

NEWSLETTER

Windsor Court Care Home ~ Winter 2020



Beritaz Care

Care You Can Trust

Update from Lesley Stickland, Registered Manager



The time has certainly flown by this year and it has most certainly been a particularly challenging year! I have had to rise to the challenge that Covid-19 has presented for us.

With Care Homes being very much in the limelight during this pandemic, 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 luckily with plenty of shaded spots in the garden enabled us to allow visits outside in the garden – socially distanced of course!

With the change in weather, we have had to adapt again and have now purchased more equipment to enable residents to connect and stay in touch more easily with their families as well as enjoy some online entertainment. We now have new technology in the form of a Facebook Portal being used in the home, residents are able to watch and participate in online sessions with entertainers. Along with 'Alexa,' our karaoke machine, the Nintendo Wii and Netflix, the residents are never stuck for something to do with so much choice available to them! We also now have a WhatsApp group for relatives so we can keep them up to date with all the events in the home and of course to see/speak to their loved ones. The iPad are of course still in high demand, especially for families that are unable to actually visit. Currently only one family member is allowed to visit the home, we know

WINDSOR COURT
CARE HOME

34 Bodorgan Road, Bournemouth BH2 6NJ

Tel: 01202 554637

Email: info@windsorcourtcare.org.uk

Web: www.windsorcourtcare.org.uk

this is difficult, but it is necessary to keep the virus out and hopefully all of our new technology is helping to widen the communication channels!

We are pleased to inform you that Windsor Court is still Covid free. Covid testing is taking place at the home weekly for staff and monthly for residents to keep everyone safe. Temperatures are also checked and recorded daily for the staff and twice daily for our residents. In preparation for the winter months, staff and residents have also all been having Flu jabs to help protect us during the cold season.

In line with our risk assessments and government guidelines, as it's now far too cold to visit out in the garden, visits are now taking place in a designated visiting room in the home. All residents and relatives seem to be enjoying these Covid-secure, socially distanced visits and it is nice to be able to welcome relatives back inside – even if it is only one at a time!

Everyone in the home felt better prepared for the second wave and the long winter ahead. Residents are now used to seeing staff in their scrubs, PPE and maintaining social distancing. We have ample PPE

Continued over



and surplus stores just in case! Staff have had extra Infection Control training sessions specifically for Covid from BCP and Two-line training. We are also continuing with our in-house critical safety training as well as other mandatory training that now takes place online that helps staff keep to the high standards of care and compliance that are expected and required.

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 are all looking forward to Christmas and celebrating a new and hopefully slightly less challenging New Year. I wish you all a lovely Christmas, stay safe and take care.

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.

Our incredible team of staff have shown great resilience, care, compassion and commitment, particularly during these difficult times and we are so proud of them and their dedication to the residents and home.

We are delighted to welcome to the Windsor team, Khemissa Ameer, Malina Marinova, Nathan Frampton and Dannielle Ransom who have joined us as carers. The new staff have embraced their new roles and are settling into Windsor really well.

We also have had some lovely news and something to look forward to with Aniko, our KP, announcing she will be having a baby in April next year, congratulations Aniko!

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 along with quizzes, poetry club, puzzles, arts and crafts and other activities, Debbie and Mandy have been running a gardening club growing fruit, vegetables and flowers in the garden. The harvest was extremely productive with courgettes, potatoes, cabbage and more, all taken to the kitchen for prepping and eating! We also had the most beautiful flowers from the garden which we displayed on the dining room tables for all to enjoy. In preparation for spring, bulbs

Continued over

have also been planted in our containers ready for some beautiful displays when early spring arrives!



In other news, we managed to celebrate Halloween in the home with some wonderful autumn leaf printing contributing to our spooky display.



We also celebrated Remembrance Sunday, a very important day to many of our residents, remembering those whose lives have been

given and taken in world wars and conflict past and present. Residents made some really beautiful displays placed throughout the home.



Where the guidelines have allowed, we have continued with visiting healthcare professionals coming into the home and Louise who trained as a hairdresser is continuing a wonderful job of keeping all the residents' hair in check and putting smiles on their faces!

We have also been lucky to have had the mobile library visit us monthly delivering new books for the eager readers we have here at Windsor. Those not so keen on reading have made excellent use of Netflix, YouTube and Alexa, watching a variety of films, virtual tours and listening to their favourite concerts and sing-a-longs. The Facebook Portal has also enabled residents to watch live entertainment which has been a new and exciting experience for some!

You may recall our involvement with a lovely lady named Gemma, founder of the Intergeneration Project of Storytelling - thanks to Gemma, Windsor has been part of a pen pal group for children and our residents. Gemma is also founder of the 'Truth be told' foundation.

Aware that so many care homes are unable this year to receive any community visitors such as schools or churches, the group were determined to deliver hope and joy regardless and have been busy putting together a virtual Christmas story video featuring 40 children singing and dancing their way through the story of "Christopher's Perfect Christmas." The project is dedicated to the care home staff of 2020, for devoting their skill, energy, heart and soul this year. A free video link will be released for the residents to watch on the 14th December – we cannot wait!

Until then, the residents and staff have been busy creating spectacular Christmas displays and decorating the home to make it warm and festive. We are all looking forward to one our favourite times of the year and are hoping that 2021 will bring good health and happiness to all but most of all, more visitors!



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

Continued over

- 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.

BECKI STEWART IN THE SPOTLIGHT (Communities Engagement and Resident welfare Lead)



Wow! I can't believe it is December again and what a year we have had. Although I have not been there in person, I am so proud to belong to a team of such caring individuals who have managed to keep Windsor Court a Covid-free home which I'm sure is appreciated by friends, family members and staff, and I am very privileged to call each and every staff member my colleagues and friends.

The biggest thing I have learned during the past year is to be thankful for what I have, and it has given me a huge appreciation for life - including my cat who has kept me sane the last few months! Another reason this year is one for the record books for me is because I am pregnant, and we are expecting our little lady in February.

We are all very happy and I have very excited parents. I am really looking forward to being pregnant over Christmas so I can stuff my face with amazing food. I have loved every bit of my pregnancy so far, but the best bit has to be feeling and watching her move, the worst bit is the heart burn - I'm hoping she is going to have a full head of hair and that is not just an old wives tale! Stay safe everyone and have a lovely Christmas xx



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.

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"