

NEWSLETTER

Windsor Court Care Home - February 2026



Beritaz Care

Care You Can Trust

Update from Katherine Felton, Home Manager



Welcome to our first newsletter of 2026. I hope you had a great Christmas and New Year. Thank you to everyone who visited us over Christmas, and a special thank you for the wonderful cards and treats dropped off for the team. Christmas is a busy time for us all, and we really appreciate everyone who took the time to show appreciation to our staff; it meant a lot to us.

2025 was a big year for myself and the team at Windsor Court, and I would like to say a personal thank you for the support you have shown us during the year. Thanks to the hard work of the team and organisations we work with, in 2025 we welcomed new residents to the Windsor Court community, hosted several successful events with residents, friends, and family members, and received fantastic feedback during our official CQC inspection.

Looking ahead to 2026, I am eager to share with you a few of our plans for this year, following on from some of our successes of 2025. Our second-floor rooms are fully complete and waiting to welcome some new faces to the home this year, which I, for one, am excited to see.

I hope you enjoy reading this newsletter and finding out what we have been up to over the past few months, as well as hearing all about our Christmas activities and what we are looking forward to for the year ahead.

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HOME NEWS

We have come to the end of another brilliant year at Windsor Court, which saw a whole host of changes, successes, and memorable moments at the home.

Towards the end of last year, we introduced a new care management system, and the response from everyone has been very positive. Our staff have felt the benefit of working with the Care Vision system and how it has helped them in their daily care tasks. They have noticed a difference in being able to monitor residents more carefully and quickly identify any important changes.

At Windsor Court, we are always happy to apply tools that can help us to innovate and improve. The care industry is evolving, and we are glad to discover new ways in which we can enhance resident care.

The new system has also enabled us to better track visitors to the home, as well as giving you all a convenient opportunity to share your feedback and compliments for the team, which have been greatly appreciated by our staff.



We have also received some fantastic feedback from residents and relatives via carehome.co.uk, allowing us to achieve an overall review score of 9.8. Thank you to everyone who left your comments, and if you would like to leave your own review, you can do so here: carehome.co.uk/review-submit/9227.

As you may have noticed, big changes have been happening at Windsor Court, and we are pleased to share that the renovation of our second-floor rooms is now complete. We are excited to have the newly refurbished rooms ready to welcome residents. These rooms are comfortable, fresh, and bright, and have been designed to support more independent living, meaning we can offer a wider variety of facilities dependent on the individual's needs.



We are looking forward to seeing these rooms occupied and welcoming more residents to our community. If you or someone you know is interested in touring the new rooms, or would like more information, please get in touch with us.

In November, we had a new CCTV system installed in the home. This upgraded system helps us to ensure the safety and security of everyone in the home, providing peace of mind that all activity is monitored and resident wellbeing is assured.

In autumn, we were visited by the Food Standards Agency inspectors for our regular assessment. We were pleased to once again receive a 5-star Food Hygiene Rating, demonstrating our high standards of hygiene and food handling. This achievement is thanks in no small part to the work of our kitchen team and their dedication to resident wellbeing.

A very proud moment for the home in 2025 was receiving a glowing report following our latest CQC inspection. We were visited by CQC inspectors in August, and in the autumn received the report, rating the home as 'Good' in all categories, including 'safe', 'caring' and 'effective'. This rating reflects the fantastic work of our team and their dedication to ensuring our residents are safe, happy and well cared for. You can read some highlights from the report on our blog: beritazcare.co.uk/news.

Following the feedback from the report, which was overwhelmingly positive, we have been able

to identify some areas of improvement to help us enhance our residents' living experience. We are already taking steps to refresh various areas of the home, particularly the communal spaces.

In 2026, we are planning a makeover of our main dining room. We use this space for events and activities, as well as mealtimes; it is also an area of the home where we often welcome family and friends for social occasions. We are excited to start working on the redecoration of this space, making it bright and lively, perfect to host residents and guests alike.

Earlier this month, we hosted our first relatives meeting of 2026. Residents' family members and friends were invited to the home to discuss recent home news and discuss our plans for 2026. We were also joined by a speaker from a local training company we work closely with, who delivered a talk on dementia, the impact it can have, and how to best support someone with dementia, as well as providing useful information on power of attorney. Thank you to everyone who attended; we hope you found the talk valuable. We appreciate you taking part and giving us your input on plans for the home.

2025 was a fantastic year for Windsor Court, and we are looking forward to another great year ahead of us. We are incredibly thankful for the support we receive from our local community, in particular the brilliant entertainers and organisations we work with for resident activities. The activities we have been able to provide thanks to these groups and individuals have made a massive difference to our residents, particularly the animal therapy sessions which were loved by our residents in 2025.

We would also like to say a special thank you to the families and friends of our residents, for your continued support throughout last year. The support you have shown us and all your kind comments mean a great deal to everyone at Windsor Court.

STAFF NEWS

The Windsor Court team had a busy end to 2025, learning new systems, taking part in skills training, and welcoming new team members, all while caring for our residents and making sure they had a magical festive season.

We have welcomed some new members of staff in recent months, including several new additions to our care team: Kumithini, Loren, and Judith. We have

also welcomed Anzhela and Vivin to the domestic team, and Brian has joined us as our new Activities Coordinator to support Debbie and Caroline with our busy activities schedule. It has been lovely to see these new staff members settle into the Windsor Court team; they have all been wonderful additions. We are also looking forward to the return of Jasneet, who will be coming back from her maternity leave very soon, having welcomed her baby girl last year.

In November, Windsor Court team members were invited to attend the Surrey Care Awards alongside members of our Beritaz Care family. We were excited to show our support for our Surrey-based sister homes who had been nominated for awards, and join with our colleagues in celebrating the hard-working care staff across the Surrey care sector.



We always look forward to celebrating Christmas at Windsor Court. While most of the festive season is taken up with activities and events for residents, we make sure to take a bit of time to have fun as a team.

Our staff came together for a night of glitz, glamour, and festive fun at our annual staff Christmas party. Everyone looked fabulous, dressed up to celebrate another fantastic year at the home and the start of the festive season. We were joined by Beritaz Care CEO and members of the management and business support teams. It was wonderful to have the opportunity to all be together, having fun, making memories, and soaking up all the joy of the season.



As the big day approached, our very own Windsor Court elf helper was hard at work organising the staff secret Santa. The presents were handed out to our happy staff, who were all delighted with their gifts.



With all the hard work the team had put in to making sure our residents had a brilliant festive season, as well as throughout the rest of the year, taking some time to enjoy their own Christmas celebrations was very well-deserved. We are looking forward to arranging more fun team building and bonding activities in 2026, including a summer social event later in the year.

As well as working hard to ensure our residents are happy and well-cared for, our staff have been dedicating time to their professional development and regular skills training, as well as working towards individual qualifications.

Last year, the team took part in fire safety training to make sure they understand the proper procedures in case of an emergency. They were able to get hands-on experience with the safety equipment to ensure they felt comfortable with how everything works. So far this year, the team have already completed training sessions on safeguarding and dementia care, as well as attending sessions on end-of-life care. We have many other training opportunities planned for the rest of this year.



Many of our team have also been pursuing individual qualifications. Arunakar, Bibin, Jaison, Katlego, Manu, Sheetal and Sandeep have all recently completed their Level 3 Diploma in Adult Care, while Chipo had achieved her Level 4 Diploma, and Parvathy has successfully completed the Level 7 qualification. Congratulations to all the team members on your training success and well done for all your hard work.

We are always incredibly impressed with our team members' passion for learning and commitment to their own progression, whether within the care industry or beyond. We recently celebrated Patrick, a member of our care team, as he graduated with a Master of Science in International Management. This is an incredible achievement that Patrick has worked very hard for. Congratulations Patrick.



At Windsor Court, we are keen to see our team members progress and have been delighted to see various promotions within the team. One of our newer team members has been promoted to a Senior Care Assistant, while another staff member is currently completing medication training in preparation for taking on more responsibility in their role. We are looking to promote more care staff to senior roles this year, and are supporting them to progress in their career journeys.

We are incredibly thankful to our staff for their dedication and hard work, particularly during recent months of change at the home. While being faced with the challenges that come with renovation work and a new CCTV system being installed, in addition to learning a new care system, the team have adapted well and approached these changes with positivity. We are very appreciative of everything they do, and we know the residents are too.



Remembrance Day is always an important occasion at Windsor Court. This year, we were joined by some special guests for our Remembrance Day activities. The residents were delighted to meet the 130 Bournemouth Squadron Royal Air Force Cadets, who visited us after attending the service at the Cenotaph in Bournemouth Gardens. They helped us to hold our own service at the home, where they laid wreaths in honour of the fallen.



RESIDENT ACTIVITIES

Autumn and winter at Windsor Court were filled with cosy hobbies, fun indoor group activities, and of course, lots of seasonal events and celebrations.

Autumn can feel like a quiet season, but for residents of Windsor Court, there was plenty to entertain. Throughout September, our residents enjoyed celebrating and learning about the various festivals taking place that month, including Rosh Hashanah (the Jewish New Year), Portugal's wine festivals, and the Hindu Festival of Onam. In October, the festivities continued with a Diwali celebration, where residents gathered to learn about the festival, look at some beautiful Rangoli patterns designed by our staff members, and listen to traditional music.



We were joined for some of our Halloween activities by the children from Talbot Woods Nursery. Together, the residents and children made Halloween hats and played games, while the children chatted to the residents about their trick-or-treating plans. We then welcomed the fantastic Green Room Theatre company to the home for a spooky seasonal performance, mixing theatre, stories, poetry, songs, and riddles, with plenty of audience participation.

The culmination of our Remembrance Day activities was a social event for our residents. For many of our residents, having the opportunity to come together on this day to share their thoughts and memories is incredibly important and meaningful.



We were pleased to welcome some of our favourite regular visitors for activities during winter, including animal therapy sessions, which is something our residents always look forward to. Residents have enjoyed several visits from the ZooLab team, where they had the chance to meet some fascinating creatures like scorpions, snakes, and millipedes.



The wonderful Lynn brought Izzy and Buddy for a visit and our residents were delighted to pet and talk to the dogs. Izzy and Buddy were very happy to explore the home to say hello to everyone. We also welcomed Martha in December, who was all dressed up in her very cute Christmas outfit. The residents are always pleased to see Martha and the lovely Paula.



It is important for our residents to stay active, particularly during winter. Many residents take part in active indoor games, like carpet bowls. We also host regular armchair exercise sessions at the home with Simon. These involve simple, gentle exercises that residents can do while sitting down, which help with strength, coordination, and mobility.



We took the opportunity this winter to venture out of the home for some adventures on our minibus. The residents visited the recently reopened Poole Museum to explore their new exhibits. They enjoyed trips to some of their favourite local places throughout December and even embarked on a festive tour of the local Christmas lights.



As we approached the festive season, many of our regular activities took on a Christmas-themed twist. In our December arts and crafts sessions, residents enjoyed decorating their own Christmas wreaths, tried their hand at some therapeutic Christmas colouring, and made Christmas tree decorations using oranges and cloves.



Our December poetry club meeting was the perfect opportunity to share some of the residents' favourite Christmas poems, including the famous, 'A Visit from St. Nicholas'. We were also treated to a festive performance by the Green Room Theatre group when they visited us to perform their production of 'The Christmas Candle' to entertain our residents.

Before Christmas, we enjoyed some fantastic musical entertainment from Nick, who always treats us to a varied repertoire of songs, as well as some brilliant jokes. The residents were full of smiles as they got up on their feet to dance and even learned some new dance moves from our staff members.



Christmas at Windsor Court involves lots of fun, festive social gatherings, including our annual mulled wine and mince pies evening. This was a lovely way for our residents to welcome in the festive season with their friends and families. We were joined by Richard, a talented musician and friend of Windsor Court, to delight our residents and guests with some well-known Christmas songs.



Everyone was excited to attend our resident Christmas party, a favourite festive tradition at the home. The residents joined in with party games like pass the parcel and had a Christmas sing-along. Our wonderful kitchen team prepared a delicious Christmas buffet of party food and festive treats. It was a lovely party, and the residents had so much fun celebrating together.



Christmas Day at Windsor Court was filled with presents, good food, and festive traditions. We welcomed many visitors over the Christmas period and enjoyed seeing our residents celebrate the season with their friends at the home, as well as visiting family members. The celebrations continued

into the new year, with a New Year's Eve party for our residents. The brilliant Richard provided the music, while our residents joined in with a chorus of 'Auld Lang Syne'. They played some party games, before enjoying a delicious buffet prepared by our chefs and toasted the new year with a glass of bubbly.



In 2026 so far, residents have been keeping up with some of their favourite activities and personal hobbies. Our most popular resident clubs and group activities will be continuing this year, along with some fun new activities for 2026.

Already this year, we have welcomed the wonderful Sunshine Band for a special performance. The residents always look forward to a visit from the Sunshine Band, and they had so much fun singing and dancing along to the music, including some of their favourite songs. Thank you to the Sunshine Band for another brilliant performance and for providing such fantastic entertainment.



In 2026, we will continue to explore ways to make activities more engaging and accessible. Over the past few weeks, we have been making good use of the omiVista projector system, kindly on loan to us from BCP Council. We have been using the projector to support our activities. Residents have loved trying out the interactive scenes, with music and sound effects, as well as taking part in interactive quizzes.



We have lots of fun activities planned over the next few months, and are already beginning to make arrangements for upcoming events and the seasonal spring activities that will be here before we know it. Make sure you are following us on Facebook for regular updates on activities, events, and a glimpse into life at Windsor Court.

STAFF SPOTLIGHT

Patrick has been a Care Assistant at Windsor Court since spring of last year, and has been a fantastic asset to our care team since his arrival. When he isn't working hard caring for our residents, Patrick has been busy studying and has recently graduated with a Master of Science in International Management.



"I have always liked looking after people, knowing I am helping others and making their lives better. I have found Windsor Court to be a great place to work. It is a very professional work setting and the home is very well organised. They have created a very friendly and welcoming environment. All the staff are well looked after and know we are valued.

I very much enjoy what I do, my job is focussed on looking after the residents, making sure their needs are met. I assist them with personal care tasks, as well as things like mealtimes, making sure they always have everything they need. I have enjoyed having the chance to get to know the residents better. I like listening to their life stories, we have so many interesting conversations and I have learned a lot from them. It makes me happy to know that I can contribute to making the residents smile."



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:

***B* Caring**

We care with warmth and understanding in a secure and happy environment.

***B* Trusting**

We build and maintain strong relationships by being open and transparent.

***B* Choices**

We respect each other and those around us through understanding and supporting individual needs and choices.