

# NEWSLETTER

Sprinkell House ~ Winter 2020



**Beritaz Care**

*Care You Can Trust*

**Springkell**  
HOUSE CARE HOME

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## Update from Hessie Alayu, Registered Manager



The time has certainly flown by this year and it doesn't feel that long ago that our Spring Newsletter was published! It has most certainly been a particularly challenging year and whilst we had hoped that the pandemic would be over and done by now, that is clearly not the case having now gone through a 2nd lockdown and into the new tier system.

I have had to rise to the challenge that Covid-19 has presented for us, but I am also pleased to confirm that my official CQC interview and registration process was successful and was finalised in the summer. This was a personal achievement that I am very proud of and I am pleased to be given the opportunity by Beritaz Care to run Springkell House.



My role as Home Manager is to ensure that the home is run well and staffed by a competent staff team. As part of a review of the roles in the home, I was pleased to be able to amend Jo Taylors role and she was appointed to the role of Support Manager to me earlier this year. We work well together as a team and I look forward to supporting you all.

Care Homes have very much remained in the headlines, particularly in terms of visiting loved ones in the home. We have adapted to and carried out risk assessments to enable visits wherever and as often

as we can. The Summer months were kind to us and enabled us to allow visits outside. The purchase of the gazebo enabled us to provide a nice quiet, covered seating area for relatives and residents to enjoy socially distanced visits. However, with the change in weather, we had to look to move the visits inside. We have now purchased equipment to set up a Covid-compliant indoor visiting area, with the government guidelines for care homes ever changing, we are getting used to adapting to the ongoing situation and will continue to do so!

In other news, Springkell House is an old Victorian building that does require regular maintenance and repair work. There is currently scaffolding up at the front of the building, this was erected to enable some detailed repair works to be carried out on the old wooden fascia's that after all these years have unfortunately roof area where some tiles needed replacing and on the inside of the building where we have also repaired the dining room ceiling that had

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been damaged from a water leak. We're now all ship-shape and water-tight ready for winter!

Lots of families have been asking about visiting and the Lateral Flow Device (LFD) test which are a new technology which enable rapid display of Covid-19 test results in 30 minutes and do not require a lab to process. Unfortunately, we do not want visitors to rely on these tests because they have proven to be unreliable and high risk.

We have done so well in this battle against Covid, with no positive cases in our home, that we do not want to jeopardise this now. In line with our own risk assessment and government guidelines, we have made the decision to continue with our current visitation procedures and will not be willing to make exceptions for those taking an LFD test.

We hope you can understand and support this decision, we feel that with vaccinations being implemented so soon, hopefully in the New Year visits will be able to re-commence anyway, we do not want to prolong that from happening now by risking an outbreak!

Our priority will always be the welfare and wellbeing of our residents and staff. We understand that as the families of the residents these are very difficult and challenging times so please feel free to contact me directly on 01428 605509 or by email [hessiea@beritazcare.co.uk](mailto:hessiea@beritazcare.co.uk) and Jo can be contacted on the same number or by email on [JoanneT@beritazcare.co.uk](mailto:JoanneT@beritazcare.co.uk). Take care and stay safe!

## 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 been busy supporting the staff with their professional development.

We were very sad however to say goodbye to Costel, one of our domestic team who decided to return to Romania permanently and also Renato, one of our Carers who took on the role as a cook in another place of work, we wish them both the very best of luck!

We have secured a bank of three agency staff members to provide cover for gaps in the rota,

particularly for when the staff take well-deserved holidays and then also for the periods of self-isolation that are necessary on their return. These self-isolation periods have of course led to longer periods of absence so having the agency staff dedicated solely to us has been a huge benefit and is great for residents to see faces that have become familiar. The agency staff have been and continue to live in our staff accommodation and are part of our weekly staff Covid swab testing regime.

If you know of anyone that has experience of working within the care industry and would be interested in working within our fantastic team please do have a chat with HESSIE or Jo for details of how to apply.

Our incredible team of staff have shown great resilience, care, compassion and commitment particularly during these difficult times and we were delighted to enjoy a nice BBQ evening in the summer where our Chef Jogi conjured up some delicious BBQ food and salads along with a few drinks. We were joined by Mr Kumar, our CEO and he thanked all of the staff for their hard work and gave shopping gift vouchers to everyone as a token of appreciation and recognition for their commitment to caring for our residents. It was a lovely evening with lots of laughter and great food!

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## STAFF WELLBEING

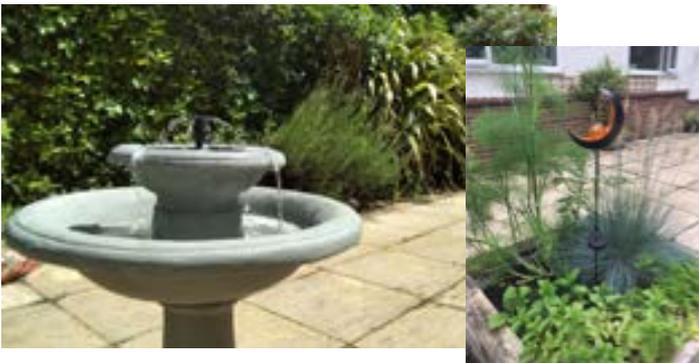
The care team also all took part in wellbeing training session with a well-known business psychologist that we have used for many years now, Sue Firth. Sue conducted a wellbeing and resilience workshop online which was highly interactive and engaging for the team and everyone enjoyed it and benefited hugely.

The session was held using our new Facebook portal technology installed specifically for the purposes of team training sessions which of course due to Covid now have to be held online. This new technology is perfect for these types of interactive training sessions with smart cameras keeping the speakers every move inside the television frame and with smart sound enhancing their voice and minimizing background noise enabling a far superior video experience!



## ACTIVITIES

We have continued with a variety of in-house activities during the course of this year and as well as day to day quizzes, puzzles and other craft activities, Danka has grown tomatoes and harvested lavender with the residents and made delightful little lavender bags. We use the garden space as much as we can for the residents to enjoy and have also brought a few outdoor items with the kind donations that have been given to us. One of our new purchases is a beautiful water feature it's especially nice when the sun shines and it really adds to our sensory garden experience.



Outside summer visits went really well and it was so nice to see relatives enjoying the summer days and visits with their families after so many months apart. Video calls have continued, and our booking system seems to be working well -this will continue throughout the winter months.

Where the guidelines have allowed, we have continued with visiting professionals coming into the home and our GP's weekly visits have continued along with our visiting footcare professional every 2 weeks. From October we have started using the services of a physiotherapist one day per week. Fiona is employed by Beritaz Care and although normally based at Robertson Nursing Home, she is working individually with some of our residents, as well as also introducing some gentle group exercises.



We include the footcare professional and the physiotherapist in our staff weekly Covid-19 swab testing protocol as part of our strict infection control programme.

Whilst we are still unable to have activity providers inside the home, we did book an outside entertainer for the day at our Annual Strawberry Tea party held at the end of June. Although it was a lot quieter without families, the residents enjoyed Natasha's sing-along and the whole day was very enjoyable. The weather was kind to us which meant that afternoon tea, prepared by Jogi was able to be served and enjoyed outside. Many lovely memories were made, and we hope that this time next year families will be able to enjoy the day with us again!



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We always enjoy celebrating birthdays at Springkell with the residents and have enjoyed many over the summer. The staff assist in opening cards and presents, and a celebration cake is always prepared by our Chef and served in the afternoon along with the on-duty's staff rendition of Happy Birthday!



Beritaz Care also invested in new technology for in the home and this year we have been provided with upgraded laptops for Team Leaders to use as well as a Portal TV that we can use for lots of different things such as the staff well-being training session. We also used it as part of Remembrance Day activities using the YouTube function to search for war time songs. The TV can be positioned in different areas of the home, so our plan is to use this for external activity providers, for example with our entertainers, with a view to running regular sessions with them for the residents to enjoy.



## 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!

### 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 for obvious reasons have not had an opportunity to meet with me in person I would like to let you know a little more about me.

I started working at Springkell House in 2010 as a carer when I moved from the Philippines to be with my husband. My career prior to working in the care industry was in hospitality as a Hotel Supervisor but I was keen to take up a new career and as I was (and still am!) passionate about people, going into the care sector seemed the right thing to do for me.

In all of the time I have worked at Springkell House and for Beritaz Care I have grown in confidence and

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moved up from being a carer through the different care positions, from senior carer to team leader, to assistant manager and then to registered manager. With each new position and with the support of the management team at Beritaz Care I have developed my skills and knowledge whilst not losing sight of why I wanted to work in care – because of the residents. The residents bring so much joy and pleasure to Springkell House, they also bring a wealth of history that is both inspiring and amazing and make my job so very worthwhile. Springkell House is like an extended family, it's like a family home with a great atmosphere of joy, togetherness, contentment and warmth.

I am proud to be a part of and enjoy being a member of the Beritaz Care Company. It is a very supportive and inclusive company, there is a great support network of managers always willing to help and provide advice if you need it and Mr Kumar is always at the end of the phone when you need him, this has been especially valuable during these difficult times we have all been enduring this year.

There have been many highlights in my time working at Springkell House, one of the most memorable was successfully becoming the manager and then registering as the manager with the Care Quality Commission earlier this year. A further highlight was being part of the team who won Dementia Care Team of the Year presented by Surrey Care Associations Annual Care Awards in 2013.

Where there have been many highlights in my time and career at Springkell House there have been very few negatives with the current pandemic being right at the top of the list! This unknown and destructive virus has caused us to make many changes at Springkell, one of the most difficult was of course 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, especially as at the time the virus hit our shores, I was still transitioning from the assistant manager to the home manager!

However, turning a negative into a positive has helped me to learn and grow. I can't thank you and my team enough for all the support I have received and been shown over the last 11 months. We have worked unitedly together and will continue to do so in order to get back to some new kind of norm as soon as possible.



# 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.

## 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](mailto:info@beritazcare.co.uk)

