

NEWSLETTER

Chestnut Court Care Home ~ Spring 2019



Beritaz Care

Care You Can Trust

Update from Becky Wilson, Registered Manager



Hello, and welcome to Chestnut Court's first newsletter for 2019.

One of our biggest focuses this year has been developing our staff to provide the best care to our residents. We are working hard to upskill our staff ensuring they sign up the Beritaz care ethos "Care you can trust" and over the next six months all staff will receive support, guidance and training from the management team to know what this means for our residents at Chestnut Court.

Recruitment is an ongoing challenge for us however one that we are determined to succeed in.

We are constantly growing our wonderful team and so if you know any suitable healthcare staff that represent our values please direct them to our website where they can view our employment opportunities.

I am proud to announce the changes we have made to the way we record all of our resident daily notes. Previously laptops were used however this brought about challenges as note recording became very time consuming, and we realised this time would be better spent with our residents. We therefore decided to address this problem head on and staff now use mobile phones to record residents.



**CHESTNUT COURT
CARE HOME**

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Email: info@beritazcare.co.uk

Web: www.chestnutcourtcarehome.co.uk

Welcome to our new staff!

I am pleased to welcome 5 new members of staff to the Chestnut Court family.

Thiago:



I was born in Brazil, I have been working as a carer for 3 months at Chestnut Court and the best thing in the care home is the cultural exchange with such lovely people that have more experience to share with me.

Peter:



My name is Peter I have two and half years' experience in care I have been working at Chestnut Court for 5 months, the thing I like most in my job is changing people's lives and it makes me feel I'm part of something bigger and very important improving people's quality of life's.

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Vera:



My Name is Vera I am from Bulgaria I have lived in the UK for almost 5 years; I like my job because I like to help people and make a difference to people lives. I love to talk to people.

Alex:



My name is Alex I am 45 years old and I am Portuguese. I came to Chestnut Court as a health care assistant starting on the 01/05/2019. My first impression was that this care home was heaven compared to previous experiences. Here I find management and staff amazing, all very organized and everybody knows what to do. After a month here I was invited to go on seniors training, I was shocked and happy at the same time. I said yes immediately. 3 months have passed and my happiness is bigger every day. Thank you Becky and Lisa and all staff who is helping me to achieve my goal.

Eugeni:



My Name in Eugeni I lived in Bulgaria I have a wife and two young children. I have been working at Chestnut Court for two months the best thing about my job is helping the residents.

Staff News



Louise Barry, our senior care assistant unfortunately left Chestnut Court in June. We would like to wish Louise all the best in her new job; she will be greatly missed by both staff and residents.



Charlotte Wrigley has started her level 2 qualification in Health and Social Care. We wish her all the best and will support her as much as we can with her studies.

Lisa Shaylor, Deputy Manager

In this newsletter we would like to share Lisa's Chestnut Court story with you.



Lisa joined the team on 22nd February 2016, and worked the nights as a team leader. In her previous role Lisa had started her level 3 in Health and Social Care and continued to work towards this qualification whilst at Chestnut Court.

A few months later Lisa was finding it difficult working nights and looking after her two children and so joined the day shift team.

The management team saw a lot of potential in Lisa, such as the commitment and support she showed to the residents, staff and their families.

On 21st November 2016 Lisa was promoted to Deputy Manager and has been doing a brilliant job ever since. Lisa works hard to be supportive to residents, their family and friends, and is on hand for a chat if there are any concerns. She will always go the extra mile and has grown in confidence since progressing.

Lisa values the support she receives from the team at Chestnut Court and is committed to doing all she can to make Chestnut Court a home from home for all residents.



Alive Activities

We are currently working with a company called Alive activities which is the UK's leading Charity enriching the lives of older people in care and their Carers.

Alives access all ages activity sessions connect local communities by linking up local schools with care setting we have the pleasure of 8 school children coming to Chestnut Court for these sessions, they will be visit Chestnut Court on the following Dates

- | | |
|---------------------|-----------------|
| 17th September 2019 | 24th March 2020 |
| 15th Oct 2019 | 28th April 2020 |
| 26th November 2019 | 19th May 2020 |
| 17th December 2019 | 16th June 2020 |
| 21st Jan 2020 | 14th July 2020 |
| 25th Feb 2020 | |

Congratulation to Barbara Sayers who celebrated her 100th Birthday



On 26th March 2019 Barbara celebrated her 100th birthday. She celebrated in style with jazz and swing music, and to see Barbara open up her birthday card from the Queen memorable for everyone.

Millers Farm Visit Chestnut Court

Our beautiful garden was transformed into a mini farm yard when Millers Farm came to visit our residents.

They brought a range of animals from birds, ducks, rabbits and chicks to goats sheep, pigs and donkeys. All of the residents really enjoyed the visit and I am sure they would have kept a few animals given the chance to. We hope to have them visit us again with a few more animals.



Carehome.co.uk

Some of you have already reviewed Chestnut Court Care Home on carehome.co.uk, either by sending in a pre-paid review card, or by posting a review on the website:

[www.carehome.co.uk/carehome.cfm/
searchazref/10001035CHEC](http://www.carehome.co.uk/carehome.cfm/searchazref/10001035CHEC)



We have 20 Reviews on the website currently with a score of 9.4, but I would really like this to reflect the fact Chestnut Court is simply the best care home in New Milton.

We receive wonderful comments from residents, relatives and from members of staff which really reflects the warm Chestnut Court family atmosphere.

The way the reviews are collated has changed as have the review card themselves. The rating for each care home is now split equally between the following items:

- The ratings each reviewer gives in each particular category
- and
- The number of reviews received for each home (in ratio to the number of beds available)

If you would like to review us for the first time, or update a review you've already submitted, we'd be very grateful. A review card is enclosed with this newsletter.

Residents and Relatives meeting

A Relatives' Meeting will be held on Wednesday 30th July at 2.30pm.

This will give the management team a chance to discuss with relatives future staffing plans as well as feedback from any suggestions received by then.

Do let us know if you have any ideas for future topics at these meetings and we look forward to hearing from you.

New method of payment

We are now using Direct Debits to collect our fees and other charges. This is a very convenient and efficient way of making your payments. Please contact us (customers@beritazcare.co.uk) to enrol.

Case studies

As some of you may already be aware we are in the process of renewing our case studies on the website, this involves a discussion with family members regarding their journey and experiences, we are contact relatives and asking if they wouldn't mind us doing a case study on their loved one and if they would not mind in chatting to us and telling us their story.

Dates for your Diary

Summer Party

On Thursday 15th August from 2pm till 5pm we are having a "By the Seaside" themed summer party. There will be live music to get into the summer spirit as well as a raffle to win some great prizes.



Alzheimers society memory walk

The Staff will be taking part in this year's dementia memory walk again in September. We will be raising money again and hopefully will beat our achievement last year when we raised £650. If you would like to sponsor the team or take part yourself do let us know.



(Photo below is last years memory walk team)



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



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



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



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@chestnutcourt.co.uk.