

NEWSLETTER

Windsor Court Care Home - February 2025



Beritaz Care

Care You Can Trust

Update from Katherine Felton, Home Manager



Welcome to our first home newsletter of 2025. I hope you all had a good Christmas and a great start to the new year so far.

There were lots of exciting changes happening at Windsor Court last year and you can read all about them in this newsletter. One of our biggest achievements was the opening of our newly renovated second floor rooms, thank you to everyone who came to our launch event and took a tour of the new space. I am excited to see these rooms welcome their new occupants and watch as our Windsor Court community grows this year.

It was lovely to see so many friendly faces over the festive season, whether you came along to our mulled wine and mince pies evening or were visiting a loved one over Christmas. Thank you to everyone who dropped off treats to us over Christmas, the team were very moved by the thoughtful gesture.

I am incredibly proud of our entire team, through changes in the home during 2024 and a very busy festive period, the team stayed positive and adapted to the changing needs. It's thanks to the fantastic team we have at Windsor Court that all our residents are happy, healthy and content.

We are looking forward to another brilliant year, with a jam-packed calendar of activities, training for our new team members and more improvements planned for the home, I am excited for everything coming in the year ahead and I hope you are too!

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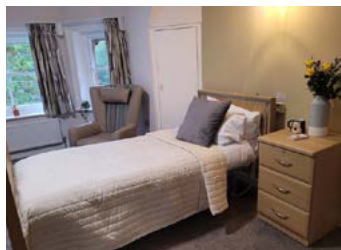
HOME NEWS

2024 was a busy year for Windsor Court, we saw a lot of changes at the home which has set us up for a successful and exciting year ahead. One of the biggest projects of last year was the renovation of the second floor of the home. During the summer there was lots of activity on the second floor as the new rooms began to take shape, while our staff went out of their way to ensure there was minimal disruption to our residents' routine.



In the autumn, we saw the finished results of this first phase of refurbishments and were delighted with how the new rooms came together. Bright, clean and welcoming, this is exactly the kind of space we want to create for our residents, somewhere they can feel comfortable and completely at home.



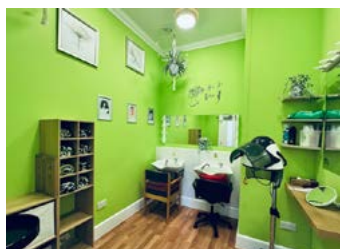
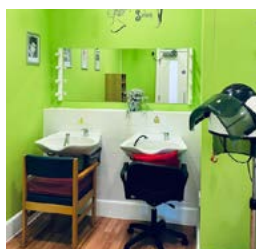


We were excited to share the new rooms with relatives, friends and community members, so in November we hosted a celebratory afternoon tea event. It was lovely to welcome so many of you as we celebrated this exciting new phase for the home. Guests enjoyed refreshments and an exclusive tour of the newly refurbished rooms. You can find out more about the event and take a look at the new rooms on our website: beritazcare.co.uk/new-rooms-at-windsor-court/



Since the autumn event, we now have seven new rooms completed on the second floor and we are delighted to have welcomed three new residents to the Windsor Court community, who are comfortably settled in to their rooms. We are excited to welcome more residents to Windsor Court this year as this expansion gives us the ability to offer care to even more individuals.

In addition to these renovations, we also carried out improvements to other areas of the home. Our salon was given an upgrade in 2024, creating a bright and welcoming space for residents to enjoy their hairdressing appointments and other pampering treatments. The new and improved salon has already been put to great use.



In 2024 we worked closely with some fantastic local organisations that we are looking forward to continuing to build relationships with this year.

We have enjoyed regular visits from our friends at Talbot Woods Nursery and St Luke's School, some of our residents even had the opportunity to visit the nursery and be shown around by the children. Time spent with the lovely students at the school and

nursery have been greatly enjoyed by our residents, everyone feels uplifted after these visits.



Our local library has continued to provide us with some fantastic reading material of all imaginable genres. This has allowed us to keep the home's library well-stocked and residents have been able to make requests if there is something they want to read.

We have greatly appreciated the support of the trusted assessors team at the local hospital, their support with pre-assessments and patient discharges has been invaluable. By working with the trusted assessors we have been able to ensure a much smoother discharge process for residents coming or returning to the home.

As we moved into winter, we were taking extra care to ensure residents of Windsor Court stayed happy and healthy during the colder months. We are always keen to take any precautions we can to protect against infection, particularly during winter when viruses are more prevalent. Our residents received their flu and covid vaccinations for the season and these were also made available to staff at the home.

We had a fantastic festive season at Windsor Court and were very grateful to receive so many gifts of chocolate and treats for the staff and residents. Thank you to everyone who brought in gifts, this was unexpected and very much appreciated.

In the run-up to Christmas, we hosted our mulled wine and mince pies evening at the home, inviting family and friends to join our residents and staff for a festive evening of mince pies, chocolate yule logs and mulled wine. Our residents and visitors all enjoyed taking part in a Christmas sing-along and some even had a dance. The residents really enjoyed seeing their loved ones and celebrating the festive season together at Windsor Court. Thank you to everyone who came along for making this such a lovely evening.



We are looking forward to another great year at Windsor Court, with lots of exciting plans already in place for 2025 to help make sure life for our residents is happy and comfortable.

Over the coming weeks we will be launching a new AI monitoring system in the home, enabling us to more carefully monitor residents' breathing, sleeping patterns and more. This system is also proven to prevent falls and offers many other benefits to resident safety and wellbeing. Our team received extensive training last month on the new system and are enthusiastic to see how it can play a role in the care we provide.

STAFF NEWS

The team at Windsor Court had a busy winter, making sure our residents' needs were met and that they were able to enjoy a great festive season at the home.

We welcomed some new staff members towards the end of last year who have been fantastic additions to the Windsor Court team. Bijitha Vettipara and Lucionara Souza have joined us as Care Assistants, and the arrival of Klaudia Kazaniecka has completed our domestic team. Our new team members have settled in well and have been shown the ropes by our existing members of staff.



Later this month we will be holding a staff orientation day at Windsor Court to welcome our new starters, many of our new team members will also be attending the company-wide orientation day run by Beritaz Care in the spring. This event gives new staff across all Beritaz Care homes the opportunity to learn more about the company, our ethos and values. They will hear from senior members of staff, as well as long-serving team members and relatives of residents, about their experiences with Beritaz Care.

Meanwhile, all staff at Windsor Court, whether they have just joined the team or have been with us for years, are encouraged to take part in training to develop their skills. We are running ongoing mandatory training to ensure the team are up to date with current best practices within the care industry and as a chance for them to refresh their skills.

Last year, we were joined by team members from our sister homes Chestnut Court, Robertson Nursing Home and Ashton Manor, for an interactive dementia training experience. We are always looking for new ways we can further improve our knowledge and in turn, the care we provide to our residents. This experience enabled our staff to better understand the needs of residents with dementia, providing them with a virtual simulation of the struggles faced by someone with dementia when trying to complete everyday tasks.



In March, our staff will be participating in the Oliver McGowan Mandatory Training on Learning Disability and Autism. This training course will help us to ensure that our team have the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability. This training is something staff at Windsor Court have previously found very interesting and we utilise the knowledge learned during these sessions in our everyday practices.

Many of our staff choose to pursue individual qualifications which we are always happy to support in any way we can. Our senior team members, Sandie, Georgina and Ali, are currently working toward their NVQ Level 3 in Health and Social Care. We are proud of their commitment to developing their skills and for the hard work they will be putting in this year to achieve their qualifications.

There are many exciting things to look forward to for our Windsor Court team, from professional growth to personal news. We would like to say a massive congratulations to Jazneet, who is expecting her baby this month. This is such an exciting time for Jazneet and her family, we wish her all the best from her friends at Windsor Court.

We are grateful to have so many wonderful people that make up our Windsor Court team, including staff that have been with the home for many years. In November we celebrated the 10 year anniversary of Marcus Palmer and in March, Anita Jarmolik will also be celebrating 10 years at the home.

Despite the busy schedule at the home over winter, we made time for fun social activities and to bond as a team. In October we had a lot of fun at our staff

bowling night, competing to be the best bowler and sharing a lot of laughs.

This was followed by our Christmas party in December, where the team got dressed up for a delicious meal and an evening of music and dancing. This was a lovely way to have some fun as a team and celebrate another fantastic year at the home. We are excited to arrange more staff social events in 2025.



After a very busy Christmas at Windsor Court, we want to say thank you to our team for their hard work at the end of last year and to the team members who spent their festive season going above and beyond to ensure our residents had a fantastic Christmas.

The team pulled together to make sure our residents had everything they needed and continued to receive quality care over winter, despite illness and absences. Particular thanks go to our Senior Care Assistant, Dinesha who was a great support to the team and picked up last-minute shifts whenever needed.



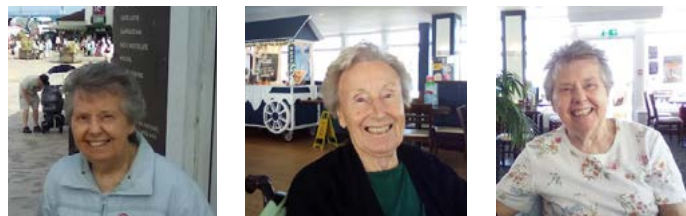
RESIDENT ACTIVITIES

After a busy summer spent in the garden and enjoying outdoor activities, we switched up our activities schedule ready for the colder months and in preparation for the festive season.

We ended our seasonal summer activities on a high with our 'beach week', a series of fun seaside themed activities both at the home and at the glorious beaches in our local area. Residents took part in seaside quizzes and memory games, we also themed our reminiscence activities around the beach using sounds and aromas of the sea.

The highlight of the week was a minibus trip to our local beach in Bournemouth, where the residents enjoyed a lovely walk along the pier while taking in

all the sights and sounds of the seaside.



As we moved into autumn and winter there were lots of engaging activities happening inside the home, as well as some wonderful entertainers who came to visit the residents.

Animal therapy experiences are extremely beneficial for residents' wellbeing and a visit from animals always brings so much happiness to the home. Last year we arranged a variety of animal therapy experiences for the residents of Windsor Court, from Kelloggs the miniature therapy horse to Bobby the owl from Falcon's Crest.

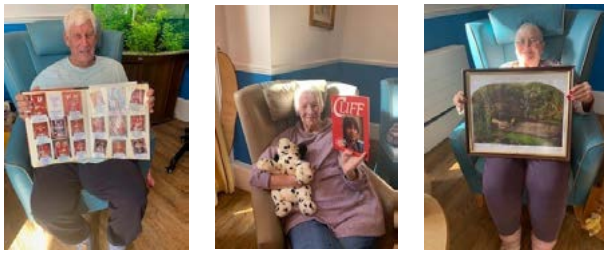
We even enjoyed a zoo animal experience with ZooLab, featuring some fascinating animals for the residents to meet including Dolly the python, Henry the tortoise, James the leopard gecko and Abby the millipede. The residents were really interested in learning about the animals and had the chance to see some of them up close.



Our residents often enjoy expressing their creativity through relaxing arts and crafts activities, which we theme around seasonal events. At the start of autumn, some of our residents spent time creating autumnal decorations to display around the home, a perfect way to celebrate the change in season. Many of the residents are big fans of a quiz so greatly enjoyed taking part in an autumn themed quiz, sharing their knowledge and learning something new.



In a special reminiscence activity we invited residents to show us some of their favourite things. Each resident had the opportunity to tell the story of their chosen item and share the memories associated with their prized possession. We then created a display in the home to proudly show off these wonderful items.



As well as our regular schedule of activities, last year our residents enjoyed participating in seasonal events like Remembrance Sunday, Halloween and the festival of Diwali. We arranged themed celebrations around these events, where residents had the opportunity to discuss and share their own memories and experiences of these occasions.



When the snow arrived at Windsor Court we knew Christmas was on its way. Our residents loved watching the snow fall outside, some of our staff even braved the cold to enjoy the snow. We couldn't wait to put up our Christmas trees, the residents were more than happy to give our staff a hand with putting up the decorations around the home.



Christmas festivities at Windsor Court began with the Winton branch of the Salvation Army Band visiting us to play Christmas carols for the residents. Everyone really enjoyed listening to the music and singing along to the songs. We were very appreciative of the visit and took the opportunity to hand over our donations for the Salvation Army Christmas present appeal.



Throughout December residents enjoyed a variety of festive themed musical entertainment courtesy of some of the wonderful local performers who regularly visit the home. Heather from Aphrodite visited residents in their individual rooms, singing their favourite songs as well as performing for residents in the lounge. Nick also paid us a visit to entertain us with a variety of festive songs, as well as sharing stories and jokes.

We welcomed The Parry Ensemble, who delighted the residents with their classical music performance, playing some Christmas carols. The wonderful Green Room Theatre company visited the home during December to put on a Christmas performance of 'Jingle Bells, a Christmas Story'. Our residents enjoyed watching the performance and were only too happy to get involved with the audience participation, including a sing-along with sleigh bells.



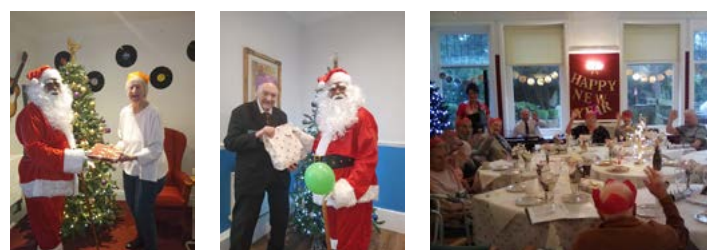
Residents enjoyed some wonderful trips out on our minibus in the run-up to Christmas for some festive activities. We paid a visit to the local garden centre to see their Christmas decorations and displays, we took a trip to Christchurch Quay and on several evenings, we ventured out to see all the houses decorated with beautiful Christmas lights in the local area.



Our resident Christmas party took place just before Christmas, where residents enjoyed Christmas games and entertainment. Richard joined us to play his piano for a Christmas sing-along and to help us out with the musical games. The residents appreciated the delicious festive party food and had fun taking part in a Christmas raffle.



After a wonderful Christmas Day at the home, where residents received a special visit from Father Christmas who handed out presents to everyone, we continued the festivities with our own New Year's Eve celebration. Residents welcomed in the new year, with a delicious buffet prepared by our fantastic chefs and a glass of bubbles to toast the start of 2025, while they played games and listened to music.



We kicked-off the new year with even more fun activities for the residents, there was no such thing as January blues at Windsor Court. The residents had a lot of fun celebrating National Mocktail Day, with delicious drinks to sample during our 'mocktail hour' including a Bellini, Paloma and Moscow Mule.

The residents have been enjoying some fun social activities, like playing board games and regular games of giant Scrabble with Steve. They have also been getting plenty of cognitive exercise, taking part in quizzes and playing word games together. They even managed to create over 80 words from the letters in 'antidisestablishment'.

Everyone came together to celebrate Robert Burns Day last month with an array of special Scottish refreshments, including shortbread and Cranachan dessert. We shared facts about Robbie Burns and read some of his most well-loved poems, the residents took part in a Burns Day themed quiz while listening to some traditional Scottish music. Some residents raised a toast to Robbie Burns with a tot of whiskey, before a group sing-along to Auld Lang Syne.



We have lots of fun activities and events planned for the coming months, 2025 is looking to be another fantastic year for resident activities at Windsor Court.

We will be continuing to welcome our favourite entertainers for regular musical performances, including a jazz group and the always popular Sunshine Band. We are also looking forward to a visit from Martha the therapy dog and other engaging animal therapy sessions with some of our adorable fluffy and feathered friends.

In March we will celebrate Shrove Tuesday and have already begun plans for themed activities surrounding spring events like Easter and Mother's Day. This year marks the 80th anniversary of VE Day, which we will be honouring with a performance of 'History in Europe' by The Green Room Theatre group.

We are always looking to find new and interesting activities to add to our regular schedule, so if you have a profession, hobby or interest that you would be happy to share with our residents, we would love to hear from you!



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



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

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>