

NEWSLETTER

Springkell House - September 2025



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Beritaz Care

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Update from Jozef Tomko, Home Manager



Hello, and welcome to the latest newsletter from Springkell House Care Home.

For any of you who don't know me, my name is Jozef 'Jogi' Tomko and I have the privilege of being the Home Manager at Springkell House.

I have been working at Springkell House, and for Beritaz Care, for over 20 years. I started at the home in 2004 as a Chef, and also spent some time working at our sister home, Ashton Manor. In 2018 I was promoted to Facilities Manager, which gave me the chance to get more involved with the home operations, as well as helping the catering departments across the Beritaz Care group.

In April 2025, I took on the role of Home Manager at Springkell House, supported by Anne-Marie, Danka, Penny and the rest of the team. Shortly after, I began the process of applying for my registration with CQC, which I successfully completed in August.

Since taking on the role of Home Manager, I have received so much support and encouragement from the team at the home and my colleagues from within Beritaz Care.

I want to share my thanks to Kumar, Janka and the Beritaz Care management, and especially to Penny King, who has been my mentor and my biggest support throughout this process.

Springkell
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I feel lucky to be surrounded by a team that is so hard working and reliable, which is appreciated by both myself and by our residents. We have received some very positive feedback from relatives recently, which is very much appreciated.

I have also received many kind messages of congratulations on my promotion from residents' relatives. Having known many of you for so many years, it means a lot to have your support.

I am looking forward to seeing what the rest of this year has in store. The improvements taking shape around the home, the activities being planned, and celebrating another Christmas with our residents and staff. Our ongoing refurbishment projects are coming to the final stage, and we are hoping to complete the last two corridors by the end of the year.

I hope you enjoy reading what we have been up to at Springkell House over the last few months and finding out more about what we have planned for the rest of the year.



HOME NEWS

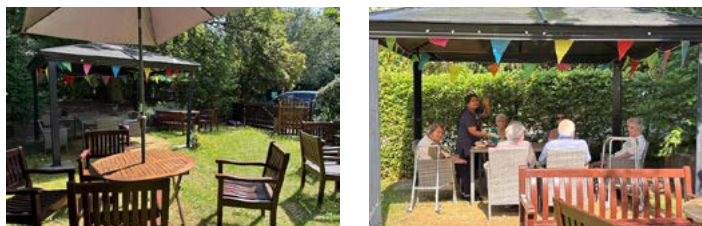
It has been a busy spring and summer at Springkell House and we have been enjoying all the exciting activities taking place at the home, as well as within the local community.

We have been continuing with renovations around the home, taking steps to improve the home for the comfort of our residents. Our second-floor rooms are being gradually updated, we are decorating empty rooms to ensure they are fresh and comfortable to welcome new residents. This is an ongoing process but good progress is being made, and the newly decorated rooms are looking lovely.



Another small, but popular, addition to the home has been our new coffee machine. Both residents and visitors have been making good use of the new machine and enjoying hot beverages in the communal areas of the home. Make sure to join us for a cup of coffee the next time you visit.

In preparation for the sunnier days and spending lots of time in our garden this summer, we also gave our gazebo area an upgrade. We added some new garden furniture to the area, as well as renovating some of the older wooden furniture. This lovely seating area in the garden now looks fresh and welcoming, and has gotten plenty of use this summer by both residents and visitors to the home.



We are always looking for ways we can improve the home and the service we offer, and a big factor in this is the feedback we receive from our residents and their families. We were delighted to see that Springkell House Care Home has scored 9.9 out of 10 on review site Carehome.co.uk. This rating is calculated based on reviews of the home submitted by our residents' relatives and friends, who have kindly shared their feedback on Carehome.co.uk.

Thank you to everyone who has left a review, this feedback helps us to further improve the service we offer and provides valuable insights to other families trying to find the right home for their loved one. If

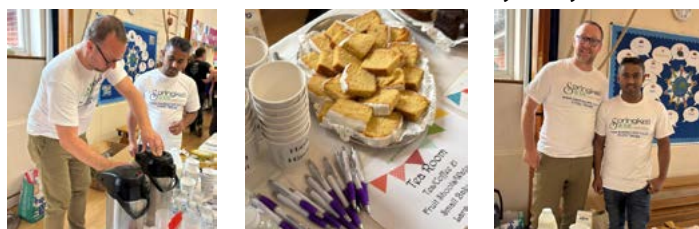
you would like to leave your own review of the home, you can do so here; <https://www.carehome.co.uk/review-submit/25659>

In addition to customer feedback, we also regularly participate in mock inspections by an independent third-party organisation who assess the home on the same criteria as CQC inspections. We were delighted to receive an overall rating of 'Good' during our last inspection. This positive report of the home is testament to the hard work of our team and their commitment to providing high-quality, person-centred care to our residents.

There have been some wonderful opportunities in the past few months to take part in local activities and support the community surrounding the home. Earlier in the summer, our Home Manager, Jogi, was invited to visit some of the other homes in the local area as part of Care Home Open Week. This was a great opportunity to get an inside look at how other care homes similar to ours operate, and for Jogi to network with other home managers. They shared ideas, discussed their approaches to dementia care, and chatted about issues they encountered in the care industry. This was a really valuable experience for Jogi, and he has received another invite to visit a local care home later this month.

Recently, we have had the chance to offer our support to a fantastic local community organisation, the Friends of Beacon Hill School. This group supports school activities and other local community endeavours, and we are delighted to support and be involved in their work.

We were invited to join in with the Beacon Hill School summer fair, where members of our team lent a helping hand selling tea, coffee and cake to all the visitors to the fair, proudly raising money and supporting the school. The atmosphere was lovely; it was wonderful to see so many people joining in and having fun at the fair. We were delighted to be a part of the event and are looking forward to getting involved with future activities in any way we can.

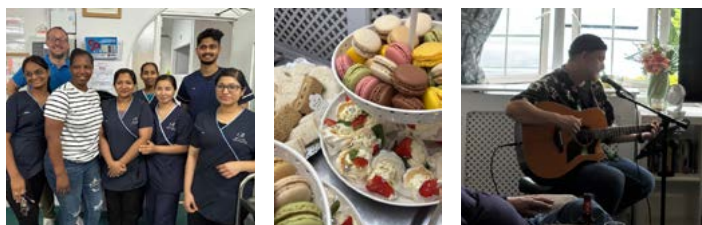


It was wonderful to welcome members of our local community, along with our residents' family members and friends of the home, to our annual Springkell House summer party. It was a fantastic afternoon of music, dancing, delicious refreshments

and lots of fun. Our residents really enjoyed the party and it was great to see everyone getting involved.



This is one of our favourite events of the year and a perfect way to celebrate the summer season with our residents. Thank you to the staff members and visitors for helping to make this such a lovely experience for the residents. A big thank you to Sam Remedy for stepping in to provide musical entertainment for the party. We met Sam when he performed at the Beacon Hill School fair and asked him to join us for our party. This was Sam's first time performing at a care home and he was absolutely fantastic; he sang a brilliant selection of songs which were greatly enjoyed by residents and visitors.



The party was the highlight of a fun-filled summer at Springkell House, and there is plenty more planned for the rest of the year. Make sure you look out for news of our Macmillan coffee morning event, taking place on 26th September. Join us for some delicious cakes and bakes, made by our fantastic kitchen team, all in aid of this wonderful charity and the great work they do. We look forward to seeing you there and at future events throughout 2025.

STAFF NEWS

It has been an exciting time for the Springkell House team, as long-term staff member Jogi took on the role of Home Manager earlier this year. Jogi has been with the home since 2004, and many of you will have known him as our Head Chef. In his time working in the kitchen team, Jogi was passionate about ensuring our residents were provided with good quality, healthy and delicious meals every day. His experience and compassion towards both the residents and staff at the home make him the perfect fit for the role of Home Manager.

Jogi has received a lot of encouragement from his fellow team members at Springkell House. In celebration of his new role and this exciting new phase for the home, a small gathering was held with

the team. Everyone enjoyed coming together to celebrate Jogi and show their support.

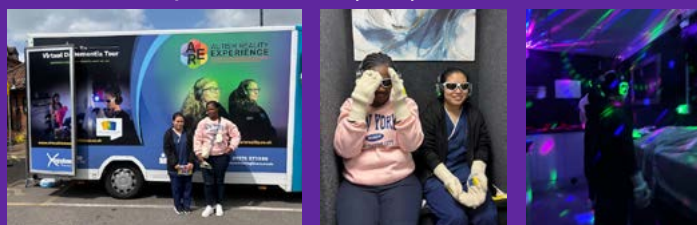


We have also welcomed a new member of staff to the Springkell House family, Michelle has joined us as a Care Assistant and has already settled very well into the team. Razin has returned to the home following maternity leave after welcoming her beautiful baby last year, we are very pleased to have her back. We have sadly had to say a fond farewell to team member Tharshiny, who has left the home for an exciting new work opportunity. We are sad to see her leave but wish her all the best in this new adventure.

Our team have been hard at work, not only taking care of our residents and ensuring all their needs are met, but also developing their skills by taking part in training to support their roles at the home. The team have participated in a variety of training courses, focusing on topics such as food safety, medication management, fire safety, moving & handling, infection safety and safeguarding, to name a few.

In addition to these onsite training courses, several of our team members also had the opportunity to take part in the virtual dementia bus experience. This event was hosted by The Hunter Centre, a fantastic day care centre in our local area which offers support to those struggling with dementia and their families.

In support of Dementia Action Week, The Hunter Centre hosted a variety of events to help spread awareness and educate people on the topic of dementia. Our staff really appreciated the chance to join in with the virtual dementia bus, where they had the chance to get a glimpse of what people with dementia experience every day.



We are passionate at Springkell House about supporting our staff to grow their skills and providing them with the opportunity to develop on their career paths. We were delighted to have this recognised when we received our 'Gold' Investors in People accreditation during our most recent assessment. We were scored as 'High Performing' in eight themes across the assessment 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. This accreditation is a reflection of our commitment to creating a positive and fulfilling work environment for our team.



We are incredibly proud of the fantastic team we have here at Springkell House, and like to take the opportunity whenever we can to show our appreciation for their hard work. At a staff meeting earlier in the year, we took a moment to recognise members of our team for excelling in their roles and hand out certificates and prizes to team members.



An initiative we have recently introduced for the team is 'star of the week'. This initiative aims to shine a light on team members who have gone above and beyond in their duties and have been a true 'star' during that week. Some of our recent stars include Ashmita, for putting in the work to deliver a great activity for the residents, and Marta, for her creativity in baking fantastic birthday cakes for residents' birthday celebrations.

We also recognised Surya for going the extra mile in resident care, diligently searching for a resident's missing glasses which had been misplaced. After a long search, she found them in the pocket of the resident's coat in their wardrobe.



It has been a time of celebration for the Springkell House team, both inside and outside the home. In the past few months, we have celebrated the arrival of two new additions to the Springkell family. Shanna has welcomed baby Ella, and Kellyshae has welcomed baby Amir. Everyone at the home was thrilled to hear about the new arrivals; we are sending our congratulations to Shanna, Kellyshae, and their families.



We would like to take this opportunity to thank a few members of the Springkell House team, who have been vital in supporting the home in recent months. Firstly, thank you to Theresa, who undertook a major project around care plans. She has been providing support with appraisals and supervisions, whilst also offering general assistance to the care team. We greatly appreciate her input in these areas and all her hard work around the home.

Also, we would like to say a big thank you to Penny for leading, guiding and supporting the team as Interim Home Manager for several months. Penny's support ensured the home continued to run smoothly during this period of transition. In her role as Group Care Operations Manager at Beritaz Care, Penny provides support not only to Springkell House but also our sister homes within the group.

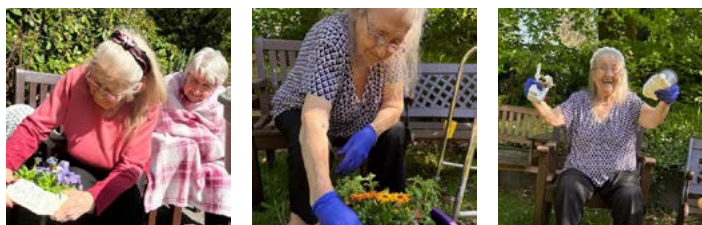
As we come to the end of a busy summer for the team at Springkell House, we are looking forward to hosting our staff barbecue and team event very soon. Having the opportunity to have some fun together is very important for team bonding, as well as a chance to show our appreciation for all the work our team put in. We will also be holding a festive staff event later this year and are hoping to be joined by team members from our fellow Surrey-based Beritaz Care homes for this. Jogi is busy talking to his fellow home managers to make this plan a reality.

RESIDENT ACTIVITIES

Our residents have enjoyed a summer full of activities, events and fun seasonal experiences at the home. We have been making the most of the lovely weather by getting outside for some gardening activities.

In spring and summer, we love to welcome visitors with a colourful floral display by the entrance to the home, and the residents enjoyed helping to plant up the new flowers for the season. The residents soon applied their green-fingered abilities to the garden. There were lots of beautiful flowers to pot up, but they were more than happy to get their gardening gloves on and to help brighten up the garden. We spent lots of time in the garden this summer and all the residents appreciated seeing these colourful

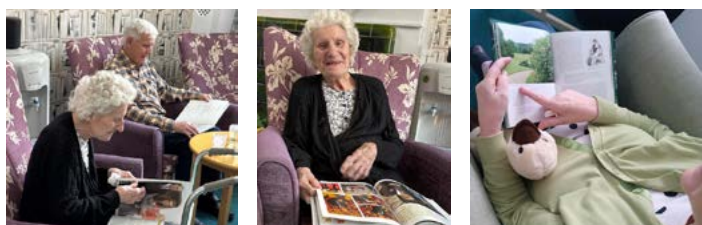
flowers grow and bloom throughout the season.



We have been treated to some fantastic musical entertainment over the past few months from some of our favourite local entertainers. The brilliant Kevin visited the home to delight our residents with his fantastic musical talents. We always look forward to a visit from Kevin, who never fails to leave us all smiling. We were also joined by Paul, who was a DJ for 25 years and now very kindly gives his time to play for our residents. Everyone enjoyed singing and dancing along to the music, it was like having our very own disco at Springkell House.

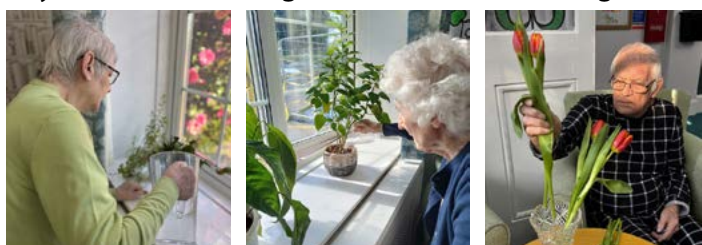


When they want to enjoy a quiet, relaxing activity, many of our residents like to sit down with a good book. Whatever they feel like reading, there is a book for everyone in the Springkell House library. From history to poetry, books about the royal family, cars or sports ... we have a great selection to suit the diverse interests of our residents.



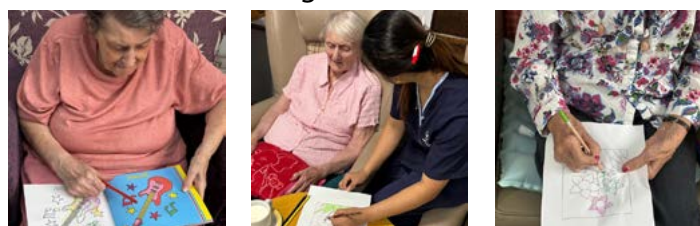
We want residents to have a sense of independence while living at the home. Sometimes it is small acts that they enjoy doing that can help them to establish a routine. For some of our residents, caring for the indoor plants around the home has become an enjoyable part of their daily schedule.

Our resident, David, is an early bird. He likes to enjoy his tea sat in the lounge early in the morning and have a peaceful start to the day. David is always keen to give a helping hand to our activities staff, helping them to set up reminiscence tasks for the day or even to arrange flowers for the dining room.



We listen to our residents and find out what it is they enjoy, doing anything we can to help them maintain the parts of their daily lives that make them happy as they make Springkell House their home.

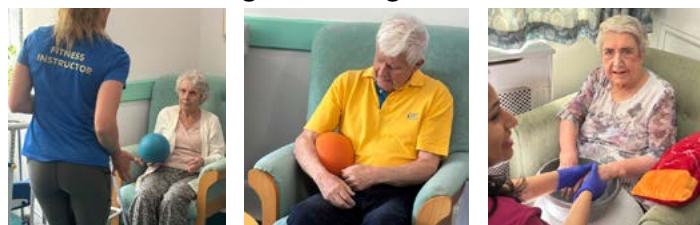
During rainy days at the home this summer, our residents stayed entertained with some cosy indoor activities. Some residents chose to spend a relaxing afternoon creating pretty floral arrangements to display around the home. On other occasions, they enjoyed colouring in some beautiful and bright pictures with the help of our staff, while they waited for the sun to re-emerge.



Whether rain or shine, we always find interesting and fulfilling activities for our residents to take part in. It might be joining in with a group activity, doing something creative, playing games or spending time doing a hobby they love.

We have been able to introduce some new activities this year which have been very popular. The residents have enjoyed taking part in regular exercise sessions, helping them to improve flexibility, mobility and dexterity. Each session is tailored to our residents' abilities and designed to be inclusive, so everyone can enjoy taking part.

Another new activity that has been fantastic for resident wellbeing is pamper days with our team member, Simi. Whether they feel like a hand massage, a manicure or having their makeup done, Simi provides pampering treatments to help our residents feel their best. We are so grateful to Simi for volunteering to do this activity to benefit resident wellbeing and bring a smile to their faces.



There have also been some special celebrations over the past few months, with several residents enjoying birthday festivities at the home. This summer, one of our residents, Reginald, was joined by his family for a party to celebrate his 100th birthday. Reginald was delighted to be surrounded by his loved ones and to blow out the candles on his birthday cake. He was particularly pleased to read the card he received from the King and Queen in honour of his 100th birthday.



It has been a fantastic summer and we are looking forward to more fun and celebrations later in the year. We are busy making plans for our Bonfire Night event and Halloween-themed activities in the autumn. Plus, our annual Christmas pantomime will be happening in December, and we are looking forward to welcoming residents' family and friends to join us for our Christmas party. It looks set to be another brilliant festive season at Springkell House.

STAFF SPOTLIGHT

Surya has been a member of our care team since 2023. Surya is a cheerful person and is always smiling; both residents and staff love her and she is a valued member of our team. Surya tells us a bit about what she enjoys about working at Springkell House:



"I have been working at Springkell House for about one and a half years as a Care Assistant. Before joining the team here, I worked in a domiciliary care home, so I already had experience working in care. I like working in this field because I enjoy taking care of people who need a bit of extra support, helping those who are vulnerable. I want to make sure they are enjoying their lives and that all their needs and wants are met, that makes me happy.

My job involves providing personal care for the residents and assisting them with daily tasks. I like to make sure they get to make choices about what they do, which clothes they want to wear etc. I also help them to enjoy things they find relaxing, that might be things like spending time outside in the garden or taking them to do some shopping.

Outside of the home, I really enjoy cooking in my spare time. I particularly like baking cakes, biscuits and desserts. Caring is my profession and cooking is my passion. Now that I have been at the home for a while, I really feel like I am a part of the family. It doesn't feel like work; I feel like I get to spend my days with lovely people that feel like my own grandparents. I always enjoy sitting with the residents, having a chat, and making them laugh. If I'm feeling sad, they always make me laugh and lift my mood."



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

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](https://www.carehome.co.uk) and leave us a review.

Being able to read your comments and experiences with Springkell House Care 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/25659>