

NEWSLETTER

Windsor Court Care Home ~ Spring 2019



Beritaz Care

Care You Can Trust

Update from Lesley Stickland, Registered Manager



Hello and welcome to our first newsletter of 2019.

I would like to share with you our successes and achievements over the past few months since the last edition, as we have been very busy making many improvements within the home to ensure our wonderful residents receive the highest quality of care.

An obvious change is the ongoing refurbishment project, also known as Origo, to refresh the facilities available within the home. More details of our plan will be revealed later in the year, therefore do keep an eye out for these!

I am proud to have welcomed many fantastic members of staff since the last newsletter, all of whom represent our core values at Beritaz of quality care, trust and respecting peoples choices.

We are constantly growing our wonderful team, and so if you know any suitable health care staff whom represent our values please direct them to our new website

<http://www.beritazcare.co.uk/home/windsor-court-care-home/>

Continued over

WINDSOR COURT
CARE HOME

34 Bodorgan Road, Bournemouth BH2 6NJ

Tel: 01202 554637

Email: info@windsorcourtcare.org.uk

Web: www.windsorcourtcare.org.uk

For us to provide the best care possible 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 response's 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 anytime 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.



Staff Induction

We have held 3 induction days for the staff over the past year for both new and current staff. One of the key focuses of our induction days is speaking about our core values so all are reminded about the purpose and importance of their roles which are to provide high quality care, build and maintain trust, and provide freedom of choice to our residents and their families.

The staff also heard from one of our residents giving them an insight into living in Windsor Court through their eyes.

We also invited a relative to come and speak about the journey for her mum who is a resident in the home. This was a valuable exercise for the staff to hear how hard it is sometimes for relatives leaving their loved ones in our care but showing how much they trust the care that is provided in the home as well.



Poetry Club



We have recently discovered there is a passion for poetry here with some residents enjoying discussing their favorite poets and reading their favorite poems to others.

Derek who writes poetry often admits he has ideas for poems in the middle of the night and gets up to find a pencil & paper! Derek is very keen to get our very own poetry club together & enjoys seeing others engage, therefore lookout for more details about poetry club in the next few months.



Project Origo

This is our ambitious refurbishment programme to enhance the facilities and services to provide a high quality care at Windsor Court and began in May 2017.

So far this programme has delivered:

- A spacious reception area
- A private dining area on the ground floor for families to use
- Updated lounges in the lower Ground floor and first floor
- 18 new ensuite rooms with modern facilities
- New dining facilities on the first floor
- Fully comprehensive staff rest and change areas
- Fully refurbished offices and a meeting room

We are starting work on the second floor, which is currently not used, to deliver an additional 7 rooms by this winter with a further 6 rooms to follow in spring 2020. You would be pleased to know most of the structural works have been already completed on this floor. Therefore, the disruption and noise is expected to be very minimal, for example the car park will not be used as a yard and there will be no skips or scaffoldings.

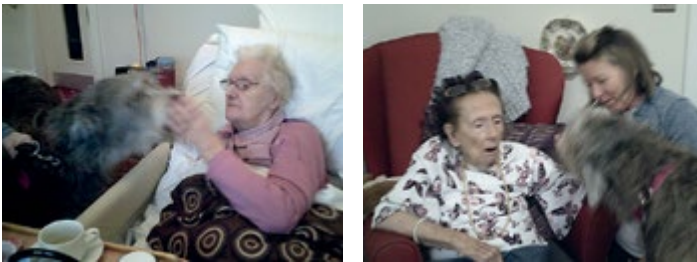
Thank you to all those who supported us through this transition and ensured the safety of our residents and all other users of Windsor court.



Activities

Recently our residents enjoyed a trip to Bournemouth beach & had a walk along the pier with stopping off for coffee & cake. Our next trip will be to celebrate National picnic week and will go for a picnic in the park our residents have suggested, the local Meyrick Park. Therefore keep an eye out for more details about this trip.

We now have a therapy dog provided by Caring Canines. 'Duchess' the Irish wolfhound visits our residents every other Friday for some well-deserved attention. Our residents are always amazed by the size of her and seeing her sparks conversations of dogs & other pets that they have had in the past. Dawn, Duchess's owner, is always happy to answer any questions residents have and engage in conversations with residents whilst they reminisce and share memories.



We also have a new selection of entertainers who visit weekly ranging from singers and musicians to magicians as well as regular visits from 'The Guinea Pig Ranch'.

Day care Packages Available

We are offering very competitive Day Care packages to suit each individual's needs.

If you know of anyone that maybe looking for Day Care please ask them to get in touch as we would be more than happy to assist them.

For more details call us on 01428 604414

We now have an aromatherapist who tends to any aches or pains residents may have.

We understand the importance of having outside activities and the benefits of fresh air for our residents and so are focusing on creating activities in the garden. Current ideas include wind chime making, decorating pots and planting wild flowers to attract wild life to our stunning garden.

To continue with the garden theme we are having a sunflower competition and growing potatoes and strawberries which will hopefully be ready in time for Wimbledon. We have many keen gardeners here to give advice, one of who Penny volunteers at a local garden nursery & has done for over 20 years!

Also we are looking forward to when the well loved alpaca's visit us in June.

We are also spending quality one to one time with residents taking a trip down the memory lane and revisiting their life histories to create a personal memory box for them.

Residents Engagement Meeting

Here at Windsor Court we have monthly residents meetings where we talk about a range of topics. We discuss dignity & focus on one of the 'Dignity Do's'. Any activities residents would like to do and receive our residents input on plans for the home, including where to go on the next outing on the mini bus.

Recently our residents gave their ideas for the newly decorated library, including colours for the areas, and requested for better lighting following the improvement's. This will be a perfect space for our poetry club which is another exciting monthly event.

On Friday 14th June we held an event for families to mark father's day & national tapas day. As well as celebrating we also wanted to raise awareness for men's health week, and we arranged entertainment by Nigel Revill who sang and played the acoustic guitar.

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 at customers@beritazcare.co.uk to enrol. Call us on 01428 604414 for more details.

Case studies

From our discussions with you, we noted that each of you have your own reasons and experiences of finding care for your relative. We felt some of these stories and experiences are worth sharing with others who are in similar situations. This lead us to developing case studies by speaking to you individually and are published on our website and updated regularly. Thanks for all those who have contributed so far. Please contact us if you would like to share your experience. It usually takes about an hour of your time. Please contact us on info@beritazcare.co.uk you may be able to help others with your Experience.

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.

UPCOMING EVENT:

On Saturday 3rd August at 3pm we would like to invite you to our summer fete, we hope you can join us!

Any cakes baked or bought would be lovely as well and all the money raised will go into our resident's fund.

Raffle tickets are on sale now therefore please see Becki, Debbie or Mandy for more information.

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@beritazcare.co.uk



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.

Carehome.co.uk

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

(<https://www.carehome.co.uk/carehome.cfm/search/azref/20002022WINZ#submit-review-tab>).

We have 13 Reviews on the website currently with a score of 9.6, but I would really like this to reflect the fact Windsor Court is simply the best care home in Bournemouth.

We receive wonderful comments from residents, relatives, and from members of staff which really reflects the warm Windsor Court Family atmosphere. One relative recently commented "I pray to God every day with Thanks I have found this house"