

# NEWSLETTER

Windsor Court Care Home ~ Spring 2020



**Beritaz Care**  
*Care You Can Trust*

## Update from Lesley Stickland, Registered Manager



Welcome to the Spring Newsletter. The last few months have sped by with some really wonderful changes at Windsor Court many of which are a direct result of the lockdown situation we have found ourselves in since the impact of Covid-19 really took effect. Windsor Court has gone hi-tech and the residents are now enjoying watching Netflix, and testing 'Alexa's' knowledge amongst various other new opportunities we've introduced to keep residents busy!

The early part of the year started off beautifully with residents enjoying a Valentine's tea party and quiz! We were all in high spirits ready to welcome a bright and beautiful Spring with some unexpected and glorious sunshine when suddenly ...COVID-19 hit!

We were of course deeply sad to close our doors to visitors back in March, but it was a very necessary measure. Life at Windsor since the lockdown has been a little quieter with no visitors but the care team have done their absolute best keeping residents happy, healthy and busy during this exceptionally difficult time. I am sure you will join me in thanking them for the incredible job they have done and continue to do!

We are aware that the last few months have caused families a great deal of anxiety with care homes having been one of the top topics in the headlines during these worrying times. I am pleased however to say that Windsor Court and in fact all of the Beritazcare homes

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WINDSOR COURT  
CARE HOME

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have no proven or suspected cases of coronavirus infection amongst the residents or staff. The care team has done an amazing job of keeping residents happy inside and keeping the virus out! We couldn't have done this however if it wasn't for the continued support and overwhelming number of gifts and donations we have received from families - so thank you all, it means so much to us!

Above all, our number one priority is always the welfare of our residents and staff. So, as we move forward and the situation improves, we are really excited that we can once again permit visits to Windsor Court - in the garden. However, we take a very cautious approach to this in order to ensure safe care within the home, and, in some circumstances our policies and practices may be more restrictive than those elsewhere in the country. We really look forward though to welcoming visitors back to Windsor Court, and we are pleased to see that slowly but surely Windsor is returning to 'normal' - as always with the health and happiness of residents at the very forefront of everything that we do.

Whilst we endeavour to provide the highest standards of care for your loved ones, we never

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wish to be complacent, as such, we are always open to feedback on how you feel we can improve our services. Regular surveys provide us with honest, invaluable information so if you could spare a few minutes to complete and return the enclosed survey it would be greatly appreciated.

Thank you again for your continued support, well-wishes and donations, I look forward to updating you again in our Summer Newsletter! In the meantime, do take care of yourselves and your families and we look forward to seeing you soon.

*Lesley.*

## News from Windsor Court

We have experienced a few changes here at Windsor Court, brought on mainly due to the lockdown situation we find ourselves in since being hit by the Covid-19 pandemic. We have however risen to the challenge and taken full advantage of the technology made available to us during these difficult times.

We now have an in-house 'Alexa,' residents can choose their own music as well as ask questions, it has also helped with quizzes, dates, times, and information. One of the most popular things requested of Alexa of course is updating staff and residents on the weather! As music is so important for boosting wellbeing and brain activity as well as stimulating the recall of memories and emotions, aside from Alexa, we have now also invested in a karaoke machine so that residents can enjoy a singsong with each other and the staff. Netflix, and YouTube, as well as webcams live streaming to gardens and zoos have also been introduced. As a result, residents have enjoyed having a huge variety of choice over what they can watch whether it's concerts from their favourite artists and performers or films from a particular genre, year of their favourite actor/actress! We haven't stopped there though, no, we have even gone so far as to introduce 'gaming' into Windsor court and now have a Nintendo Wii for residents and staff to enjoy together!

Residents have been keeping in contact with loved ones via Skype which has been a huge success, it has helped in maintaining a degree of normality for some residents who have regular visitors. We strongly encourage the residents to make full use of video calling, the benefits are enormous to both residents and their loved ones so do get in touch if you haven't already so we can set this up for you.

## Activities During Coronavirus

Residents have been making the most of the glorious weather that we've been having, using the garden at every given opportunity. Whether it's been for exercise, garden bowls, gardening, celebrations or afternoon tea, or just a sit in the sunshine and a breath of fresh air! A variety of seeds and plants have been ordered for our green-fingered residents so that they can continue to be involved in maintaining our beautiful garden as well as enjoying it.

Earlier in the year back in February, residents enjoyed a special Valentine's tea party where they were treated to a delicious special cake, personalised cards and chocolates and they were able to take part in our heart throb quiz! It was a wonderful event that we all really enjoyed being part of and the team did an incredible job of decorating Windsor creating a really lovely atmosphere for the party.



It has been an absolute delight and privilege to be involved with an inter-generation pen pal project. Gemma, the founder of Truth Be Told, does an amazing job at matching together children and residents with similar interests. Our residents love receiving the children's letters and pictures and some children have even created puzzles for the residents to do! It is a breath of fresh air for our residents to receive such love and kindness in letters and they really take time when thinking about what to reply in their letters back to the children. The residents really

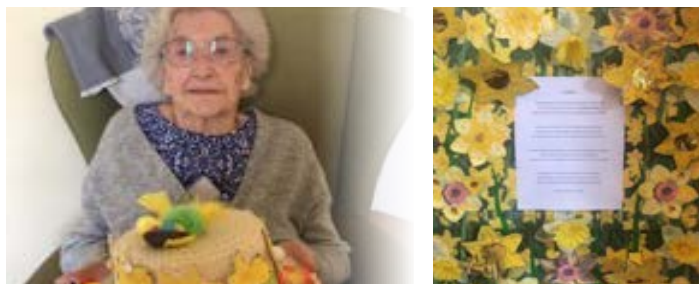


enjoy the personal contact with the children, and it is really wonderful to see how much joy it brings the residents, especially at a time when they are not able to interact with anyone outside of the home. It is a truly heart-warming project to be a part of and we thank everyone dearly who is involved.

Two of our lovely residents Roger and Sheila celebrated their 65th wedding anniversary recently. It was such a special occasion and to mark it all of the residents made a beautiful poster for them and they celebrated their special day together. We all felt very privileged to be part of their day and are in awe every day of the love between them after 65 years!



Over Easter, although we were extremely sad to not be able to welcome families into the home to visit their loved ones, it didn't stop us from celebrating this special time of year. We held a lovely Easter party for the residents who thoroughly enjoyed themselves. There was an Easter bonnet competition and the Easter bonnets that were made were judged with chocolate eggs given as prizes, there was also a raffle for the residents. This year Betty won the competition with her beautifully decorated Easter bonnet and decorations that she created in arts and crafts, she also wrote a really lovely poem about daffodils in poetry club, well done Betty!



Residents have been getting arty, showing their appreciation for the NHS and carers with the familiar rainbow pictures and other positive and colourful

messages. During the coronavirus pandemic, the rainbow has become a symbol of support for people wanting to show solidarity with NHS workers and carers on the front line. The trend was reportedly started by a nurse who wanted to create "a sign of hope" for patients and staff in hospitals across the country. We've put the art work in the windows to show our support, thanks and appreciation to all carers and NHS staff in our community and across the country.



We have had an overwhelming amount of gifts, 'thank you' messages, flowers and chocolates from relatives and staff family members. We have also had a really thoughtful donation of bird seed so that the residents can enjoy sitting and watching all of the wonderful wildlife coming into our beautiful garden. Rob Dickenson and his team at Sandbanks Covers Ltd have also made laundry bags from donated bed sheets, covers and pillowcases for local hospitals and care homes in the community. We were lucky enough to receive their kind donation so that staff can put their uniform in the bags after work and it can go straight into the washing machine – what a brilliant idea! If you think you or anyone you know may be able to help with making masks or other personal protective equipment, then please do get in touch it would be greatly appreciated.



Most recently, we celebrated the 75th Anniversary of VE Day here at Windsor – this is an anniversary

very close to all of our residents hearts so we could not allow it to pass us by without a big celebration to remember all of the heros in WW2. Luckily the weather was glorious and with Windsor draped in bunting made by the residents and plenty of balloons, we could all enjoy the party in the sunshine. Residents celebrated with strawberries and cream, Pimms and lemonade, singsongs and poetry reading. It was a memorable day and we all really enjoyed it, our thoughts were espicially with all of those working on the front line today during this very challenging time.



We were also really touched by the beautiful words from Derek, our resident poet, who has written a really thoughtful and provoking poem, "In Praise of Carers." Derek has given us permission to share it with you and we think you will all agree it is very moving, we love it!

## In praise of carers

Where the stream of kindness flows,

There, the loving carer goes,

One to bathe and one to dress,

One to feed and one to bless.

Day by day with cheery will,

Unsung saints their duties fill,

Among the quirks of faltering mind

They tend the halt, the lame, the blind.

If loving be God's gift to us

For carers he heaps plus on plus;

So let us when they come our way,

Remember how they've made our day.

To poor and needy, year on year;

Let joy be yours who play your part,

And fill our loving Saviours' heart.



# 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.

## 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:*

[www.carehome.co.uk/carehome.cfm/search/azref/20002022WINZ#submit-review-tab](http://www.carehome.co.uk/carehome.cfm/search/azref/20002022WINZ#submit-review-tab).

*We have 18 Reviews on the website currently with a score of 9.1, 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"*