Newsletter

Windsor Court Care Home - August 2026

Inspected and rated Good
Care Quality Commission

DCHA

Beritaz Care
Care You Can Trust

Windsor Court Care Home

34 Bodorgan Road, Bournemouth BH2 6NJ

Tel: 01202 554637
Email: info@beritazcare.co.uk
Web: www.beritazcare.co.uk

Update from Katherine Felton, Home Manager



Hello, welcome to the latest newsletter update from Windsor Court Care Home. I hope you are all having a lovely summer so far and have been enjoying the sunshine (and surviving the heatwaves).

I would like to say a personal thank you to everyone who attended our summer afternoon tea party last month. Our annual summer event means a lot to our residents, as it does to our staff members who put in a lot of time and effort to arrange these events. I was happy to see so many of you there and to see residents enjoying the day with their families. Thank you for supporting us and helping to make this event a special time for everyone.

It was a very proud moment for me as home manager when, earlier this year, Windsor Court was named as a finalist in the Dorset Care Awards. Simply being nominated for the awards was an honour (although we sadly didn't win), knowing as a home and a team we have been recognised by the local care community.

I am very proud of the team for all their hard work over the past few months. Beyond their main roles of providing care for our residents, the team have been busy taking part in training, studying for independent qualifications, and working together to keep everything in the home running smoothly.

You may have also seen some of our recent home updates, including the unveiling of our new and improved salon and the usual summer refresh of our beautiful garden, both of which the residents have enjoyed using. I am always pleased to see that the changes we have made in the home are appreciated by the residents and make them smile; that's what it's all about.

I hope you enjoy reading about all the latest news from Windsor Court over the past few months and make sure to follow our **Facebook page** for regular updates on life at the home.

HOME NEWS

It has been a busy spring and summer at Windsor Court so far, with celebrations, festivities and improvements to the home, all to ensure our residents are living happy and fulfilled lives.

In May, we enjoyed an evening out at the Dorset Care Awards with the Windsor Court team and our Beritaz Care colleagues. We were proud to attend the event as award finalists, with Windsor Court being recognised for our commitment to innovation



and advancement of care through technology in the Digital Care Excellence category. We are also exceedingly proud of care team member Bibin for his Unsung Hero nomination. Although we didn't come away with an award on the night, we were honoured to be named as finalists and happy to be there to show our support for all the very deserving winners.





We are passionate at Windsor Court about finding new ways to enhance our care through supportive technologies. Through tools like our night monitoring system, which uses sensors and AI to monitor resident wellbeing overnight, and the 24/7 telemedicine service giving us access to healthcare support, we are able to ensure residents receive a high level of care round-the-clock. These tools enable us to closely monitor and respond to resident needs, while promoting good sleep health.

Our digital care management system has been instrumental in helping us to improve processes throughout the home and given staff more time to focus on resident care. We are continuing to roll out this system in further areas, including our digital visitors book which you will have seen when you visit the home. We are also planning to link this to our call-bell system, helping us to respond to residents even faster and reducing the risk of falls. We are enthusiastic to embrace any technologies that can help our residents feel safer and happier.

Earlier in the year, team members from our sister home, Ashton Manor Nursing Home in Surrey, completed the sponsored 13-mile trek around London in aid of the Alzheimer's Society. Having taken part in the sponsored walk in 2025, our team members know how tough this is and we want to share our congratulations to them for their efforts, and for raising an incredible £2302 for this very worthy cause.



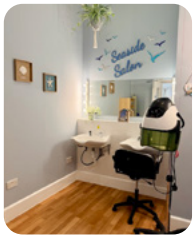

The highlight of our summer so far was, of course, our afternoon tea party last month. It was a beautiful sunny day, so our residents and guests could sit outside in the sunshine or in our lemon-themed dining room, beautifully decorated by the team. Everyone enjoyed the fantastic afternoon tea prepared by our kitchen team, with plenty of scones with jam and cream for everyone. After their refreshments, guests enjoyed musical entertainment and games in the garden.





It was a wonderful day, and it was lovely to bring together the wider Windsor Court community for our annual summer celebration. Thank you to everyone who came along and helped make this such a brilliant afternoon. And thank you to our wonderful team for all the work they put in to make this event such a great experience for our residents and their families.

Our in-house salon has recently undergone a renovation, the new seaside-themed salon décor is a cheerful nod to the beautiful nearby Bournemouth beaches. The residents have been delighted with the new look of the salon and excited to make the most of the bright and welcoming space for all their hair, beauty, and pampering needs.






We have had so many lovely comments on our newly renovated second-floor rooms since completing the refurbishment at the end of last year. We are thrilled with the response from the community on the new rooms and are delighted that many of these rooms are now occupied with residents who have happily settled into life at the home.

If you haven't already, make sure you take a look at the video tour of our beautiful platinum room on our **Facebook page**. This spacious double room includes a kitchenette, comfortable seating areas, and a double bed, perfect for couples looking for a space they can share. If you would like to find out more about our current room availability or arrange a tour, please get in touch.

We will shortly begin work on our dining room redecoration project. With this being one of the central hubs of the home, where residents come

together for meals and where we regularly host social events, we want to make this room feel bright, cheerful and welcoming for the residents. We have new furniture arriving and are currently finalising the décor scheme for the room. We are excited to see the final result of these refurbishments and can't wait for our residents to enjoy the new space.

We currently have some items, including clothing and shoes, in our lost property that we would love to reunite with their owners. Over time, name labels can become washed out or worn, making it difficult for us to identify who the items belong to. We would be very grateful to our residents' relatives if you could take a look when you next visit and let us know if any items belong to your loved one, so that we can get them re-labelled and safely returned.

This month, we hosted a family and friends meeting at Windsor Court where, in addition to discussing upcoming plans for the home and recent news, we held an education session on end-of-life care. Thank you to everyone who attended, we hope you found the session useful and informative. If there are any other topics you would like us to cover in future meetings, please let us know.

You are also welcome to speak to us directly about any questions you may have relating to end-of-life care, power of attorney, and other topics impacting your family member. Speak to the home manager or email us at **windsorcourt@beritazcare.co.uk** and we will be happy to help.

We are always keen to hear feedback from residents and their relatives about anything we can do to make their experience at Windsor Court 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/9227** or you can share your feedback on our **Google page**.

STAFF NEWS

You may have noticed a few changes to the Windsor Court team in recent months, as we have welcomed some new faces and bid farewell to staff as they embark on new adventures.

We said goodbye to Ekaterina, as she left Windsor Court to return to her home country to be closer to her family. She is greatly missed at the home, but we are happy to see her reunited with her loved ones. We also said a fond farewell to Christine, as she retired from the home having been with us for over 8 years. We are looking forward to hearing about all her well-deserved adventures having given so much of her time to supporting the home over the past years.

We wish Christine and Ekaterina the best of luck in these next phases of their lives, and want to say a huge thank you to them both for everything they have done for the home and our residents.

We recently welcomed Maria as the newest member of our domestic team. She has settled in very well to the home, working with the domestic staff to make sure our residents have a clean, tidy and safe environment to live in.

Brian has been a fantastic addition to our activities team working alongside Debbie and Caroline to deliver engaging activities that our residents have loved taking part in. It has been great to witness their fantastic teamwork which has enabled us to offer an even more varied calendar of activities and events. The residents have been greatly enjoying the social events, themed weeks, visiting entertainers and local excursions, all made possible by the hard work and creativity of the team.







We are lucky to have such a dedicated and supportive team at Windsor Court, with many of our staff having been with the home for many years. In July, Ellie-Mae celebrated her 10-year anniversary, and this month, Draupadi will celebrate 15-years at the home. We are incredibly grateful for all they have done for our residents over so many years and for their continued commitment to Windsor Court.

With lots of changes happening behind the scenes, we wanted to say a special thank you to our wonderful kitchen team, Maureen, Michael and Anais, who have been working incredibly hard to ensure our residents have healthy and nutritious meals each day. They have really demonstrated their teamwork, showing their support for Anais as she steps into the role of cook and studies for her NVQ. With Anais' enthusiasm and new ideas, the team have developed some fantastic seasonal menus with tasty dishes that the residents have truly enjoyed.

Beyond their hard work caring for our residents and supporting life at the home, our staff have also been busy taking part in training and independent studies.

Georgina and Sandie have successfully completed their level 3 qualifications in Health and Social Care, and Katherine our home manager, has nearly completed her level 5 qualification. We even have some team members currently working towards their level 7 qualifications. Congratulations and well done to all our team members who have completed or are working on their independent qualifications.

Our staff have also been keen to take part in additional training, to expand on their key skills. Several staff members are completing their medication training so they can support the team with medication administration. Specialist training sessions, such as dysphasia training, positive behaviour training, and Oliver McGowan training on learning disability and autism, have given our staff the skills to better support residents with different needs.

We are fortunate to have a wonderful team who all have enthusiasm for learning, and understand that by advancing their skills they not only support their own development but also provide an even better experience for residents in their care. We are focussed on supporting our staff to build their knowledge to support internal progression, as well as helping them on their individual career journeys.

RESIDENT ACTIVITIES

Over the past few months, the residents of Windsor Court have enjoyed a host of fun activities, celebrations, social events, and local outings, as well as taking time for some of their favourite relaxing pastimes.

Already this year, we have hosted a variety of seasonal celebrations for our residents. Our fantastic activities team have arranged so many fun themed events, including Burns Day, Chinese New Year, Pancake Day, Valentine's Day, Silly Socks Day and Mother's Day celebrations. All complete with themed decorations, games, quizzes, music and refreshments.





In April, we celebrated Easter at Windsor Court with lots of spring-themed festivities. Residents spent the weekend testing their knowledge in our Easter quiz, sharing spring-themed poems, and showing off their handmade Easter bonnets. It was also a pleasure to welcome family and friends over the bank holiday weekend and help our residents enjoy Easter with their loved ones.



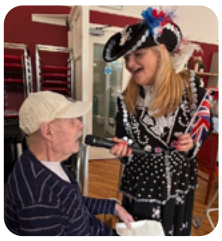


We have recently commemorated some important days that mean a great deal to our residents. In May, we came together to mark the 81st anniversary of VE Day, with a special celebration. We were joined by Richard, one of our favourite local entertainers, for a sing-along of some wartime classics. In June, the residents spent the 82nd anniversary of D-Day discussing the D-Day landings and taking part in reminiscence activities, before coming together for a themed social event in honour of the day.





Our activities team have organised some fantastic, themed activities weeks for the residents. In the spring, residents spent a week enjoying the very best of London life during our London-themed week. We held a London-themed social event, where residents enjoyed tea and Chelsea buns while recalling their favourite Cockney rhyming phrases, and took a virtual tour of famous London museums. We also had a visit from Polly the Pearly Queen, who led the residents in a sing-along of some classic songs.



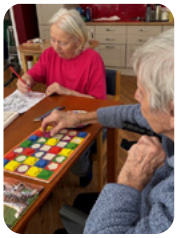


Another popular activity was our Shakespeare week. Residents went on a virtual tour of Stratford-upon-Avon to explore the birthplace of William Shakespeare and joined in with activities inspired by Shakespeare's plays. The highlight of the week was a visit from the Green Room Theatre for their take on a Shakespearean classic, 'Much Ado About Something'.




A big thank you to our activities staff for arranging these fantastic events and going above and beyond to come up with such creative ideas for engaging and entertaining activities for our residents to enjoy.

On relaxed afternoons at the home, our residents often choose to play a board game together, and we have a wide selection available to choose from. Some residents enjoy a game of Boggle, a great game for stimulating cognitive skills, while others share some laughs over a game of Buckaroo, which requires a lot of patience and the chance to practice coordination skills. Dominoes are also a popular choice for those looking for a social game and provide great cognitive exercise.





No matter what game or activity they choose to do, our residents love coming together for a fun activity when they can chat together and spend time having fun with their friends at the home.

The residents have been venturing out in the local area this spring and summer, to explore some of the lovely places right on our doorstep. They have enjoyed taking outings on our minibus to have a browse around the shops at Castlepoint Shopping Centre and even went to see the sea and stroll along Bournemouth Pier.





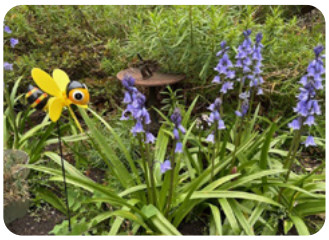
They also taken several trips to visit Haskins Garden Centre, one of their favourite places to spend an afternoon. One resident even chose a trip to the garden centre to celebrate her birthday. In the summer, the garden centre is filled with lots of beautiful, colourful flowers which our residents enjoyed browsing, it gave us lots of great inspiration for our own garden at Windsor Court.





We are lucky to be located in such a wonderful area with so many great amenities close to the home, and we want to make sure that our residents are able to make the most of all that Bournemouth has to offer.

Recently, residents have been making the most of the lovely weather to enjoy time in our beautiful garden, relaxing in the fresh air and feeding the birds. Even visitors to the home have been enjoying time in our garden, including some of our favourite visitors, Monty and Izzy the therapy dogs, who are regular guests at Windsor Court.

As well as spending time outdoors, many residents also enjoy helping with gardening tasks. Some of our residents were happy to get involved with refreshing the hanging baskets, planting up some new flowers to add colour to the garden for the summer.




Recently, residents have enjoyed getting creative with relaxing colour therapy sessions with our activities team. They created their own colourful forget-me-not pictures, in support of Dementia Action Week, and coloured in beautiful rainbows to decorate the home for Pride Month.





It has been a busy season for social activities. Our residents were delighted to have their loved ones join them for our summer afternoon tea party. We have also hosted some fun social events for residents to enjoy with their Windsor Court friends, including a

tea tasting, where they tried out some new flavours of tea, and had a good chat over tea and biscuits.





The summer fun continued with a visit from the Green Room Theatre company for a performance of their summer production 'Wonders of Wimbledon'. Our residents were delighted with this tennis-themed production, featuring music, stories, jokes, and plenty of audience participation.





We have lots more fun activities planned for the remainder of the summer, including more adventures on the minibus, lots of musical entertainment, regular residents clubs and themed activities, so we can guarantee there will be something for everyone to enjoy.

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.

STAFF SPOTLIGHT



Bibin has been a member of our care team for over four years, he always has a positive attitude, going above and beyond to support the residents and his colleagues with a smile. Bibin's commitment to care was recognised when he was named a finalist for the Unsung Hero Award in the Dorset Care Awards 2026. Bibin tells us about his experience with Windsor Court and what he finds so rewarding about a career in care.

"As a care assistant, my daily job involves providing compassionate, hands-on care to help our residents feel comfortable, safe, and supported. On any given shift, I help residents with their personal hygiene, dressing, moving safely around the home, and their meals. A huge part of my role is offering emotional support, whether that's sharing a conversation or simply being a friendly face to offer reassurance when someone is feeling anxious.

It's a busy, fast-paced job but knowing I am making a positive difference to someone's day is incredibly rewarding. Through the meaningful relationships I build with the residents, I get to learn who they are beyond their care plans. Every resident has a lifetime of incredible stories and wisdom to share.

One of my favourite memories is when a resident wrote a poem about me, which was so touching. I felt so happy that he made an effort to do that and hand it to me during breakfast, that just made my day.

What I love most about working with the rest of the team is how we always have each other's backs, no matter how busy or challenging a shift gets. We communicate constantly, share the workload and bring different strengths to the table. I am very grateful for the ongoing support with my training by my manager and Beritaz Care. I feel my skills and confidence have grown and am reassured that the care we provide as a team is continuously improving.

There is a really strong sense of family and community at Windsor Court Care Home, that's one of the things I love about working here. This isn't just a workplace; it's home for our residents. Being able to create a warm, safe, and happy environment for them, alongside such a supportive, tight-knit team, makes the job deeply rewarding."

Read Bibin's story in full on our website:
beritazcare.co.uk/staff-stories/story/bibin-scaria