

# NEWSLETTER

Windsor Court Care Home - August 2025



**Beritaz Care**

*Care You Can Trust*

**WINDSOR COURT**  
CARE HOME

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## Update from Katherine Felton, Home Manager



Welcome to the latest newsletter from Windsor Court Care Home. I hope you have all been having as brilliant a summer as we have here at the home.

We have lots to update you on in this newsletter as 2025 so far has been a busy one for us all at Windsor Court. The renovation of our second floor means we have new rooms and new residents to help settle into the home. The team have been doing really well adapting to the increased number of residents at the home and I am so proud of them all. To meet the needs of our new residents, we have hired some additional staff within our care team who are fitting in really well.

It has been wonderful to celebrate my first full year as Home Manager. The time has flown by and yet so much has happened. This past year has been a great experience for me thanks in a large part to the support I have received from the Windsor Court staff, residents and friends of the home. Thank you to all of you for your support and encouragement.

In between my busy routine as Home Manager, I am still making time for my own professional development. I am currently studying for my Level 5 qualification which I am hoping to complete very soon. I, along with the rest of the team at Windsor Court, are passionate about what we do and are always keen to find ways to further our knowledge.

I am looking forward to enjoying the rest of the summer season with our residents, and particularly our upcoming summer party. Make sure you read on to find out the details, I hope to see many of you there!

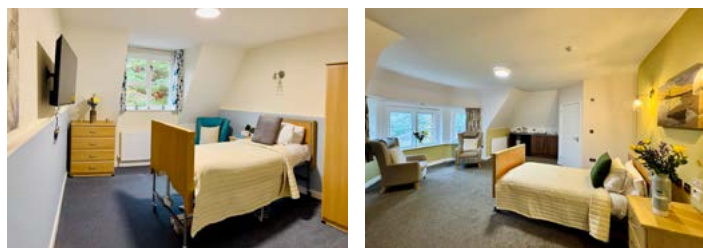
## HOME NEWS

2025 has continued to be an exciting year at Windsor Court Care Home. With continuing home renovations taking place, the introduction of new technology-based tools and regular inspections, we are doing everything we can to continually improve the experience for our residents.

Following the completion of the first stage of our second-floor renovation towards the end of last year, and the fantastic event we hosted for relatives and community members, we have been working hard to continue renovating the remaining rooms. This has been a huge project for the home and has enabled us to increase our capacity.



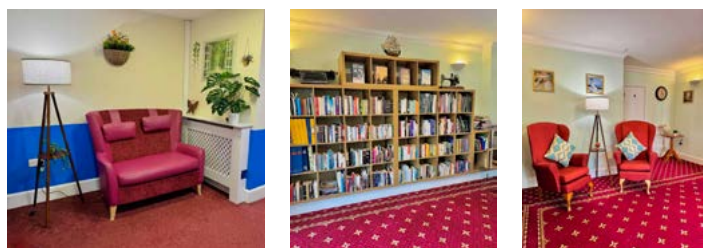
We currently have 44 rooms available for use. The final four rooms are currently being refurbished and we are excited to see these completed in September.



We are delighted to have welcomed some new residents to the Windsor Court community thanks to the additional spaces available in our new rooms. It has been wonderful to be able to offer support to even more residents and watch them settle into life at the home. If you are interested in taking a look at our newly refurbished rooms, please get in touch and we will be happy to arrange a tour.

There have been changes happening elsewhere in the home, as we have been busy redecorating and refreshing some of the communal areas. Our library has been redecorated and organised so that residents can easily access all their favourite books and enjoy a quiet, calming space to do some reading.

We have also been adding some decorative touches to other areas of the home, creating a variety of bright, comfortable and welcoming spaces. We want our residents to make good use of the many communal areas in the home and are always looking for new ways to make these rooms into spaces residents can enjoy spending time in.



Thank you to our Home Administrator, Maria Gasca, who has been spearheading the redecoration of the communal areas, and will be continuing to work on further improvements around the home. Maria has been working very hard to bring our vision for these rooms to life, all within budget and to a high standard. The changes have been greatly appreciated by both residents and visitors to the home.

We have also recently taken delivery of a brand-new coffee machine, this small addition has made a big difference and everyone at the home has been very excited. The coffee machine is located in the dining room so our residents can make the most of the delicious variety of hot drinks on offer, which they have been very much enjoying. And of course, the

next time you visit us you are welcome to enjoy a hot beverage.

With all these changes taking place around the home, both big and small, we have been thinking a lot about the changes Windsor Court has seen during its lifetime. One of our team members has been doing some research into the history of the home. Before it was a care home, this Victorian-era building used to be a grand hotel, the perfect tourist destination in the heart of Bournemouth for people coming for a holiday to the seaside. It's fascinating to see how much has changed over the years and the journey Windsor Court has taken to become the home to our wonderful residents that you see today.



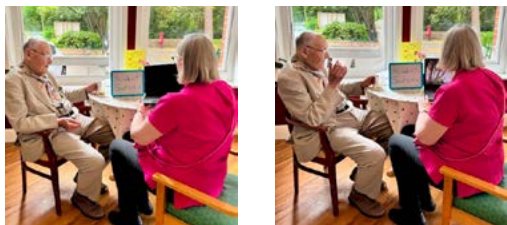
At Windsor Court, we are always looking for ways to improve the care we provide to our residents, including making use of the latest technological advancements within the care industry. Over the past few months, we have been testing the rollout of an AI monitoring tool within the home. This system is designed to provide early alerts for resident health issues or anomalies. The Windsor Court team received extensive training at the start of the year, so they were confident in how the AI tools would work before they were implemented.

The response from the team has been very positive. Thanks to the AI monitors, they have been able to pick up on issues quicker and have seen a reduction in resident falls. It has been particularly positive for our night team, who have been able to monitor residents without disturbing their sleep. They can feel confident that residents are safely in bed, without having to regularly interrupt them, and still be informed of any cough anomalies and other signs of resident disturbances, which they can then act on quickly.

We are delighted to share the results from our mock inspection in December, where we received an overall rating of 'Outstanding'. This inspection was carried out by a third-party organisation, who assessed the home along the same criteria as CQC inspectors. This mock inspection gives us an insight into how we are doing and any possible areas of improvement in preparation for a formal inspection. We are incredibly proud of this result, which is in no small part thanks to the hard work and dedication

of our team members, who go above and beyond to ensure our residents are receiving the highest level of care at all times.

Over the last few weeks, we have been sitting down with our residents one-on-one to get their feedback on life at Windsor Court. We chatted to them about various aspects of life at the home, from activities to food, their rooms and the care they receive.



Getting this kind of feedback through regular surveys is incredibly important; it helps us to improve our services and identify the areas that are most important to our residents' experience of living at the home. We are looking forward to compiling their answers and identifying key areas to action to help enhance the home and our services further.

We will be hosting our annual summer party on Saturday 9th August, it will be taking place in the garden of Windsor Court from 12pm to 5pm. This is one of our favourite events of the year, both our staff and residents are really looking forward to it. We would love to invite our residents' families and friends of Windsor Court to join us for an afternoon of music, entertainment, delicious barbecue food, refreshments and lots of fun. Please RSVP to the home if you would like to attend, we look forward to seeing you there.

We are also looking to host a relatives' meeting in September, and we would love to have as many of you as possible in attendance. We are currently finalising dates and looking into booking a speaker for the event. Last year we had a fantastic speaker who shared some fantastic insights into dementia. This was a very valuable experience and we would like to arrange something similar for this upcoming meeting. We will be sharing details very soon.

## STAFF NEWS

With new residents moving into our second-floor rooms, and more to come, we have been delighted to see our team expand to make sure we are able to maintain the same high level of care for all residents. We have welcomed three new Care Assistants, Phoebe, Patrick and Katarina, to the team and are also recruiting a new Senior Care Assistant.

Some of our existing team members have also been transitioning into new roles, taking on more responsibility and developing their skills further. Takunda has recently been promoted to the role of Care Manager and has proven to be the perfect fit for this role. Caroline, who has been a member of the Windsor Court team for over 20 years, is now taking on a more active role in resident activities. She is supporting Debbie to plan and manage our resident activities schedule, as well as assisting residents when they take part in planned activities or their individual hobbies.

We want to say a special thank you to our kitchen team, who work incredibly hard to make sure our residents receive delicious and nutritionally balanced meals every day. Following the recent renovations to our kitchen area, the team have adapted very well to the new equipment and have been working fantastically well as a team.

We also want to show our appreciation to Debbie, our Activities Coordinator, who has put in so much hard work to make sure our residents have lots of engaging and fun activities to take part in. Debbie's efforts make a huge impact on our residents' lives, her creativity and enthusiasm is greatly appreciated. Debbie has adapted incredibly well to the new challenges and increased capacity, ensuring that all our new residents feel included and can take part in activities they enjoy.

We are always pleased to help our team members progress in their career goals and provide regular training and support with qualifications, in order to help them achieve this. Many of our team members are currently working towards individual care qualifications which they are hoping to complete soon. Parvathy is currently working towards her Level 7 qualification, which is a great achievement and has been very valuable for her role.

In addition to individual qualifications, our team are participating in regular key skills training. In March, they completed the second part of the Oliver McGowan Mandatory Training on Learning Disability and Autism. This training course educated our team on the skills and knowledge needed to provide safe, compassionate and informed care to autistic people and people with a learning disability. We are now all up to date with this training and feel confident in our ability to support residents with learning disabilities.

Recently, our team participated in dementia care training. As several of our residents have been diagnosed with dementia, it is important for our

team to be aware of best practices for supporting individuals with dementia to ensure they are able to live comfortably and at ease within the home.

We have also had the opportunity this year to join with team members from our sister homes for several staff events. Earlier in the year, some of our new team members took part in the Beritaz Care staff orientation day. Staff heard from Beritaz management about the company's ethos and vision for the future. One of our long-term residents, Derek, was also asked to speak at the event, to share his experience at Windsor Court. It was very valuable for the staff in attendance to hear about our home from a resident's unique perspective.

Last month, members of our management and administrative teams, from across our homes and Business Support Centre, came together for the Beritaz Better Future Team Day in Bournemouth. They took part in a variety of exercises tackling the topics of teamwork, problem-solving and wellbeing, as well as considering the impact sustainability and AI advances have on the future of the care industry and the role they will play for us at Beritaz Care.

Following the morning of training, the staff in attendance paid a visit to Windsor Court to tour our new second-floor rooms and enjoy some refreshments in our garden. It is always lovely to welcome our Beritaz Care colleagues to the home.



We are incredibly lucky to have such an enthusiastic and dedicated team at Windsor Court, including team members who have been with the home for many years. In March, Anita celebrated her 10-year anniversary at the home, and we were delighted to share this milestone with her.

In addition to all their hard work in the home, two of our team members have also been doing their part to support the wider community. Georgina and Henry wanted to do something to support the Alzheimer's Society, a cause very close to our hearts, so have been taking part in activities to raise funds for this worthy cause. They decided to take part in the 13-mile sponsored trek around Stonehenge, for the Alzheimer's Society's Trek13 campaign.

In the months before the event, Georgina and

Henry were busy getting sponsors and holding events to help them reach their fundraising goal of £600, including a bake sale at Windsor Court. In May, Georgina and Henry travelled to Salisbury and successfully completed the 13-mile trek around Stonehenge. We are incredibly proud of them for successfully completing this challenge and spearheading the fundraising efforts, managing to smash their fundraising goal and in total raised a fantastic £1,594 for the Alzheimer's Society.



We are always excited to support our staff, both in their professional and personal milestones. Before she left to begin her maternity leave, we held a baby shower at Windsor Court in celebration of our team member Jasneet in anticipation of her new arrival. The residents were very happy to get involved and help celebrate this special occasion. Since then, Jasneet has welcomed her beautiful baby and has even been to the home to introduce the staff and residents to the new family member.



Following the success of our previous team building and staff social events, we are looking forward to arranging our staff summer social in the coming weeks. We will be asking for feedback from the team to help us plan an event everyone can enjoy. Our team work so hard to ensure our residents are happy and well-cared for, so it is important to us to show our appreciation and give them the opportunity to have fun as a team.

## RESIDENT ACTIVITIES

Our wonderful activities team have been busy creating a jam-packed schedule of activities and events for our residents. It has been lovely to see all the residents, including our new arrivals, so enthusiastic to join in with the fun.

The fantastic musical entertainment provided by the wonderful local performers who visit us continues to

bring so much joy and fun to the home. We arrange a variety of entertainers, so there is something to appeal to everyone's taste.

The Sunshine Band are one of our favourite musical acts that we are lucky to have regularly visit the home. Their performances are always so uplifting and it is a treat to have them play for us. During their most recent visit, our residents had a great time listening to the band play their instruments and sing a fantastic setlist of songs that the residents were able to sing along to.

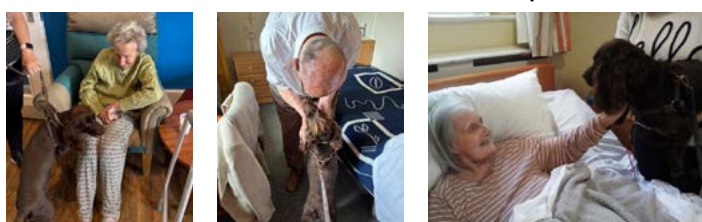


We have also been fortunate to welcome Heather and Nick to the home over the past few months. As well as singing some of our residents' favourite songs and getting them dancing, these wonderful entertainers are also happy to chat, tell stories and share jokes with the residents. They will perform in the communal spaces in the home and pay a visit to some of their residents in their rooms.



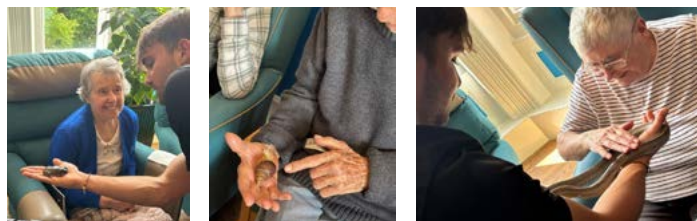
As popular as musical entertainment is with our residents, their favourite visitors are of the four-legged variety. Animal therapy is an activity that offers so many benefits to residents' mental wellbeing; interacting with animals can help to boost their mood and reduce anxiety.

Friends of Windsor Court, Paula and Martha the therapy dog, are frequent visitors to the home. Martha spent some time visiting residents in their rooms to say hello or enjoy a little cuddle. All the residents greeted Martha with a big smile, reminding them of fond memories with their own pets.

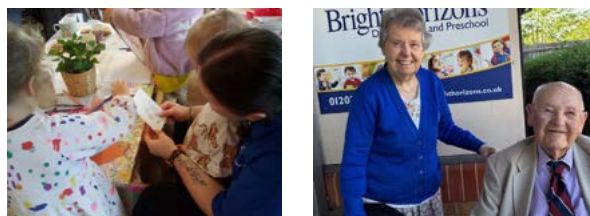


We were also thrilled to welcome Sam from Zoo Lab to the home recently, who brought along some wonderful creatures to show our residents. The residents had lots of fun meeting the ZooLab critters, and were fascinated by all the different animals;

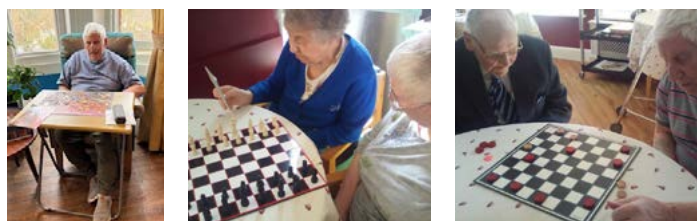
they even had the opportunity to touch or hold some of them. Everyone enjoyed listening to Sam tell us facts about each creature and the residents asked many questions, excited to find out more.



We have been lucky enough to be invited to Talbot Woods Nursery several times, and our residents always love their trips to visit the children. During their most recent visit, the residents joined in with story time with the children. Some of the children remembered our residents from previous visits and were excited to see them again. It was heartwarming to see the sweet interactions between our residents and the children, and how much they both gained from the experience. We are so grateful to Talbot Woods Nursery and look forward to our next visit.



We always make sure residents have time to enjoy their favourite hobbies and pastimes. Whenever they want some quiet time to spend doing their favourite things, we make sure they have a space to concentrate and relax. Some of our residents have been enjoying spending a relaxing afternoon playing a board game together. Board games are a fun social activity that also provide great cognitive exercise.



We have been making the most of the amenities on our doorstep and have been exploring the local area with some of the residents. We have visited some wonderful garden centres, enjoyed a trip to the Russell-Cotes Art Gallery & Museum, and of course, one of our residents' favourite venues, the RNLI Centre in Poole. Our minibus adventures continue to be greatly enjoyed by the residents, and this is something we aim to arrange on a regular basis.



We often enjoy hosting events and celebrations at the home. In celebration of the 80th anniversary of VE Day, residents at Windsor Court participated in a week-long programme of fun, themed activities arranged by our activities team. The residents greatly enjoyed the celebration and sharing in special events to commemorate such an important day.



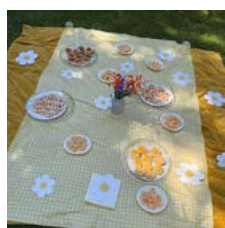
We also love to help our residents host celebrations with their families and friends, like this special birthday celebration in the garden of the home. It is lovely to have so many smiling faces around the home and to see our residents enjoy spending time with their loved ones. Visitors are always very welcome at Windsor Court and we look forward to welcoming lots of guests for our summer party later this month.



It has been wonderful to see our garden fill with colourful flowers and wildlife throughout spring and summer. The garden at Windsor Court always looks so lovely in the summer and has been the perfect place for our residents to sit, relax, and enjoy some fresh air and sunshine.



It has been a glorious summer this year, our residents have been making the most of the sunshine to enjoy lots of outdoor activities. We have moved some of our regular activities outdoors, including our reminiscence sessions, one of the residents' favourite activities has been a picnic in the sunshine.



We are looking forward to enjoying more outdoor activities and making the most of the rest of the great British summer at Windsor Court.



# 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](mailto: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 Windsor Court 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/9227>