

NEWSLETTER

Chestnut Court Care Home ~ November 2020



Beritaz Care

Care You Can Trust



**CHESTNUT COURT
CARE HOME**

9 Copse Road, New Milton, Hampshire BH25 6ES

Tel: 01425 620000

Email: info@beritazcare.co.uk

Web: www.chestnutcourtcarehome.co.uk

Update from Becky Wilson, Registered Manager



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.

The care team has done an amazing job of keeping residents happy inside and keeping the virus out! Staff are being tested weekly and residents every month as part of our new infection control procedure.

But we couldn't continue the way we have 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! We have been so lucky to receive so many gifts during these challenging times, almost too many to mention, such as the yummy sweet treats and wonderfully soothing hand cream from Beryl's family - the coffee helped to keep us all going throughout our shifts as well, so thank you so very much!

We also received the most delicious box of pastries from Jean's family, they did wonders for our energy levels (not so much our waistlines but who's counting calories!) giving us a real boost! Just when we thought we should start cutting down on the sugar, Connie's family gave us some incredible chocolates - it would have been rude not to eat them wouldn't it?!

Whilst visiting is still a long way off being back to a normal activity at Chestnut, it is so essential to our residents so we are putting procedures in place to ensure it can be done safely, once we are ready and everything is in place to make visits possible, we will be sure to let you know and we'll look forward to once again welcoming you back into our home!



STAFF NEWS

The care team continue to do a fantastic job working hard keeping the home clean and of course keeping all of our wonderful residents happy and healthy. In order to provide the high standards of care that we pride ourselves on we have over the last few months been growing our wonderful team as well as supporting the existing and new staff with their professional development.

I am pleased to welcome 5 new members of staff to the Chestnut Court family:



Scott Funnel joined our team in April 2020 as a part time chef.



Gita Bruzaite joined our team in June 2020 as a care assistant.



Kaycee Conne joined our team in July 2020 as a night care assistant.



Alex Nuche joined our team in August 2020 as a night care assistant.



And last but by no means least, I am also very pleased to inform you that Marcelo Custodio who joined us back in January 2020 as a care assistant has now progressed to a team leader, congratulations Marcelo!

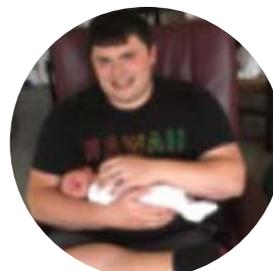


During the Coronavirus crisis our staff have completed various PPE Equipment training with the CCG to ensure that PPE is being used safely and correctly in line with National Health and Safety Standards. The training has been a success and very insightful for all those who took part.

SPECIAL ANNOUNCEMENTS

We are soon going to launch our new Beritaz Care website . Please look out for this in early December which will also list our Christmas plans!

We would like to say a really HUGE congratulations to Daniel Thorne our chef on the birth of his son, Jasper David Thorne - born on Wednesday 2nd September 2020 at 12.15, Jasper was 5lbs 12oz.



We are also very happy to say that we are doing a complete refurbishment of the Kitchen including the addition of stainless-steel worktops, new flooring and a fresh coat of paint for all the walls!

During the Covid crisis we have had so many phone calls from residents' loved ones and at times it has been quite difficult juggling them all! However, we are pleased to say we now have three brand new cordless phones to help us, and, we even have a new iPad for the more high-tech residents that so love to keep up with their family via facetime!

Please do feel free to give us a call and we will be only too happy to arrange a day and time for you to facetime your loved ones.

ACTIVITIES

As you can imagine, we have had to adapt our activities somewhat during this lockdown period, but we have tried to provide stimulating activities for the residents to participate in on a regular daily basis.

We encourage residents out into the garden for short walks as often as possible - weather permitting of course, and we encourage fresh air and enjoyment of the garden as much as we can. Residents have been busy growing tomatoes whilst enjoying the weather and after planting numerous seeds we managed to grow several plants and have so far harvested over 25 tomatoes. The residents have really enjoyed watching them grow, tending to them and then eagerly eating them!



Particularly at the beginning of the pandemic, around the country it became popular to draw and paint rainbows. The rainbow became 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.

Our residents of course eagerly joined in and created numerous rainbow creations. We put the artwork in the windows at Chestnut as well as around the home in order to show our support, thanks and appreciation to all carers and NHS staff in our community and across the country as well of course to our amazing Chestnut team.



VISITS AND INFECTION CONTROL

We have taken the following steps to control and manage the infection in our homes:

- Additional IT equipment so staff do not cross-contaminate single equipment
- Technology to enable remote meetings and access to events
- New uniforms and shoes to enable frequent changes - separate shoes are worn at work
- Individual staff lockers to prevent cross-contamination
- Help with transport so employees do not use public transport
- Not using agency staff, block booking where necessary (due to self-isolation)
- Weekly staff testing and 4 weekly resident tests and isolate as appropriate
- Additional cleaning and hygiene facilities such as wash stations
- Dedicated visitor's rooms and safe visit policies, reviewed weekly
- Safe visit practices such as wearing PPE, hand washing, not touching etc.

MANAGER IN THE SPOTLIGHT



Hi all, many of you already know me but for those of you who have not been with us for very long and not for obvious reasons had an opportunity to meet with me in person I would like to let you know a little more about me.

I have worked for Beritaz Care for 11 years, for all that time I have worked at Chestnut Court, it's my second home and I am very passionate about what we do and have achieved. I started as a carer and with the support of Mr Kumar the owner and the management team. I have grown and worked my way up to the registered manager's position. Beritaz Care is a progressive and forward-thinking company, and this includes supporting its staff to achieve their personal and professional goals. One of these for me was to achieve my NVQ Level 5 in management.

I am proud and really enjoy being part of the Beritaz Care Company, it is a very supportive and inclusive company, there is a great support network of managers willing to help and provide advice if you need it. Mr Kumar visits the home on a regular basis and we all meet regularly via Zoom meetings, this has been especially valuable during this difficult time. Chestnut Court provides a 'home from home' environment and atmosphere; being a small home it allows us to fully get to know each and every person individually and their extended families and friends.

Prior to working at Chestnut Court, I was a deputy manager working in a small community home for people living with learning disabilities for 12 years. There have been many highlights in my time working at Chestnut Court, successfully becoming the manager and then registering with the Care Quality Commission as the registered manager but the biggest highlight has come about in the last year when we set out on an adventure to integrate older persons living with a learning disability and a form of dementia into the home. This is proving to be a great success and we are so proud of how well our new residents have integrated and adjusted to their new environment and life. The feedback we have received from social workers is very positive and promising for the future.

There have been many highlights in my time at Chestnut Court with very few negatives. As you



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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.

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@chestnutcourt.co.uk.

would expect, Covid is at the top of this list! This unknown destructive virus caused us to make many changes one of the most difficult was closing the doors to our visitors and much valued family and friends and seeing the huge impact this had on our residents. If ever there was a time my management was put to the test this has been it. Turning a negative into a positive helps us to learn and grow.

I have learnt a lot about Covid-19, with the help of my team I continue to think outside of the box to minimise its impact and I feel a real positive has come from it. We have kept the virus out of the home, staff worked united together and improvements are being made to the environment to further protect and minimise the spread of infection.