

NEWSLETTER

Springkell House - March 2026

Springkell
HOUSE CARE HOME

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Update from Jozef Tomko, Home Manager



Welcome to our first Springkell House newsletter of 2026. I would like to begin by conveying my thanks for all your support during the last year, especially the positive response I received when I took on the role of Home Manager.

I am very proud and grateful for all the hard work from the Springkell team in 2025. It was a great year for us all, and receiving a rating of 'Good' across the board in our CQC assessment was a very proud moment for me. We now have a very stable and strong team, which has made a big difference to the daily running at the home and the consistency in the care we provide.

Thank you to everyone who joined us for the relatives meeting at the end of last year. I really appreciated hearing your feedback on the home and the team, as well as discussing some of our plans for 2026. Having now completed the refurbishment to the top floor, I am anticipating the final refurbishments in the home being finished in the next few months.

We had a great Christmas with everyone at the home and spent December making the most of the festive entertainment, both at the home with our residents and as a team. The Surrey homes' joint staff party was a highlight for me personally and a very fun evening.

I hope you all had a good Christmas and New Year, I was happy to see so many of you at the home over the Christmas period.

I had an exciting time during my own Christmas break, when I had the pleasure of meeting the brilliant team GB Olympic skier, Dave Ryding, on the Gran Risa black run in La Villa, while on an Italian skiing holiday with my family. Dave was getting ready for the second round of the Audi FIS Ski World Cup (ahead of the Winter Olympics) but was nice enough to stop for a selfie, which really made my trip.



I am looking forward to another great year at Springkell House. I know the team are busy preparing for events and activities over the next few months, and above all, making sure our residents are happy and healthy.

I hope you enjoy this latest edition of our newsletter, reading about everything our residents and staff have been up to over the past few months.



HOME NEWS

We had a fantastic year at Springkell House and ended 2025 with the news of our success in our latest CQC assessment. Following the inspection, carried out in autumn, we were delighted to learn that Springkell House was rated 'Good' in all categories by CQC inspectors, including 'safe', 'caring', 'effective', and 'well-led', giving us an overall rating of 'Good'.

This was the first inspection since Jogi took over management of the home; his passion and vision for the home were recognised by the inspectors as well as the positive initiatives he has introduced. We are very proud of these results, which truly reflect the dedication and skill of the entire Springkell House team. You can read more about the inspection as well as some highlights from the report, on our blog: <https://beritazcare.co.uk/news/article/springkell-house-rated-good-by-cqc>

In addition to the positive comments from CQC, we also received some brilliant feedback through reviews on Carehome.co.uk during 2025, allowing us to start the year with a review score of 9.9 out of 10. Thank you to everyone who has left a review sharing your experience with the home. It is your feedback that enables us to continue improving the home and helps other families looking for the right care for their loved ones. If you would like to leave your own review for Springkell House, you can do so here: <https://www.carehome.co.uk/review-submit/25659> or on our [Google page](#).

Towards the end of last year, we welcomed our residents' family members and friends for our final relatives meeting of 2025. We really appreciate the input and feedback from our residents' friends and family, and these meetings play an important part in shaping the future of the home. Overall, feedback from relatives was very positive. They shared that they are happy with how the home is run and the recent changes that have been implemented.

We were very happy to hear from relatives at the meeting that they felt they were kept well informed about their loved one's wellbeing and that the communication between the home and relatives was clear and consistent. They praised our staff for regularly making time to answer any questions they had and always being happy to chat with family members about resident care. They mentioned the quality of meals, variety of activities, and how much they valued the additional services, all of which contribute to the reliable and compassionate care provided to their relatives.

We were delighted to be invited to join our Beritaz Care colleagues at the Surrey Care Awards in November. This event, hosted by the Surrey Care Association, celebrates and recognises the fantastic individuals and organisations that make up the care industry in Surrey. We are incredibly proud to be a part of the Surrey care community and were delighted to celebrate the award winners.



We had a lovely festive season with our residents and staff at Springkell House and celebrated a wonderful Christmas Day together at the home. The residents were excited to open their presents, before enjoying a delicious Christmas lunch prepared by our chefs. Thank you to everyone who came to visit the home over the Christmas period, and to everyone who helped us to ensure our residents had a magical and memorable Christmas.



We started 2026 on a high with the completion of our top floor refurbishment project. The upper floor of the home has been refreshed and transformed, with new carpets, doors, a fresh coat of paint, etc. Each room, as well as the hallway areas, have been given a makeover, and our residents are delighted with the improvements. We are very pleased with the positive response the refurbishments have received.

We are working on some further updates to the home, with the final hallway and room renovations expected to be completed by the summer. We will be listening to feedback from residents and their relatives to help us shape plans for future changes and improvements around the home.

Last month we successfully completed a health and safety audit, which was carried out by an independent third-party agency. The results of the audit were very positive, and we were delighted to see the home deemed as compliant and safe in all key areas. Our goal for 2025 was to put systems in place to ensure quality and consistency throughout our services, and we are pleased to have begun 2026 in a great position for the year ahead.

STAFF NEWS

It has been wonderful to see the Springkell House team go from strength to strength over the past few months. We have built a close-knit and skilled team at the home, who work incredibly well together to make sure our residents are happy and well cared for.

Since autumn, we have been able to maintain a stable team and have moved into the new year with all the same team members, without any need for agency staff. Being able to see the same familiar faces every day is really beneficial for our residents' routines and means they have more opportunity to build trust and bonds with our staff.

It has been a joy to welcome back Shanna to Springkell House, who has returned from maternity leave following the arrival of her baby girl. We are also excited to see Kellyshae returning from maternity leave later this month, having welcomed her beautiful baby last year. It is wonderful to support them during this new, exciting chapter of their lives.

One of most significant changes for our team in 2025 was, of course, seeing Jogi complete his registration and take on the role of Home Manager. This has been a fantastic development for the home, and the entire team has shown so much support and encouragement for Jogi. If you would like to get to know Jogi a bit better and read his thoughts on his first few months as Home Manager, you can read his interview on our website: beritazcare.co.uk/news/article/meet-our-manager-springkell

Last year, members of the Springkell House team had the chance to attend the Care Roadshow South, with colleagues from other local Beritaz Care homes. We thoroughly 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.



Our Home Manager, Jogi, has been joining other registered managers from local homes at the Surrey Skills Academy events, organised by the Surrey Care Association. These meetings have been a fantastic opportunity to share ideas and experiences with

other care providers, as well as take part in training on key topics. Jogi has found this to be a really valuable and interesting experience, and something he will continue to be involved with.

In December, we held our annual staff Christmas party with staff from our fellow Surrey-based Beritaz Care homes. This was the first time we had joined together for our Christmas gathering, and our staff were thrilled to celebrate with their friends from the other homes. We enjoyed an evening of dancing, laughter, and lots of fun, celebrating Christmas and marking another successful year together.



When not hard at work taking care of our residents, the team have been taking part in various training sessions, brushing up their knowledge on topics such as safeguarding, customer service skills, moving and handling, and fire safety. We will be continuing with these regular sessions on key skills, with aspiration and infection control training taking place later this month, helping to ensure our staff are proficient in core topics and knowledgeable on current industry best practices.

In addition to regular skills training, many of our team members have also been working towards individual care qualifications. Alex, Ashmita, and Reshma have achieved their Level 2 Health and Social Care qualifications, while Bansari, Aneena, and Simi have successfully completed their Level 3 qualifications.

There has been a lot of hard work put in by all the staff to complete their training, and some team members have faced challenges on the way. But with encouragement and support, they have now achieved success, and we are very proud of them. With several other team members currently making good progress in their training, we are looking forward to celebrating more qualifications soon.

We are proud to support our team on their career journeys and are also keen to inspire the next generation to explore this rewarding career path. We have had the pleasure of welcoming Ramin to Springkell House for his work experience placement. He has been getting to grips with the inner workings of a care home during his weekly visits. It has been a pleasure to have Ramin at the home and to watch him get to know our residents. We are also hoping

to soon welcome students from a local secondary school for volunteer placements, to work with the residents and find out more about the care industry.

To wrap up another fantastic year at Springkell House, we wanted to show our appreciation to our amazing team for their hard work throughout the year. To celebrate their dedication and perfect attendance during 2025, Jogi presented awards to Anand and Robi. Ashmita received an award and gold certificate for an incredible 100% attendance throughout 2024 and 2025. We are grateful to our entire team for their commitment and enabling us to ensure our residents are cared for all year round.



Our 'Star of the Week' awards, introduced by Jogi in 2025, have continued to be a hit with the staff, celebrating those team members who have been a true 'star'. We have had some very worthy recipients over the past few months, like Anemona and Laura, who brought in lots of donations for our collection in support of the people in Jamaica impacted by Hurricane Melissa. We also awarded Mihai 'star of the week', for showing exemplary care, compassion, and kindness. We are looking forward to recognising more star team members this year.

We also wanted to say a special thank you to Anemona, who is part of our domestic team at the home. We have received several comments from residents' relatives, praising Anemona for her work and the quality of the laundry service. This may seem like a small part of our service, but it is something that means a lot to our residents and has been noticed and appreciated by family members. Thank you, Anemona, for your hard work and enthusiasm.

It is set to be another exciting year for the Springkell House team, both personally and professionally. We will be celebrating several staff employment anniversaries this year, including Beauty, who has been with Springkell House for nearly 25 years. You can read more about Beauty and her journey at the home in her Staff Spotlight, later in the newsletter.

It is always wonderful to discover that our Springkell House family will be growing. We would like to share our congratulations to Simi on her pregnancy announcement; we can't wait to celebrate the new arrival later this year.

RESIDENT ACTIVITIES

Our residents have enjoyed a busy autumn and winter at Springkell House Care Home. As the colder weather took hold, we found plenty of ways to fill our days with fun activities in the warmth of the home. Many residents took the time to enjoy their favourite hobbies, with a helping hand from staff members. Some residents enjoyed getting cosy with a good book, while others have been getting creative with some arts and crafts, enjoying a game of bingo, or taking part in reminiscence activities with staff.



When it's too cold to get outside to enjoy a stroll around the garden, keeping active with exercise is particularly important. Thankfully, we have the fantastic instructors from Generation Fitness who regularly visit the home to run indoor exercise sessions for our residents, designed to help with coordination, mobility, and strength. The residents love taking part in these sessions and always look forward to the next visit from Generation Fitness.



As we approached the festive season, our activities calendar was jam-packed with Christmas activities, including some fantastic entertainment. During December, we enjoyed not one but two Christmas pantomimes. The first took place at the home, where the fantastic performers kept our residents entertained and engaged with jokes, songs, and audience participation. The second pantomime was held at the Royal British Legion Club in Hindhead, where our residents joined members of the local community for a brilliant performance and some refreshments after the show.



The wonderful carol singers from St Alban's Church in Hindhead joined us to perform a special concert.

They were accompanied on the keyboard by Kevin Jacot, one of our favourite local entertainers and friend of the home. The carol concert was fantastic; the residents enjoyed hearing the singers perform some of their favourite carols and singing along.

We had such a lovely Christmas Day together at Springkell House, the residents enjoyed celebrating and taking part in their favourite festive traditions.



Towards the end of last year, we introduced some great new activities that are still going strong in 2026, like our chair travel adventures. Residents started by making their own passports, which they will be adding to as they explore some exciting destinations from the comfort of their chairs. They will be learning about various countries and cultures, and even sampling some of their cuisine. After 'visiting' each country, residents will get a stamp in their passport as a memento of their adventure.



Our residents have also started working on their own autobiographies, telling their stories and documenting some of their favourite memories. This activity is fantastic for reminiscence, as well as a lovely opportunity for them to share happy memories from their lives. This is something the residents have really enjoyed working on so far.



Recently, residents have had the chance to connect with different generations and make some new friends from all over the world through the 'adopt a grandparent' initiative. Susana has now enjoyed several video calls with a young volunteer and had a lovely time chatting. They hit it off straight away and had lots to talk about, including their pets and a shared passion for dancing. We are looking forward to continuing this activity and getting to see our

residents enjoy building meaningful bonds with the young volunteers.



We have lots of activities available for the residents of Springkell House that not only provide a fun way to spend some time but benefit our residents' cognitive and motor skills. Recently, residents have been enjoying playing board games and indoor ball games as a fun pastime that they can choose to do by themselves or while having a chat with friends.



We are incredibly grateful to be supported by such a lovely and inclusive local community. Some of our residents have started attending a local community group run by St Alban's Church, where they get the chance to meet and talk with people from the local area. The wonderful Reverend Richard is also a regular visitor to the home, joining us to lead prayers, hold holy communion, or simply stopping to chat with the residents about anything on their minds.



Our regular social events have continued into 2026, such as our recent cheese and wine evening. Everyone was excited to sample the wine and cheese, as well as the lovely canapés made by our kitchen team, while having a good chat with their fellow residents over the delicious refreshments.



Last month, we celebrated Dignity Day with a lovely afternoon tea social event, inviting residents to come together for a cup of tea and some delicious treats, while we discussed the topic of dignity. We asked

the residents to consider 'what is dignity' and how they feel their dignity can be respected. It was very interesting to hear the residents share their thoughts.



We had a lovely Valentine's Day celebration at Springkell House. Residents came together to share a glass of wine and enjoy some delicious cakes made by our brilliant kitchen team, and everyone received a small gift in celebration of Valentine's Day. They listened to some fabulous musical entertainment while enjoying their Valentine's themed treats.



We are eagerly anticipating the arrival of spring at the home. As well as Easter celebrations and seasonal events, the residents are excited to enjoy more outdoor activities and spring gardening tasks. We will keep you updated on our upcoming events, as well as our plans for the rest of the year.

STAFF SPOTLIGHT

Beauty has been a member of the Springkell House team for twenty-four years and has seen the home evolve throughout this time. Beauty has made a huge contribution to the culture of the home and has been instrumental in training junior staff members.



As Team Leader of our night care team, Beauty has fostered a strong, united team who work well together and embodies the enthusiasm and dedication to care that she brings to her own role.

Here, Beauty shares her thoughts on her career at Springkell House:

"I wanted to work in the care industry because I enjoy helping others and making a positive difference in people's lives. Supporting individuals to feel safe, respected, and comfortable gives me a strong sense of purpose. During my time at Springkell House, I have gained valuable experience supporting residents with their daily needs and wellbeing."

On a daily basis, my role involves supporting residents with personal care, mobility, medication, meals, and daily activities. I also provide emotional support, monitor residents' wellbeing, and make sure care plans are followed to maintain dignity and safety at all times.

My favourite part of the job is building trusting relationships with residents and seeing them feel comfortable, happy, and well cared for. I enjoy getting to work with a supportive and respectful team who communicate well and work together to ensure the best outcomes for residents.

My favourite memories are the small moments that bring joy to residents, such as meaningful conversations, shared laughter, and seeing them enjoy their meals and activities.

I like working for Beritaz because the organisation values person-centred care, teamwork, and professionalism. I feel supported in my role and encouraged to always provide high-quality care."

Read Beauty's full staff story on our website: beritazcare.co.uk/staff-stories/story/beauty



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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.