

# NEWSLETTER

Sprinkell House ~ Winter 2018/19



**Beritaz Care**

*Care You Can Trust*

## Update from Karen Goddard, Registered Manager



Happy New Year and welcome to Springkells first 2019 newsletter!

I'm extremely proud to say that we have kept up our care standards having been awarded 'Good' by CQC in September. As well as maintaining our CQC rating we were also consistent from the results of our Environmental Health Officer inspection before the Christmas break as we retained our 5 star rating.

You said and we did! Following your feedback from the last quality survey we have taken your comments on board and made some changes to meet your needs. Actions can be found on the notice board inside the front door.

The first action was regards to care planning as all residents care plans are reviewed monthly, or sooner if their needs change. On admission, and if there is a major change, we invite loved ones to view and agree the care plan. However if at any time you would like to view the plan please speak with myself or the senior in charge so we can facilitate this for you.

Another action we delivered was more timely e-mails about meetings and events happening at the home, therefore I hope you are receiving them. Also notices are being placed by the signing in book at reception.

Lastly based on your feedback we have sourced spare chairs for visitors, however sometimes everyone

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**Springkell**  
**HOUSE** CARE HOME

Wood Road, Hindhead, GU26 6PT

**Tel:** 01428 605509

**Email:** [springkellch@beritazcare.co.uk](mailto:springkellch@beritazcare.co.uk)

**Web:** [www.beritazcare.co.uk](http://www.beritazcare.co.uk)

arrives at once and the lounge area can get quite crowded. Please feel free to go into the garden – weather permitting, the dining room or your relatives' room. If you need help please ask a member of staff and they will happily assist.

**We will continue to host themed relative information evenings at the home the next one being on Monday 25th February which will focus on providing information about dementia.** Afternoon tea will be provided therefore do come along if interested and we're happy to answer any questions you may have.

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 feedback via our e-mail at [info@beritazcare.co.uk](mailto:info@beritazcare.co.uk).



## Springkell dough-nates to MacMillian Coffee Morning!!

That's right, Springkell joined in with the rest of the country to participate in the world's biggest coffee morning to raise money for MacMillian Cancer Support.

There were a lot of tasty treats on offer made by our lovely staff that the residents and family members alike enjoyed. Also we are pleased to have raised £120 for the charity, therefore thank you to all those who participated and we hope you can come to next years event!



## Remembrance Day

As is tradition we marked Remembrance Day on Sunday 11th November 2018 with some special activities so our relatives and their loved ones could pay their respects.

Beautiful home made displays, as shown below, were crafted by our staff with help from our residents to mark the occasion.

We also accompanied some residents into town to look at the silent soldiers, a memorial based at St Albans Church where each soldier had a name, rank and date of death to commemorate their efforts to the war.



## Christmas 2018!!

Although we are just passing the January blues we certainly did Christmas justice last year with some fabulous festive activities.

Our residents were busy making Christmas cards to wish their nearest and dearest a happy holiday.

Jo yet again made an appearance at the village pantomime and had lots of support from the residents on one of her performance nights!



Of course we had our annual Christmas party with our own pantomime! Also, as it was Christmas we also guilt-free indulged in mince pies, sherry and sang some festive carols to get into the Christmas spirit. A big thank you to those who came for both events and for making it so memorable for our residents.

Finally the choir from St Albans church came to visit and sang some gorgeous carols, and on Christmas eve some of our residents made a trip to the Christingle service at St Albans.

## Travelling Ted

Last year we had the pleasure of travelling Ted visiting the residents with Adelaide who goes to a nursery nearby.

As you can see below both Ted and Adelaide know how to put a smile on our residents face and I'm sure we'll be seeing more of them in 2019!



## Springkell House staff updates

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 always taken back by the dedication each member of staff 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 say that we have welcomed some new members of staff, all of whom represent our core values at Beritaz of quality care, trust and respecting people's choice.

Therefore I would like to introduce our fantastic new members of staff:

Allan  
Care Assistant

Eleonor  
Care Assistant

Anna  
Care Assistant

## Congratulations to our newly qualified staff!

I'd like to congratulate two members of staff on completing their in-house qualifications. Firstly well done to Chandra who achieved her level 2 award in Care, and secondly to Danka for completing her level 2 qualification in Activities Provision.



## Further congratulations....

- Well done to Chandra who is now a senior carer and is doing fantastically in her new role
- Congratulations to Jain on the birth of her baby girl Amy in October. We wish you all the best and know you'll be a brilliant mum!

### *A picture says a thousand words!*

Introducing a new section to our newsletter where we have chosen two special images from the last 6 months that we'd like to share...



First we have Lesley who kindly helped us clear some leaves from the path during Autumn, thank you Lesley!



And second we have Jeannette with our delicious selection of baked goods for MacMillan Coffee Morning.

# 2019 community involvement at Springkell!

This year we have made a new years resolution to improve our community involvement and below are some of the exciting activities we will be hosting over the year:

## Wednesday Roast Club

Members of the local community will be invited to join us on Wednesdays for a roast dinner with nominal charge. This is a great chance for our residents to meet others from the local village, including members of clubs that the residents can visit regularly as well.

## Weekly toddler group

As some of you may have seen on TV having toddlers visit care homes has shown to significantly improve the physical and mental health of residents. Therefore by summer we hope to have arranged our own weekly toddler group where toddlers from the local nursery will spend some time with the residents.



## Volunteering

Finally this year we would like to invite anyone interested in volunteering for an hour or so with our residents to please get in touch.

Volunteering activities can range from helping us taking our residents for a walk in the local area, to simply reading a book or some magazines with them over a cup of tea!

If this is of interest to you or to someone you know please spread the word and get in touch with us via phone or email.



# 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](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)