

NEWSLETTER

Chestnut Court Rest Home ~ Winter 2018



CHESTNUT COURT
REST HOME

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Beritaz Care

Care You Can Trust

Update from Becky Wilson, Registered Manager



Hello and welcome to Chestnut Court's final newsletter for 2018.

As with the last version I would like to share with you in this newsletter our achievements over the past few months as we have been working hard to ensure our wonderful residents receive the highest quality of care.

The first update I would like to share with you is that we had our Environmental Health Officer inspection in July. This type of inspection involves an environmental health officer from our local authority to visit the home to ensure the food provided is safe to eat. Following the inspection I am proud to say that our services received five stars, and we will work hard to ensure this high standard is maintained.

Another achievement from earlier this year is our participation in the Alzheimer's memory walk on Saturday 13th October. Myself and Lisa Shaylor, Daniel Thorne, Paul Claridge, Louise Barry and Emma Wilson raised £650 for the Alzheimer's Society, and managed to complete the 9.52km walk in two hours. Thank you to all those who took part alongside me, and for those family and friends who came to support us on the day.

Continued over

I am also proud to introduce that we have started the employee of the month scheme, more details of which you can read about later within this newsletter!

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

For us to provide the best care for your loved ones we would greatly appreciate your thoughts on how we can further improve our service. Within this newsletter is a short survey for friends and relatives of our residents to complete. On receipt of your responses we will personally reach out to you to discuss your comments and suggestions, however we respect your decision if you wish to complete it anonymously. Please note you can also provide feedback to us at any time via our e-mail at info@beritazcare.co.uk.

Finally, if there are any queries you would like to raise with me personally please do not hesitate to reach out to me or my team as we would love to hear from you.



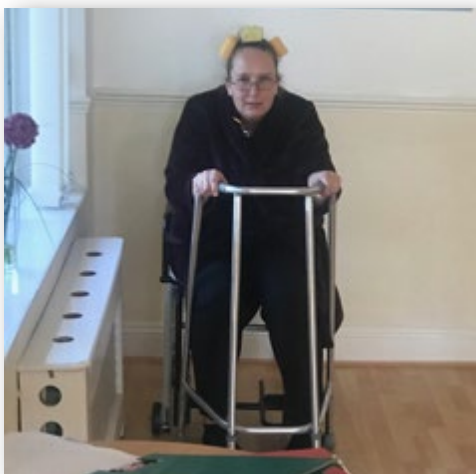
Alzheimer's memory walk 2018!



Fire training

At Chestnut Court we take training seriously and ensure all of our staff attend relevant courses which will help them with their day to day tasks ensuring they provide the best care possible to our residents.

One of the courses we have recently held was a fire training session where staff were taught about the evacuation procedures in the event of a fire.



The session was very informative and interactive, so much so they asked participants to role play as residents and staff members. During the interactive part of the training session those who were asked to be staff members had to ensure our 'residents' were behind two fire doors for safety. Above we see Lisa playing the role of a resident extremely well!

Care certificate completion

I am proud to say that three of our staff members have completed their care certificate at Brocklehurst college. Therefore I'd like to congratulate Charlotte Wrigley, Ewa Szczepanska, and Sam Lee on their hard work and dedication for completing the course.

I am sure that they will apply the lessons they haven't learnt during the course to their day to day care to further improve the quality of care at the home.

Ildiko and Mariann are our next staff members who will be starting their care certificate and we wish them best of luck with the course!



Resident visits school

Our residents were invited to Ballard school in New Milton to see the children's' Christmas play on Tuesday 4th December.

As you can see from the pictures below they all had a lovely time, and I'm sure the play got them into the festive spirit!



Chestnut Court staff updates

As I mentioned in our last newsletter we have an incredible team here at Chestnut Court who work tirelessly to care for our residents as though they are their own family. I am so proud of the dedication each member puts into their role, and therefore want to show my appreciation for the hard work they do.

Welcome to our new staff!

I am pleased to welcome two new members of staff to the Chestnut Court family:

Ildiko Szabo

Ildiko started at the end of November and will be working on the day shifts

Mariann Nagy

Mariann also started at the end of November however will be working on the night shifts



On behalf of all the staff and residents at Chestnut Court I'd like to say a huge congratulations to Daniel Thorne, our part-time chef, who got married on 3rd November.

We wish you all the best for married life Daniel and are so happy for you!



Chestnut Court Christmas party!!

On Monday 10th December we hosted our annual Christmas party, which all the residents and their families looked forward to!

We organised the Eva Long Production to come and perform Aladdin for us as entertainment, which everyone greatly enjoyed and nicely got us into the festive mood!

Of course there were also plenty of festive refreshments to feast on, such as mince pies and wine, so thank you to all the team who helped to put this event together!



Relatives meeting with Wessex funeral service

On 6th December we hosted a relatives meeting from 5.30pm-6pm with Wessex funeral service providing useful information for our resident's relatives for them to consider.

If you were unable to attend the meeting and would like information about this service do get in touch with a member of the care team who would be happy to help you.

Employee of the month initiative

As mentioned earlier in the newsletter in October we started the 'Employee of the Month' initiative where staff voted on who they felt had gone above and beyond that month to care for our residents.

I'd like to congratulate Pam Hopkins for receiving the employee of the month award in October.

In November's employee of the month staff specially voted for an individual who communicates best with others. Therefore with each month a different quality will be focused on each time putting another staff member in the spotlight!



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.

Beritaz website update

Since the new-year the Beritaz care website (www.beritazcare.co.uk) has undergone a new look which we are very proud of. As you will see the design of the website has been revived with separate sections for each care home, especially focusing on recruitment opportunities within each home.

The website also now contains a section to view previous newsletters from each home as well as blog posts and upcoming weekly activities. Therefore please do check into our new website for the latest news and updates from the Beritaz team.

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: chestnutcourt@beritazcare.co.uk