

NEWSLETTER

Ashton Manor Nursing Home ~ Summer 2020



Beritaz Care

Care You Can Trust

Update from Carla Dixon- Peart, Registered Manager



Welcome to the Summer Newsletter.

The last few months have sped by here at Ashton Manor, the early part of the year started off beautifully with residents all in high spirits ready to welcome a bright and beautiful Spring with some unexpected and glorious sunshine, when suddenly ...COVID-19 hit!

We were of course deeply sad to close our doors to visitors back in March, but it was a very necessary measure. Life at Ashton Manor since the lockdown has been a little quieter with no visitors but the care team have done their absolute best keeping residents happy, healthy and busy during this exceptionally difficult time. I am sure you will join me in thanking them for the incredible job they have done and continue to do!

We are aware that the last few months have caused families a great deal of anxiety with care homes having been one of the top topics in the headlines during these worrying times. I am pleased however to say that Ashton Manor and in fact all of the Beritazcare homes have no proven or suspected cases of coronavirus infection amongst the residents or staff. The care team has done an amazing job of keeping residents happy inside and keeping the virus out! We couldn't have done this however if it wasn't for the continued support and overwhelming number of gifts and donations we have received from families - so thank you all, it means so much to us!

Above all, our number one priority is always the welfare of our residents and staff. So, as we move



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forward and the situation improves, we are really excited that we can once again permit visits to Ashton Manor – in the garden. However, we take a very cautious approach to this to ensure safe care within the home, and, in some circumstances our policies and practices may be more restrictive than those elsewhere in the country. We really look forward though to welcoming visitors back to Ashton Manor, and we are pleased to see that slowly but surely, we are returning to 'normal' - as always with the health and happiness of residents at the very forefront of everything that we do.

Whilst we endeavour to provide the highest standards of care for your loved ones, we never wish to be complacent, as such, we are always open to feedback on how you feel we can improve our services. Regular surveys provide us with honest, invaluable information so if you could spare a few minutes to complete and return the enclosed survey it would be greatly appreciated.

Thank you again for your continued support, well-wishes and donations, I look forward to updating you again in our Summer Newsletter! In the meantime, do take care of yourselves and your families and we look forward to seeing you soon.



Staff News

We are delighted to welcome back Reena from her maternity leave, we are over the moon to have her back working with us again and a huge congratulations on the birth of her beautiful baby boy!

More wonderful news as several of our staff trained for and successfully completed their Care Certificates during lockdown, well done to Sara, Shanshan, Phawama and Renuka, all of your hard work paid off!



Community Engagement

We have been so lucky to receive such great support from the local community during these challenging times. We have also received so many wonderful donations; to name a few, we were lucky enough to be donated some wonderful handmade scrubs from a group called for 'The love of scrubs' who are ladies based within the local community. The University of Surrey, Alton College and a lovely gentleman just down the road from us donated numerous face shields and we were also made beautiful flower jars by a local resident which were soon filled by stunning flower bouquets donated from local school, Moorhouse.



Employee Recognition

I wanted to personally mention the activities team for their unwavering contribution to our residents' well-being during lockdown. For their contribution they have been awarded a Certificate of Recognition for their work during what has been one of the most challenging times the home has ever faced. Their dedication to the residents, in keeping them entertained, busy and in good spirits directly links to our values of caring and trusting and we are very proud of them.



We have received countless letters of support, delicious gifts and so much appreciation from residents families and relatives, these have made a real difference to the staff knowing that all their hard

work and effort is appreciated. These gestures are so motivating for our team and we are all very grateful and touched by your well-wishes and support during these times. We thought it only right to help the care team in some way, after all they have been putting everything they have into caring for our residents. So, we thought it would be nice to give a little back – in the form of meat, fruit and veg boxes. Each member of the team was given a lovely selection to help out a little with their grocery shop!



Activities

As you can imagine, we have had to adapt our activities somewhat during this lockdown period and whilst we have not been able to accept external activity providers into the home, we have tried to provide stimulating in-house activities for the residents to participate in on a daily basis.

In the beginning few weeks of lockdown everything was very uncertain and the residents were especially missing their families. The care team made a wonderful video of the day to day life in Ashton Manor whilst singing the beautiful 'We are the world.' All the residents were involved and thoroughly enjoyed putting the video together, it brought more than a few tears to our eyes! Not to be outdone, Sarah, with a little help from Carla and Triana made another video of the residents singing 'we'll meet again' to reassure families that even in the toughest of times, it will come to an end and everyone will come back together.

We have been very fortunate over the majority of lockdown and more recently to have been able to enjoy some really beautiful weather. We encourage residents out into the garden as often as possible for fresh air and enjoyment of it as often as possible. Sarah and the activities team have been taking the

residents into the garden for numerous afternoons of games and reminiscing and we always make the very most of the glorious weather with ice pops and delicious, cold and refreshing drinks!



Although our usual organised day trips have not been able to take place during lockdown, for a little change of scenery, Sarah and Dan have been taking some of the residents out for a drive in the new minibuss to see and enjoy the sights of the local area that we live in and of course to show off the new Beritaz bus! It has been lovely and quite refreshing for residents to be able to get out of the home on a little road trip and see what people are up to in the community.

Through lockdown we have celebrated numerous birthdays and enjoyed the celebrations immensely. Marc has been very busy baking birthday cakes and staff are always in fine tune while singing Happy Birthday – so they should be with all the practise! We've all enjoyed these special days with some entertaining party games planned for the big day along with a big slice of home-made cake!



On a daily basis, we have been actively encouraging the use of video calling on the homes tablet so that residents can stay in touch with their families and still see you even if for now, it is not in person. Many of you are now in regular contact and book time slots to use this facility, it is lovely to hear your voices and see the faces of the residents looking so happy when they see and hear you!

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But now that lockdown is starting to ease, Ashton Manor has once again opened its garden gates to socially distanced half-hourly visits between residents and their loved ones. It has been an emotional experience for many after residents have gone months without seeing family. Even now with social distancing measures meaning no hugs or kisses, just seeing the smiles on our residents faces when they're finally able to see in person the ones they love again, has moved us all to tears, it has been a truly special time.

Summer Getting Together

In these strange and changing times Ashton Manor prides itself on keeping things as close to 'the norm' as possible, so even as we speak, the residents Hawaiian thwode as the team are busy organising the festivities for a fun-filled day!



Although different to our usual summer parties in that we won't be able to welcome the usual crowds of family and friends to celebrate with us, we will make sure that lots of fun is had, many pictures are taken and we will of course share all of these with you to enjoy. We are so very hopeful and positive that by this time next year we will once again be able to welcome you all back into the home to help celebrate summer with us.

In the meantime please do continue to book in for your socially distanced visits and we very much look forward to seeing you in the garden!



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: ashtonmanor@beritazcare.co.uk

Staff feedback

We surveyed all our staff to help us assess their support needs, learn any lessons and help with our future planning.

Additional Infection control measures

With the help of Government funding, we are taking further steps to reduce the risk of infections, these include

- Additional IT equipment so staff do not handle one equipment often
- Technology to include remote meetings and access to events (eg: activities, relative meetings etc)
- New uniforms to enable frequent changes, also, shoes so work shoes are kept separate in the building and not worn outside
- Individual staff lockers to prevent contamination
- Help with transport to reduce the use of public transport by staff
- Additional staff recruitment to prevent the use of agency staff (which was stopped in March 20)