offer and, with the delivery of our brand-new minibus, we are excited to plan lots of trips this summer.



We love any excuse for a celebration, particularly those that involve celebrating with friends and family, whether it's a seasonal event or special occasion. A few months ago, we were delighted to help Mr & Mrs Woolmington celebrate their diamond wedding anniversary at the home. Congratulations to you both, we hope you enjoyed your special day.

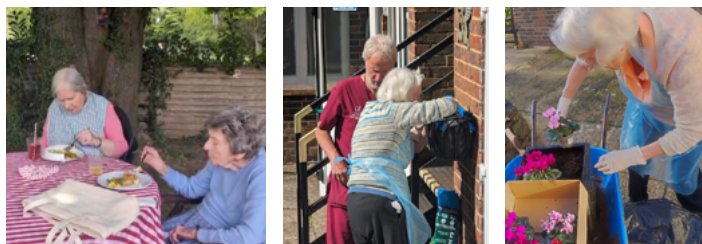


We spent a wonderful Easter weekend welcoming lots of visitors to Robertson Nursing Home. It was

lovely to see our residents celebrating Easter with their loved ones. Thank you to everyone who helped to make Easter at Robertson so special.



With the arrival of spring and the sunny weather, the residents have been spending lots of time outside. Some have been lending a hand with gardening tasks, while others have been sitting in the sun or enjoying dining al fresco. The residents have been planting flowers, fruits, vegetables and other plants that they will be tending to this spring and summer.



One of our favourite events will soon be returning to the home, our annual summer party. This year's event will be taking place on Friday 11th July at 2.30pm. The Robertson summer party is always a highlight of the season for our staff and residents. We love to invite residents' families, friends and members of the local community to join us. We will share more details closer to the time, so make sure you save the date.



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:



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 SPOTLIGHT

Thamanna Musthafa is a Senior Care Assistant at Robertson Nursing Home and has been a member of our team since 2021. Having recently returned from maternity leave, Thamanna has been taking on new responsibilities as a senior team member and has settled into the role very well. She is very bright and a quick learner, so has handled her new responsibilities in a very capable way. Thamanna explains a bit about her journey and why she enjoys working in care.



"Before moving to the UK, I worked in the medical field as a biomedical scientist. I have a master's degree in microbiology and have always been interested in biology and medicine. I enjoy taking care of people, so working in care felt like a good fit for me. It's a job I really like. I am also naturally very patient, which I think is a useful trait when working as a carer."

"I came back to Robertson in September after being on maternity leave, and in January, I began training as a Senior Care Assistant. As I am developing in my new role, I have taken on responsibilities such as doing daily checks, monitoring that equipment is in good condition, doing audits, recording patient notes and overseeing the care team. I have really enjoyed taking on the new responsibilities and the opportunities I have had for development."

"The part I enjoy most about my job is interacting with the residents, supporting them, and making sure that they are comfortable and happy. I like working as part of a team and being there to help my team with anything they need."

"Working at Robertson has been a really good experience. The home as a whole is like a family, we all help one another and pitch in when anything is needed, whether that's in the kitchen, with laundry or cleaning. With two young children at home, I have been given the flexibility with my hours to make sure I can be there for my children when I am needed."

"Everyone at the home is open and inclusive, I am Muslim, and when I need to take time to pray, my colleagues are very supportive of this. When I returned from maternity leave it felt like I had never left. Everyone was happy to welcome me back, and I have had only positive feedback from everyone since my return. It feels nice to know I am supporting the team, and my colleagues are happy to work with me."