

# NEWSLETTER

Sprinkell House ~ Spring 2018

**Springkell**  
HOUSE CARE HOME

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**Beritaz Care**

*Care You Can Trust*

## Update from Karen Goddard, Registered Manager



Hello and welcome to Springkell House's first 2018 newsletter! Within this newsletter I would like to share with you our achievements, and the improvements we have made since the last edition of the newsletter to ensure our wonderful residents receive the highest quality of care.

Following the feedback received from the quality survey in November 2017 we have taken your comments on board and addressed these of over the past few months.

We agree that the residents need to have access to the outside areas, and when the weather allows we enjoy spending time in the garden, and our staff also take the residents to the local shops and public gardens.

We have also taken on board feedback regarding the request for more seating within public areas, which has proven challenging due to the nature of the building. However, we have persevered and managed to provide additional space in The Snug, the dining room and other quieter areas within the home.

Finally, we have sought to address the issue of not receiving notifications for relatives meetings by placing posters within reception, and ensuring invites for events are e-mailed in advance which will be coming from the Business Support Centre. Also,

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we now provide minutes on the notice board by the front door and within the information folder in The Snug area.

As always we are keen to hear any other suggestions or feedback you may have, therefore please do let us know if you have any and we will do our best to address them.

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](mailto: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.



## Hydrate Project



This exciting project is run by our local Clinical Commissioning Group (CCG) to ensure our residents are well hydrated, thus reducing the risk of illness and unnecessary hospital attendance, which is especially important during these summer months.

We are proud to have 3 members of staff who lead the initiative and are our 'hydration champions', ensuring our residents adhere to their regular drinking regimes.

To make keeping hydrated simple (and fun!) we have a 'drink of the day' using colour coded glasses and water droplet images for each resident indicating their capacity to drink. For example, residents with green glasses and droplets can drink by themselves, whereas those with yellow and red glasses and droplets require further assistance. More information about this initiative can be found on the noticeboard outside The Snug.

## Dignity Champions

A new initiative is the Dignity Champion Campaign lead by our lovely staff volunteers Danka and Sue. The ethos behind the campaign is to ensure dignity and respect is at the heart of our home. As part of the project a Dignitree has been created with words and phrases from staff and residents forming the tree of what dignity meant to them, and is on display in the music lounge.



## Protected Meal Times

We will shortly be introducing the 'Protected Meal Times' initiative whereby non-urgent clinical activities stop during lunch (12:00-2:00pm) and dinner (5:00pm- 6:30pm). This is to ensure staff can provide their full attention to the residents during this time, and prevent any low priority activities from interfering throughout mealtimes.

Therefore for relatives of our residents we kindly ask you to please respect this time and not visit during these hours to help us care for your loved ones as best as possible.

There will be a relatives meeting to discuss this on Thursday 7th June at 2pm.

## The Red Bag system

Another initiative arranged by our CCG is the Red Bag System whereby all residents transferred to hospital during their stay at the home has to take their medication and notes in a red bag which has a unique code to Springkell House. The aim of this system is to ensure that important notes and personal items within the red bag do not get lost, and if it is misplaced it will find its way back to the home to be reunited with the resident due to the unique code on it. I am happy to say so far the system is working well.

## Resident Activities!

As always we have been hosting numerous activities for our wonderful residents to participate in over the past few months, all carefully organised by our activity coordinator Danka, along with help from Celina our very creative carer who is always keen to provide new ideas!

Below are just some of the fun activities our residents have been up to:

**Knit & Natter group** – On Wednesday mornings Danka accompanies our knitting residents to The Hub coffee shop where they enjoy a walk to town and relax by knitting some impressive creations. Here we have Jeannette who knitted a beautiful jacket for her great grandson.



**Arts & Crafts** – Here we have Norma enjoying crafting alongside Kiara and Georgie who are both in year 3 at Beacon Hill School



**Gardening** – Now that the weather is brightening up we look forward to seeing our resident's vegetables and plants grow. Here we have Ray carefully planting his seeds, which we have every faith will grow into delicious vegetables and will make their way onto our plates soon!



## Springkell House staff updates

As you are all aware we have an incredible team here at Springkell 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!

Since the last edition of the newsletter I am proud to say that we have welcomed many new members of staff, all of whom represent our core values at Beritaz of quality care, trust and respecting people's choices. Therefore I would like to introduce our fantastic new members of staff:



## The Dementia Virtual Tour Experience

In January we organised a unique training opportunity for our staff to experience for themselves what it's like to suffer with dementia.

Every 3 seconds somebody in the world develops the disease, and as our population ages by 2025 over 1 million people will be living with this disease in the UK alone.



At Beritaz we are always keen to learn more about this disease to ensure the care we provide in all our homes meet the needs of our residents, therefore when we saw this opportunity we knew we had to participate.

Feedback from the team following the virtual tour reflected how shocking, and emotional they found the experience, especially with regards to the difficulty to perform simple tasks that we take for granted. Therefore by getting into our resident's shoes the experience has definitely made us more mindful at Springkell of our daily practices so that we ensure that the care we provide is in line with our resident's best interests.

For more information about the Dementia Virtual Reality Tour you can view a video about it via the website below:

[www.training2care.co.uk/virtual-dementia-tour.htm](http://www.training2care.co.uk/virtual-dementia-tour.htm)



## 2pm handover update

Since the last newsletter we have made some changes to the components of the 2pm handover process. Now we work so that at 2pm each day the whole staff team meet to discuss the activities from the morning, including any issues and also any achievements made. This new emphasis is to allow better sharing of knowledge and to provide improved care and service provision.

We also now use the time as an opportunity for a quick training session to assess knowledge of basic requirements from our staff, for example where and how to turn off the water/electricity for the home.

## Premises updates

There has been a lot of work redecorating various areas of the home. The corridor carpets have been replaced along with a delivery of comfortable chairs to find a new home in our lounges. We have also replaced some wall art within the corridors with new murals.

Over the next few weeks you may see Nigel decorating the lounge and corridors, working overnight so there is as little disruption to the day-to-day activities in the home as possible.

The garden is also getting a new look over the next month with some new furniture coming soon, as well as the hedge in front of the building being lowered.



## Data Protection Act updates

From 25th May 2018 updates to the General Data Protection Regulation (GDPR) guidance will mean updates to data storing and collecting processes will be made within Beritaz to ensure we fully comply with these guidelines.

Notably for relatives and friends of residents' standard documentation used to collect personal details will be updated, as well as the consent procedure.



# 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



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](http://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: [springkellch@beritazcare.co.uk](mailto:springkellch@beritazcare.co.uk)