

NEWSLETTER

Robertson Nursing Home - May 2026



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Beritaz Care

Care You Can Trust

Update from Gabriella Konczol, Home Manager



Welcome to the latest newsletter from Robertson Nursing Home. I hope you enjoy reading about everything that has been happening at the home over the past few months.

2025 was a great year, and I am so proud of everything we achieved. We were honoured to be named as finalists at the Surrey Care Awards 2025. While we didn't win, it is still a great achievement for the home and the team just to be nominated. As home manager, I am extremely proud that Robertson has been a finalist in the awards for the past three years in a row, even winning Care Team of the Year in 2024. It is a testament to the incredible teamwork of our staff and their commitment to care.

On a personal note, as you may have seen, in December I braved the shave to support Macmillan. This challenge meant a great deal to me on a very personal level, and I was happy to support this wonderful charity. I can admit I was a bit hesitant on the day but in fact found the entire experience very liberating. I was overwhelmed by the reactions and support from everyone at the home, and would like to say thank you to everyone who donated and for all the compliments I received after the shave.



Every year there is some kind of fundraising taking place, either through the home or individual staff



ROBERTSON
NURSING HOME

Priorsfield Road, Hurtmore, Godalming,
Surrey GU7 2RF

Tel: 01483 4210337

Email: info@beritazcare.co.uk

Web: www.beritazcare.co.uk

members doing their part for causes that mean something to them. I hope I can inspire others to get involved and am looking forward to seeing which charities we support in various ways in 2026.

As always, we had a great time celebrating Christmas at Robertson. For our staff party, we were joined by team members from our sister homes for a big celebration to close out the year. It was a very good night and felt special to share it with our friends from the other homes. The Christmas period at Robertson was busy, of course, but it was truly wonderful to see how much the residents enjoyed themselves. I am grateful for all the work the team put in to make it such a fun festive time.

2026 started with a bang with our mock inspection in January, but the team performed very well and we received a rating of 'Good' in all areas, which you can read more about later in the newsletter. The team have also been working hard on their own individual qualifications this year; you can read what they have been up to in the staff news section. I am proud as manager to see our staff work on their own development and help them achieve their potential.



These opportunities for learning benefit not only the team in their own career journeys but also contribute to the quality of care our residents receive.

And of course, the big news is the fantastic progress that has been made to our brand-new building. Despite some soggy working conditions over the first few months of this year, I have been so impressed to see the construction team hard at work come rain or shine (but mostly rain). We have all been excited to see the progress of the building and have been able to take some site visits with staff members.

Thank you for taking the time to read this newsletter and I would like to share my thanks to you all for your continued support and for being a part of our Robertson community.

HOME NEWS

We had a busy end to the year and beginning of 2026 at Robertson Nursing Home, with lots of exciting changes and causes for celebration.

As you may have seen, construction of the new Robertson building is progressing well. It has been wonderful to see the home start to take shape as the walls go up over the past few months. Recently, some members of our team took a tour of the site to see the progress and start to get an idea of what the new home will be. It was very exciting for the team to get a sense of what the building will look like and start to imagine life in the new home.



Both our residents and staff are enjoying seeing the progress of construction, and we are keen to make sure all members of our community are involved in the project. We have a suggestion box for staff to share their ideas, which have been very interesting to read so far. Thank you to everyone who entered our competition and put forward their suggestions for naming the communal areas in the new building. We will be announcing the winning names soon.

If you would like to stay up to date with the progress of the new building, you can now visit our gallery page to get the latest updates on construction: rnhdevelopment.beritazcare.co.uk

We would like to say thank you to all the relatives, friends, and other visitors to the home for your continued patience with disruptions and parking issues while we are still taking regular deliveries for the construction site. We appreciate your support during this exciting time for Robertson.

In our last newsletter, we shared that we had implemented a new digital care management system, Care Vision. After taking part in extensive training on the system, the team have adapted very well and have noticed the benefits it has brought to our daily operations.

Since the start of this year, we have been using Care Vision for our visitor sign-in system, and we hope you have all found it to be a smooth transition. Please be aware that the system is case-sensitive and on leaving the home, please ensure you type your name in the exact same format as you did to sign in. If you have any issues or need support signing in or out, please let the team in the nurses' office know. You can also leave your feedback for the home through the sign-in system, so if you have any comments about the team or our service, make sure you let us know.

We are always keen to hear feedback from residents and their relatives about anything we can do to make their experience at Robertson even better. By leaving us a review, you can help to shape the future of the home, as well as helping other families seeking the best care service for their loved ones. If you would like to share your thoughts, we would really appreciate you leaving us a review here: carehome.co.uk/review-submit/16749 or you can share your feedback on our [Google page](#).

Towards the end of last year, we were delighted to attend the Surrey Care Awards as a finalist for the Nursing Home of the Year category, following our success in winning Team of the Year at the 2024 awards. Although we didn't go home with an award this time, we still had a great night supporting our fellow Surrey-based care professionals. The Surrey Care Awards is truly an event that inspires us and makes us proud to be a part of this industry.



In January, a mock inspection was carried out at the home. These regular assessments help us to ensure consistent quality in our service and identify any

areas of improvement prior to a CQC inspection. The home received an overall rating of Good, as well as being rated Good in all inspection categories. The entire team has worked very hard since our last inspection to address the advisory areas raised, it is wonderful to see that our work and improvements have been recognised.

With summer just around the corner, we have been looking forward to spending more time outdoors enjoying the sunshine with the residents. With the building works taking place, we have obviously lost a lot of the garden space we would previously spend time in, so we have been working to create a new garden for residents to enjoy this summer. We have given this outdoor area a makeover, adding plants and garden furniture, to make a welcoming space for residents to enjoy some fresh air and time in the sun. The finishing touches will be completed soon, and we are looking forward to making good use of the space over the coming months.



There have also been some changes inside the home. We have rearranged our dining spaces to create two dining areas, which enables us to also maximise more of the communal seating area as a lounge space. With the additional seating we now have more space for residents to take part in activities together.

We have recently updated our food policy regarding food being brought into the home. We ask that if you are intending to bring food gifts in for a resident, you have read and are familiar with the current policy regarding food prepared outside of the home. We suggest that visitors only bring in low-risk foods such as fruit, biscuits, and chocolate where possible, avoid bringing in hot food, and take steps to ensure safe storage and transportation of fresh food items. This policy is in place to ensure the safety and wellbeing of our residents, and to conform with food safety regulations. Please contact our team to read the updated policy in full.

Thank you to everyone who took part in our recent relatives' survey, which was carried out alongside our regular residents' survey. We are grateful to you for taking the time to answer our questions and share your thoughts; we are pleased to see that the feedback was overall very positive. Any key issues raised through the survey will be taken on board, and

we will be working to address these. If you would like to find out more information on the outcomes of the survey, please see the noticeboard within the home.

To find out more about our plans for Robertson Nursing Home, and for the opportunity to give your input, make sure you have saved the dates for our upcoming relatives' meetings. Our next meetings are taking place on Wednesday 12th August and Wednesday 18th November at 2pm, we look forward to seeing many of you there. Thank you also to everyone who attended our relatives' meeting earlier this month and for sharing your valuable input.

STAFF NEWS

2025 was a busy year for the Robertson Nursing Home team. With lots of changes happening within the home, our staff continued to demonstrate great teamwork and reliability at all times. To celebrate the end of another fantastic year at the home, we came together for an evening of food, dancing, and festive sparkle with our Beritaz Care colleagues at our annual staff Christmas party. It was great to celebrate the festive season with our Surrey-based Beritaz family, having fun and letting our hair down after all the hard work the teams had put in during the year.



In February, Sita Rai joined us as a full-time care assistant and has settled into the care team well. We have also welcomed two new bank nurses, Iuliana Dinca and Cristiana Mamularu, who will be supporting our existing RGNs with cover for staff holidays and night shifts. Iuliana was previously a staff member at Robertson and it is lovely to have her back at the home. Both Iuliana and Cristiana are experienced nurses and have been fantastic additions to the team.

Sadly, we have also had to say farewell to a member of the Robertson family. Lukman Fuseini, a member of our nursing team, has now left the home and moved to Canada to pursue his dreams. During Lukman's final weeks at Robertson, we held a leaving party at the local pub to say good luck and thank you for everything he has done. Since leaving, Lukman has been in touch to let us know he is settling in well but missing everyone at Robertson greatly.



With so many exciting things on the horizon, we wanted to take the time to sit down with our staff and discuss what the future of Robertson looks like for us all. We were joined by Beritaz Care CEO, Kumar, for a staff meeting to discuss the build project. Staff were told about our vision for the new home, what these changes will mean for the team, and an update on the project progress. They have since had the opportunity to visit the construction site and see the progress for themselves.



In March, some of the newest members of the Robertson team attended the Beritaz Care staff orientation day. They joined staff from our sister homes for the event, to hear from the Beritaz management team about the company's values and ethos, as well as hearing from colleagues and residents about their experiences. It was a very valuable day for the team, and they really enjoyed getting to learn more about Beritaz Care.



A few weeks ago, we held a two-day team building session for the Robertson staff. Across the sessions, team members had the chance to get to know each other better outside of the home through various fun, interactive team building activities. We also asked them to discuss and brainstorm ideas about the new home and the future of Robertson. It was a fantastic two days with the team.



Many of our team members are currently working towards care qualifications, including, Vimal,

Deepika, Preveena, Gayathri, and Emmanuel, who are studying for their Level 2 diploma in adult social care, and Alina and Thamanna, who are working towards their Level 3 qualifications. Our wonderful chef, David, is also working to achieve his Level 3 diploma in catering. Congratulations to Aksa Matthew, who has recently completed the Level 2 diploma in adult social care after putting in a lot of hard work.

There have been many reasons for our team to celebrate in recent months, including some exciting personal events. In January, Aksa got married in a lovely ceremony; we are sending all our heartfelt congratulations to the happy couple. In more good news, Favour and Emanuel welcomed their beautiful baby in February. We are so happy for them on this new addition to the family.



You may have seen that several members of the Robertson team have been doing their bit for good causes. At the end of last year, our brilliant home manager, Gabi, braved the shave to raise funds for MacMillan Cancer Support, and in February, care team member Augusta had a big cut to donate her hair to The Little Princess Trust. Well done to Gabi and Augusta and thank you to everyone who has shown them support.



We have recently introduced a compliments box for the team, where fellow staff members, residents, and relatives can share their compliments for any team member who has gone above and beyond. The box is located by the nurses' office and you are welcome to fill out a slip and tell us about a great experience you have had with a member of the team.

Each month, we will be sharing the person who has received the most compliments. David Zoltan, our chef, has been recognised for his fantastic Christmas dinner and the great food he creates for our residents every day. Naiful Mehedi, our care companion, has also been recognised for going above and beyond in his role, always looking out for the residents and staff, and being extremely helpful.



We would like to say a big thank you for the entire time for their continued hard work; it is their tireless dedication that allows everything at the home to continue running smoothly and ensures our residents are happy and well looked after.

RESIDENT ACTIVITIES

Looking back to the end of 2025, we would like to share our thanks to everyone who helped us to make sure our residents had a magical Christmas. Throughout December, we welcomed musicians, performers, and carol singers to the home to put on some fantastic entertainment for the residents, before being joined by residents' family members and friends over the Christmas period.



Christmas at Robertson is always a special time of year; seeing our residents smiling and happy celebrating the festive season together was the best Christmas gift we could ask for.

We kicked off the new year with a busy schedule of activities, including some of our residents' favourite pastimes, which we are glad to see continue into 2026. Our cooking club has proven to be a favourite activity with several individuals. For those who have always greatly enjoyed baking and cooking, having the opportunity to continue these hobbies through our club has meant a great deal to them.



Our resident council has continued to be a great opportunity to get residents involved in home decisions and a chance to share their thoughts on everything from menu options to the activities

calendar, and even ideas for the new building. We have had great contributions from the residents, and our nominated council members have done a fantastic job at representing their community.

During the colder months and rainy days, many residents spent their time reading, playing games, and working on puzzles together. One of our residents and staff members, who have a shared passion for music, regularly get together as the band Catch 22, to play some of their favourite songs. We know how important music is for this resident and how much he enjoys being part of Catch 22, nearly as much as we all enjoy hearing them play.



We are lucky to work with some wonderful local organisations who support us with activities, including animal experiences. Earlier this year we welcomed some visitors from Bowells Farm, including an adorable little piglet. The residents got to help give the piglet his bottle and loved watching him happily drink from it. Our residents also enjoyed a visit from the Zoo Lab team and were fascinated to learn about the critters they brought. Some were even brave enough to touch a snake or hold an insect, a first-time experience for most.



We have had the opportunity this year to explore some lovely local destinations, such as Guildford Cathedral. Everyone had a great time taking in the beautiful architecture and exploring the cathedral, before enjoying a cup of tea in the café. We have also enjoyed visiting some local businesses, like The Mill at Elstead and the Howling Owl in Godalming. Our residents were happy to enjoy refreshments in the lovely surroundings and support these wonderful local businesses.



The residents always enjoy trips out to explore Godalming and nearby areas, and we are already planning more adventures during the summer to make the most of the lovely sunny weather.

We spent a lovely Easter weekend with the residents, taking part in some fun Easter activities. Everyone enjoyed getting creative with some themed arts and crafts, including making their own beautiful Easter bonnets. After tucking into their delicious Easter lunch made by our wonderful chef, the residents cracked open their chocolate eggs.



The residents enjoyed their Easter celebration, and it was also lovely to welcome their families and friends over the Easter weekend. We are looking forward to hosting more celebrations and events in 2026.

We will keep you updated on our plans for the rest of the year as they are confirmed and make sure to take a look at the activities calendar on our notice board to find out what we have planned for upcoming resident activities.

STAFF SPOTLIGHT

Deepika is a wonderful member of the Robertson care team, always going above and beyond to help our residents and taking an active role in fundraising activities. Here she tells us what she finds so fulfilling about a career in care:



"I've always been a people person. I wanted a job where I could go home at the end of the day knowing I had actually helped someone feel better or made their day a bit brighter, that's why I chose a career in the care industry.

My role as a care assistant at Robertson is very varied, helping residents get ready in the morning and making sure they're comfortable and happy throughout the day. Mostly, it's about being a friendly face for the residents and making sure they feel safe and looked after. I love chatting with the residents about their history, they have lived such fascinating lives and have so many wonderful stories to tell. Listening to them share memories from their lives is the highlight of my day and helps me build a real connection with them.

My favourite part of my job has to be the people. I truly enjoy working alongside such a dedicated group of colleagues who always have each other's backs. When things get busy, we pull together and support one another, usually with a bit of humour to keep us going. The positive energy makes the home a great place to be, for both us and the residents.

My manager has really encouraged me and given me the confidence to further my knowledge through training. I'm currently working towards my NVQ Level 2, and the management has been incredibly supportive throughout the process. It's great to work somewhere that doesn't just see you as an employee, but actually invests in your professional growth and helps you build a career.

My favourite memory is definitely when I cut my hair to be donated to The Little Princess Trust, right here at the home. My manager encouraged me to do it in front of the residents so they could be part of the experience. It was such a special afternoon, having everyone cheer me on while I did something for children living with cancer. All the staff and residents were so supportive and interested in the cause. It was a day filled with emotion and community spirit that I'll never forget."

You can read Deepika's story in full on our website: beritazcare.co.uk/staff-stories/story/deepika-rajendran



Beritaz Care

Care You Can Trust

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.