Newsletter

Springkell House - September 2026

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Beritaz Care
Care You Can Trust

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Update from Jozef Tomko, Home Manager



Welcome to the Springkell House Newsletter, I hope you have all been having a great summer. Thank you to you all for your continued support and kindness over the past few months. We have received some wonderful feedback recently, both from visitors to the home through our sign-in system and through reviews on carehome.co.uk. I am proud of the good relationships and strong communication we are able to maintain with our residents' relatives.

We have had a busy summer at the home, including our annual summer party which was a lot of fun. While the weather has been lovely, the heat has posed some challenges, but the team have done a great job making sure our residents stay hydrated and comfortable during the multiple heatwaves.

I have been happy to see the fantastic teamwork displayed by our Springkell House staff over recent months and am pleased that we have been able to maintain a stable team. I have been working closely with HR advisors on how to create a positive workplace environment for our staff, and based on their advice, we have introduced an employee forum. Every two months, we will host this forum to give our team the chance to share ideas to improve our service and the experience for our staff.

The entertainers and external activities providers we work with on a regular basis to support our resident activities are a key part of our community. People like Donna, Ava, Kevin, and George help us to create engaging activities for our residents through their regular visits. Many of these brilliant individuals are long-term friends of the home who have been visiting us for over a decade, while others are recent acquaintances who are helping us to introduce new activities. I am very thankful to them all.

As I look back over my first year in the role of home manager, I am grateful for all the support I have received from the Springkell community, and from the Beritaz Care CEO and management team. The regular support and meetings with them have been invaluable. They have also provided encouragement as I work towards my Level 5 diploma in Leadership and Social Care, which I am hoping to complete my assessment for at the start of the new year.

As we come to the end of another memorable summer, I am looking forward to everything ahead of us. We are working closely with Beritaz Care management on plans for the future of Springkell House, and in addition to the improvements already being carried out, we have some exciting ideas to help execute our shared vision for the home. Above all, my goal is always to maintain a good service and great quality of care for our residents.



HOME NEWS

It has been a busy spring and summer at Springkell House Care Home with some exciting changes being made throughout the home, and we have made time to prioritise special events with our residents and activities in the wider community.

In July, we hosted our annual summer event at Springkell House. This is one of our residents' favourite events of the season, and it was wonderful to have so many people join us to celebrate. We were thrilled to to see our residents having fun with their loved ones at the party. It was a pleasure to welcome Kevin Jacot to provide musical entertainment for our party guests. Kevin is a long-time friend of the home and has been delighting our residents with his musical talents for more than 10 years.

The sun was shining, so we were able to host our party in the garden at the home. Our kitchen team created a fabulous spread of fresh and delicious party food, which looked and tasted amazing. It was a lovely afternoon and a wonderful opportunity to bring together the Springkell House community. Thank you to our team who worked so hard to put on this brilliant event and made sure our residents and guests had a fantastic time.







We have also welcomed residents' relatives to the home for several education sessions over the past few months. In April, we held a relatives meeting to discuss the latest news and updates from the home, as well as plans for the rest of the year. We really appreciate having input and feedback from our residents' friends and family, these meetings play an important part in shaping the future of the home.

One topic that was raised in this meeting was minibus outings, with several relatives expressing an interest in their loved ones having the opportunity to go on excursions in the local area. We have listened to this feedback and have arranged two outings over the summer (which you can read more about later in the newsletter) and are planning more trips for residents on the Beritaz minibus for later in the year.

In May, we welcomed the friends and families of our residents for an education session focused on the topic of dementia. The training was led by the fantastic and very knowledgeable Frances from Two Line Training. The goal of this session was to provide a better understanding of dementia and how to support those with dementia, in a friendly environment where everyone could feel comfortable asking questions and sharing their feelings. The feedback from everyone in attendance was very positive and we want to say a big thank you to Frances for helping us to make this happen.

If there are any other topics you would like to learn more about and have us arrange future training sessions on, please let us know.

In the spring, we had the opportunity to support a local fundraising event, in aid of the Cardiomyopathy Association. The James Stephenson Memorial Golf Day brought together more than 80 golfers for a sunshine-filled day of golf, in memory of James Stephenson and to raise funds for his favourite charity - the Cardiomyopathy Association. The event was a great success and overall raised nearly £7,000 for the charity, and we were delighted to show our support as a sponsor of the event.



Later this month we will be hosting our annual Macmillan Coffee Morning event at the home on Friday 25th September. If you would like to support a great cause, and enjoy some delicious cakes baked by our kitchen team, make sure you pop in.

Over the summer, we received routine visits from the Adult Social Care Quality Assurance teams from both Surrey and Hampshire to evaluate standards, review resident experiences, and ensure compliance. We were delighted to receive very positive feedback from the teams on the home, our care service, and our staff members.

You may have noticed some changes around the home during your recent visits, and we are excited for more improvements still to come. Over the summer, we completed our dining room makeover, and celebrated the beautiful new space with a grand opening for our residents and staff.

As it such a hub of the home, we wanted to make sure our dining room is a welcoming, cheerful space for our residents to enjoy their meals and take part in events and activities. We are delighted with all the

positive remarks we have received from the residents on the new Mediterranean-inspired décor and have been happy to see everyone enjoy spending time in the new space.





Recently, we have taken delivery of some lovely new furniture, including comfortable new armchairs for residents' bedrooms and the lounge. We want to make sure both the private and communal spaces of the home feel comfortable and inviting, whether residents want some peaceful time to themselves, or to socialise and enjoy each other's company.




This is the start of our new project to replace the furniture in residents' bedrooms with upgraded pieces. We will refresh a few rooms at a time to reduce disruption, but we are looking forward to the overall transformation that all residents will be able to enjoy. We also have big plans for our independent living apartment, with a full renovation that we are currently in the process of planning.

In addition to the improvements aimed at making the home a comfortable environment for our residents to live in, we are taking steps behind the scenes to ensure we have the right infrastructure in place to support resident care. The implementation of our digital care management system last year has had benefits across departments, and the installation of the CCTV system in the communal areas of the home and the exterior of the building allows us to ensure the safety of both residents and staff.

We will continue to look for ways to make the experience for everyone living at Sprinkgell House even better. We are always happy to receive feedback and suggestions from residents and their family members, to help us plan future improvments for the home.

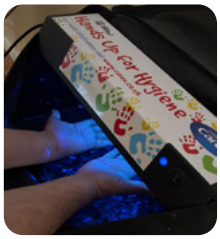
If you would like to share your thoughts, we would really appreciate you leaving us a review here: **carehome.co.uk/review-submit/25659** or you can share your feedback on our **Google page**.

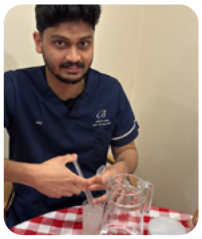
STAFF NEWS

Our team have been working incredibly hard this summer to make sure our residents are enjoying the sunny days, while staying safe and comfortable in the heat. The recent weather has certainly added some unforeseen challenges, but the team have come together and taken everything in their stride.

In addition to their daily tasks and supporting our residents, the team have also been taking part in various training courses to enhance their skills, and working towards individual NVQ qualifications.

We continue to hold regular training sessions to help our team stay up to date on current best practices, as well as refreshing key care skills, all helping to ensure we are providing quality care for our residents. In spring, the team took part in a hands-on training session on the topic of infection control, where they learned about hand hygiene and even got to test their hand-washing skills using the blue UV light. They also attended falls awareness training, where we considered the additional actions we can take within the home to ensure resident safety.



Staff have continued to take part in these regular training sessions, most recently taking part in fire safety training, first aid training, mental capacity and deprivation of liberty training and IDDSI aspiration training. The majority of the courses held at the home are run by the brilliant Frances from Two Line Training, who never fails to deliver interesting and engaging training sessions, which we all enjoy.

Recently, we celebrated the 10-year employment anniversaries of two of our staff members, Mihai and Golzar. We are incredibly grateful for their many years of dedication to the home and our residents.

In other happy news, we want to share our congratulations for our team member Simi, who has welcomed a beautiful baby boy. We are so glad to hear the new arrival and family are doing well and can't wait to meet him soon.



We have continued to celebrate our team members through our 'Star of the Week' awards. We have had

some very worthy recipients recently, including Michelle, for her support with covering extra shifts, Surya, for her consistently proactive and precise work, and Anita, for going above and beyond in her role. We even celebrated Jogi as Star of the Week as he marked one year in the role of manager, a year of steady leadership that is appreciated by us all.





Our staff like to do their part for the environment, and they all have a Beritaz-branded water bottle to help them stay hydrated and reduce single-use plastics. This summer, these bottles have been travelling the world. "*I like to take our company bottle with me everywhere. It keeps my drink cold in this hot weather and saves me buying bottled water. This summer, my bottle has travelled to Croatia and Mallorca.*" – Danka.





We have recently welcomed a new member of staff, Emily, who has joined our domestic team. Emily is a student who is working at the home around her studies. We are delighted to have her at the home, and she has been a fantastic addition to the team. Our team member Robi has been spending some time at our sister home, Robertson Nursing Home in Godalming, assisting the staff there. We are proud to be a part of Beritaz Care and are always happy to support our sister homes in any way we can.

We are proud to have a strong and stable team at Springkell House, who are dedicated to the home and work well together. Being able to see the same familiar faces every day is something greatly appreciated by our residents, and having such a consistent team means they have more opportunity to build trust and bonds with our residents.

In June, we hosted the Springkell House team day, a team building and staff training session led by the fantastic Graham and Cath. The whole day was filled with engaging activities and some fantastic opportunities to get to know each other better. We discussed topics including sustainability, wellbeing, and values, and the activities really inspired us to think about how we work together as a team.





We are looking forward to hosting more team building and staff social events, including an end-of-summer outing, an autumn staff event, and, of course, our annual Christmas party where we are hoping to be joined by staff members from our sister homes in Surrey for a big end-of-year celebration.

Since taking on the role of home manager, Jogi has made it a priority to get to know each member of the Springkell House team. As well as finding ways he can support them in their roles, Jogi has been chatting to staff about their personal interests and the things that are important to them.

Jogi discovered our care assistant Surya has a passion for baking, so encouraged her to pursue this and provided support to enrol in a baking course at Farnborough College. Since then, Surya has brought her joy of baking into the home, giving the residents a chance to take part in baking activities and revisit a favourite hobby, which they have really enjoyed.







Jogi wants to encourage the team to pursue the things that they are passionate about and make them feel fulfilled. He is keen to continue these conversations with the staff and find more ways to help them do more of the things that bring them joy.

RESIDENT SPOTLIGHT



Meet Elizabeth, one of our lovely residents who moved to the home last year and is a treasured member of the Springkell community.

Elizabeth was born in 1937 in Scotland, where she was adopted by her wonderful parents. Her favourite childhood memory is of her parents gifting her a new bicycle, which they painted black to help her

recognise it. As a child, she had four pet cats called Precious, Elsa, Pixie, and Pookie.

In 1950, Elizabeth finished school and started working in a factory. Later in her life, she spent some time in the British army. She visited England and found she liked it very much, so twenty years ago, Elzabeth made the move from Scotland to Surrey with her friend Anna.

Elizabeth enjoys listening to classical music and loves flowers very much. Her favourite food is Asian noodles, and she loves to enjoy a drink of coca cola and Baileys as a treat.

In 2025, Elizabeth moved to Springkell House and became a part of our community. Elizabeth loves the people here; she says how kind everyone is to her, always taking the time to talk to her. She especially loves the home manager, Jogi.

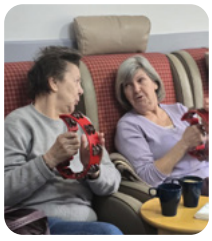
Elizabeth is a very sensitive and kind lady, and we are delighted to have her at the home. She happily joins in with many of the activities, but her favourite thing to do is have a chat with Jogi every day after lunch and telling him her feedback.

RESIDENT ACTIVITIES

The residents of Springkell House have enjoyed a busy spring and summer, filled with fun seasonal events, trips in the local area, relaxing activities at the home, and lots of time in the sunshine.

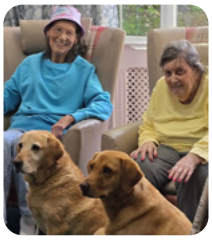
We have continued to welcome some of our favourite visitors and entertainers to the home. The wonderful Ava regularly runs reminiscence sessions for our residents, using various sensory tools, including music, images, and scents. The residents really enjoy the opportunity to explore the memories these sessions evoke and share stories from their lives.





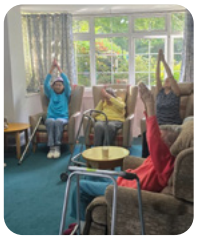
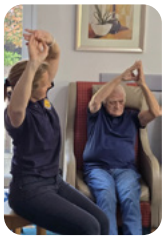
We love to run animal therapy sessions at the home, and with so many of our residents being animal lovers, it is one of our most popular activities. Our residents are always happy to be paid a visit by their four-legged friends. These adorable dogs made the most well-behaved and polite guests. For our residents, this was certainly one of the highlights of their day, and they had so much fun getting to say hello and stroke the dogs.





Did you know that research has shown that the presence of animals can significantly impact the health and wellbeing of care home residents?

Our residents enjoy taking part in fun, exercise-focussed activities that support their physical wellbeing. George from G-Fitness runs armchair-based exercise sessions at the home, while Alice from Generation Fitness visits us to lead the residents in specially designed exercises using balls, bands, and other equipment. Our physiotherapist, Fiona, regularly runs group exercise sessions with easy, gentle exercises aimed at improving mobility and strength. She also works with residents on a one-to-one basis, focussing on specific exercises and movements that help with their individual needs.


Recently, we welcomed The Entertainment Providers for a performance of their summer show, which was the perfect seasonal entertainment for the residents. Everyone had lots of fun watching the show, listening to the stories, jokes and music, and singing along.

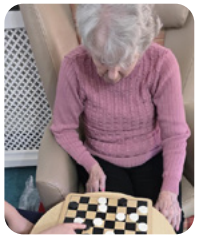


It is always wonderful to see friendships forming between our residents, and we have recently hosted several social events to give residents the chance to get to know each other better. Our relaxed afternoon tea in the lounge was a great success.





Residents enjoy dedicated one-to-one time with our team. In these sessions, the staff and resident will spend time doing an activity together, such as playing a board game or enjoying a favourite hobby. Sometimes they will simply spend this time having a good chat, talking about anything on their minds.


Throughout the summer, our residents made the most of the lovely sunny weather by spending time in our garden, sitting outside while listening to the birds singing. On some sunny days, residents enjoyed an al fresco lunch in the sunshine, as well as taking a stroll into the local village for an ice cream and a browse around the shops with our staff.



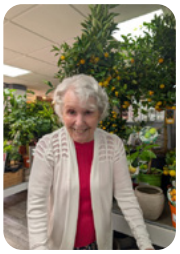


We have also taken the opportunity this summer to explore some of the attractions in the local area. We visited the picturesque Alice Holt Forest where residents had a lot of fun exploring and taking a gentle stroll through the forest. After our walk, we enjoyed a picnic with a view of the trees.





Continuing our adventures, we took a trip to one of our residents' favourite places to visit, the local garden centre. Everyone had a great time looking at all the colourful flowers and plants, and browsing all the other fun items on display. Of course, we had to pay a visit to the café to enjoy a spot of lunch and some refreshments. Everyone really enjoyed their trip to the garden centre, and they are already looking forward to their next visit.


We have enjoyed lots of special celebrations over the summer. It has been a privilege to help several of our residents celebrate their birthdays with their family members and their friends at the home, including Reginald who turned 101 in July.





We are also looking forward to hosting a 90th birthday celebration at the home later this month. Birthdays at Springkell House are always a lot of fun for everyone and it is wonderful to help our residents' families create a special day for their loved ones so they can celebrate together.

As the summer draws to a close, we are looking forward to all the fun activities we have planned for our residents over autumn and winter, from Halloween-themed events to Bonfire Night celebrations, and many other seasonal activities.

We have also started planning our Christmas celebrations, including a festive pantomime, and our annual Christmas party for residents and their families on Saturday 5th December. 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.