

# NEWSLETTER

Ashton Manor Nursing Home ~ Spring 2021



**Beritaz Care**

*Care You Can Trust*

## Update from Carla Dixon- Peart, Registered Manager



The last few months have been hard for us all but as Spring draws closer, we feel renewed positivity and energy!

As always, the care team has done an amazing job of keeping residents happy inside and keeping the virus out! Staff and residents are being tested regularly as part of our infection control procedure and all residents have now been vaccinated with 90% of staff vaccinated as well.

Through the lockdown period myself and Susan have been sending a fortnightly, or as often as required, update to all families via email to keep everyone in the loop as to what has been happening with regards to Covid-19 and the policies and procedures that we have had to adhere to to keep everyone safe. We also set up two tablets for the residents to be able to use to Skype and Facetime with their loved ones, just one of the ways that we have tried to keep some sort of 'normality' for residents by helping them to see and chat to family. Please remember that these calls can be booked easily by calling the home and speaking to one of our lovely staff members!

During the hardest times, one of the things that has helped keep us all motivated is receiving the little tokens of appreciation, such as; cakes, chocolate, flowers and hand gels from members of the community, families of our residents and even some



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NURSING HOME**

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of our wonderful suppliers! This really makes us feel appreciated and keeps us all smiling so thank you!

We also have regular check-ups from sister homes in the Beritaz Care Group to check that we are all doing ok. These are useful for swapping our experiences and sharing thoughts and ideas for activities that we can do with residents during these lockdown periods. It is a very welcome feeling knowing that there is always someone there if we need them and of course we always have the unwavering support from Mr Kumar who regularly comes onto Skype to check in with us to see how it's all going and if we need anything.

We really 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.

Aside from continuing to keep our wonderful residents healthy, happy and safe, the team has set

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several goals for the remainder of the year, one of which is to achieve at least one domain classified as outstanding in our next CQC inspection. We also hope to continue to maintain the high level of occupancy we are currently working at whilst keeping up the excellent standards of care. With the hard work of the team and the incredible support network we are so lucky to have, I see no reason why we can't obtain these goals and more!

As we gradually begin to return to some sense of normality with visitors slowly and cautiously being allowed back into our home, we hope to continue our wellbeing programme for the residents and staff as this has proved vital throughout the pandemic. Whilst we continue to do the amazing work that is done here on a daily basis with staff going above and beyond every day to make sure our residents' wellbeing and health is prioritised. One thing is for sure, we are going to be planning a wonderful party! When we are properly able to welcome families safely back into our home, we will have a party for everyone, and we look forward to that day when everyone can let their hair down and shake the pressure off their shoulders and maybe even have a little dance!

## 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 supporting the staff with their professional development.

Two of our dedicated team, Phawama and Chelsea are busy studying to complete their care diplomas whilst Susan and Monica are also working hard to finish a Nursing Associate Program. We are very proud of how hard they are working and are excited for them to finish.



**Phawama**



**Chelsea**

We are also exceptionally proud to announce that Ashton Manor is the first home in the Beritaz Group to have 6 newly qualified Mental Health First Aiders. We are also well underway in our plan to trial a young apprenticeship program we hope this will be a real success.

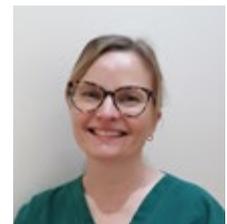
Unfortunately we say goodbye to three valued members of staff. Alex, Darius and Lia have sadly left us, we wish them the very best of luck in the future and thank them for their time with us.



On a happier note, we are very pleased to welcome to the team Georgia and Kathryn, they are a very welcome addition to Ashton and are already valued members of the team.



**Georgia**



**Kathryn**

During the last couple of months Krzysztof and Lloyd have done an incredible job taking on the role of our team minibus drivers. Staff have been kept incredibly safe by not having to use public transport to get to and from home as Krzysztof and Lloyd have picked them up and dropped them off with a door-to-door service, essential in helping to keep both staff and residents healthy and well during this pandemic.





## **Covid-19 Vaccinations:**

We are very pleased to say that over 96% of our staff and all our residents have now had at least one dose of the vaccine. We are now waiting for the resident's 2nd dose which will be administered on the 9th April. This is a great achievement, and we are thankful to the Local GP's and the local CCG for helping to organise this. Although we cannot be sure what will happen in the future, by having the vaccine we hope for better protection for everyone and can continue to keep everyone safe and well.

## **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.
- ALL residents have been vaccinated
- 90% of staff have been vaccinated

## **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 indoors 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 even during the colder winter months. We were so lucky to have a little bit of snow that some enjoyed more than others – mainly the staff!!

Some much-needed sunshine over the last couple of weeks has really helped boost the energy of staff and residents and we are all looking forward to more of it with Spring on its way. It will be nice to see some colour in the garden too once the spring flowers start to bloom.

Sarah and the team have been working hard to keep morale up by hosting the most delicious, lovely afternoon teas twice a month. When the best china and cake stands come out, residents (and staff!) know they're in for an afternoon delight!



We've also introduced an old-fashioned sweet trolley, residents get a lovely opportunity twice a month to reminisce, as well as satisfy any sweet-tooth cravings they may have! As you can imagine the trolley has gone down a treat and everyone looks forward to it coming out!

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We also introduced another very popular event - pizza and pub night! For those residents that love a little tittle (or two) this is the perfect opportunity to enjoy a drink and a slice and some great conversation.



Last but not least, we have plans next month to run a cheese and wine night – it seems that these events with food and drink have proven to be very popular!!



Residents have been kept busy taking part in lots of craft activities but perhaps one of the most popular has been pom-pom making! Residents have also been taking part in zoom church services with many of them coming together for the services.



## STAFF IN THE SPOTLIGHT

Kathryn has been working in Business Support Centre for a while before and during the beginning of lockdown, I'm sure a few of you would have spoken to her at some point! Due to the changing nature of the work environments since COVID, Kathryn was offered to come to Ashton Manor and work as a Care Companion, quite the change in roles! Kathryn answers a few questions on her new job:



# 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.

## 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: [ashtonmanor@beritazcare.co.uk](mailto:ashtonmanor@beritazcare.co.uk)

*How has life changed for you, going from Admin to Care Companion?*

It has been a big change for me and a steep learning curve as I have never done anything like this before and having longer shifts has meant adjusting to a whole new routine. Being a care companion keeps me very active, which I enjoy, and I can certainly tell I have earned my steps by the end of the week but coming to work every day helps to make things feel as normal as is possible at the moment.

*What is different?*

I find being a care companion very fulfilling in a new way and I still have lots to learn which I really enjoy. It is very different now, working in a clinical environment rather than an office but getting to know the residents and focussing on building relationships with them and their families is very rewarding.