

# NEWSLETTER

Robertson Nursing Home ~ July 2021



**ROBERTSON**  
NURSING HOME

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**Beritaz Care**

*Care You Can Trust*

## Update from Penny King, Registered Manager



Thank you for all your support over the last few long months with lockdown shutting everything down again, back in December. We really appreciate how you have all supported us with all the decisions we've had to make in order to help us to stay safe.

It is so nice to have visitors back again and with the warm weather the garden visits have gone well. Thank you for all your patience with abiding to all the safe visiting procedures we've put in place to enable visiting, you have all been so accommodating. This has really helped us all feel safe so thank you.

We are very pleased to have our normal service providers back into the home such as hairdressing, chiropody and our optician, residents are now able to have a bit of a trim head and toe! Our GP Dr Clare Grove has always kept normal services throughout the pandemic and because we are connected to one surgery this helped us to provide the best service we could achieve during the lockdown.

We have successfully managed safe admissions throughout this difficult time, ensuring safety for new and existing residents. We put a safe admissions procedure in place and insisted on a negative test result before admission as well as testing on admission. New residents were then required to self-isolate for 14 days. This procedure has been managed very well and we have kept a very close eye on resident wellbeing as we know

isolation is not good for anyone so, we did our best to ensure residents never felt alone to the best of our abilities.

Our wonderful new families have shown a great deal of trust in us. We are aware that not being able to come into the home makes choosing the home an incredibly hard decision, but I am sure one they were very happy with! I am pleased to finally be able to say that we are now allowing potential new residents and their families to come in and meet staff and residents. This is done safely in line with procedures we have set. All must take a test first and wear a mask with limited time spent indoors – just enough to get a feel for us. It is a lovely feeling to have visitors back in the home again and it all feels like a step in right direction for everyone!



# STAFF NEWS

I am really very proud of all the staff who have worked so incredibly hard to keep the virus away from our setting. But we could not have achieved this without all of your support and understanding and I could not have got this right without the support of Beritaz Care. We have kept a tight and dedicated team throughout the pandemic and this has helped us to all feel 'in it together' and really feel the true value of teamwork! We are now very much enjoying our summer after the long and difficult winter months.

I would like to take this opportunity to thank the team as follows:

- Penny Trigwell and Steve Hedges who have helped settle our care companions in. Without these two we would not have managed the phone calls and visits as well as we have done. They have taken the pressure off the care staff leaving them free to concentrate on care. They have been busy booking and organizing all the visits and it has helped us enormously.
- Evelina Gavrilă went back to hair and beauty in December ensuring all our residents were kept tidy and had a little pamper time!
- Our nurses Angela, Caroline, Vannie, Trish, Primrose and Viviane who kept in touch with relatives, keeping them informed and working very closely with the GP surgery.
- Carmen Pop and Alina Gheorghe who ran the night shifts last year and this meant we could stop using outside agency nurses.
- Maria Taylor, Gayle Gregory, Eva Gregorics, Vincent Olsoutean, Zoltan Kovacs and Suzanne Bakos - all night staff who kept our residents warm and safe during the nights.
- Theresa Pitter, Jon Gavrilă and Caroline Crawford our team leaders who kept everyone going and went above and beyond doing whatever was needed.

There are many more names; our lovely care assistants and the dedication they have shown towards our residents has been incredible, the cleaners for keeping the home clean and infection free. Our cooks for preparing and cooking nutritious meals and being prepared and organized in case of anyone having to isolate. The laundry team, tirelessly washing items safely and following new procedures,

the maintenance team keeping all equipment in good working order and our wonderful physio for keeping people moving!

And of course, not forgetting either, Gabi Konczol and Charlene McCann both of whom worked from home and juggled home schooling around work.

They all are without doubt a very dedicated A TEAM, and the trust I have gained is amazing! I sincerely hope

## VISITS & 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
- All new scrubs are now washed on site by the night staff
- Individual staff lockers to prevent cross-contamination
- All staff have their own labelled bottles of sanitizer to use throughout the day
- 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 of all touch points and equipment 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 staff have attended and completed PPE training incorporating infection control

Six staff attended PPE training and became champions – meaning they are responsible for ensuring all staff are wearing and disposing of PPE correctly, teaching any new staff and completing competencies for all staff.

Infection control remains a high priority for our home, and it is very important that we are keeping the house clean and following the correct procedures at all times. Having the champions in place has eased the burden and ensures we are continuously doing infection control the right way!

this year they can return to their homeland to see their loved ones on a much deserved and needed holiday.

## ACTIVITIES

We have been very busy over the last few months and have had lots of fun activities for the residents both inside and where possible outside as well. Alongside our usual weekly activities, we have also been able to host some wonderful celebrations. One such celebration held on the 31st May was a BIG Birthday celebration for Theresa Cooper who reached 100! Theresa has been living at Robertson since November 2017. She was able to celebrate her 100th birthday with a lovely card from the Queen as well as a delicious afternoon tea outside in our beautiful garden with her son and extended family with a wonderful cake made by Louise James. Congratulations Theresa!



We enjoyed another 100th birthday celebration. Olga celebrated her 100th Birthday! Here is the feedback from her friend Nicky about celebrating this at Robertson Nursing Home



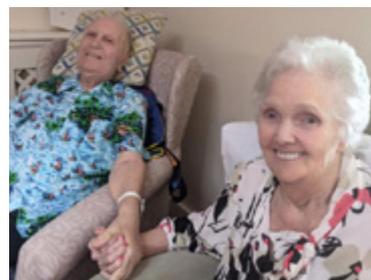
Thank you too for giving Olga such a special tea. The food was delicious- please thank all who contributed to it. I think she really did enjoy it and felt very special . Thank you for all the effort you made - special China and such a fantastic cake . It was so nice to meet some of her friends too. I think you had invited just the perfect number of friends to the party and they obviously enjoyed it too . They even said how much they enjoyed it. It was a great success and I think she felt very loved . You all do a great job at Robertsons - so kind and thoughtful- I am very grateful she is so happy there. Please pass on thanks to all your staff and a special thank you to Little Penny please.

We are all about caring for every resident and staff know

the importance of hydration and nutrition, so everyone can enjoy their stay and be very well looked after.



The residents were in for some creature comforts with a very welcome treat from Bertie who came in to say hi and make some new friends when our lovely staff member Steve brought him in for a sniff around! Bertie made friends with several of our residents very quickly enjoying the attention and even having a little lay down on the job!



We had our lovely married couple move into Robertson in June. Rosemarie and Lesley are fabulous and have told us that it was the best decision they have

made and how lovely it is to go from being visited at home 3 times a day to instead having consistent and continuous support. You are most welcome, and we are loving having you here with us at Robertson!

We've been so happy to see residents able to see their friends and family again, it's been so heartwarming to see. One such example was when Joan Tice finally got to meet her great granddaughter, Flo for the first time, what an emotional meeting it was!



# CARE COMPANIONS IN THE SPOTLIGHT



Katy Groves, Havana Picken, Karolina Olszewska, Lucy Groves, Veronica Joaquim, Ally Picken and Phebe Attenborough are our care companions.

I was first contacted by Katherine from Priorsfield school last year to see if we would be happy to take Katy Groves as a volunteer because she is interested in nursing. We then looked at employment for her and with that a flood of applicants came in from the school! What a wonderful difference these young ladies have made!

They have brought fresh ideas with a caring attitude and make each day different for all of our residents. They all work at different times to suit school, and this gives us really good coverage to make sure that residents have someone with them as much as possible. The girls have also been trained to help during mealtimes and just having a young fresh approach has helped to involve all of our residents.

Havana has shown an interest in becoming a full-time care assistant for one year. She has made a very good decision for herself to put off university for a year as she would like to experience University without COVID-19 and its restrictions and therefore she has decided to wait another year. We are very excited to start her induction and training, we are currently processing all of the paperwork, and this will start in mid-June.

Here's a few thoughts from our care companions:

*"I love working at Robertson's. Being able to interact with the residents has been lovely as it has enabled me to talk to a group of people I normally wouldn't talk to in my day to day. It's been such an amazing experience I would recommend it to anyone my age as it really helps you make you feel like you are talking to someone that really wants you to be there and that enjoys your company."*

**Veronica Joaquim**

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

*"I've only worked at Robertson's for a few weeks, But I'm loving getting to know the residents and chat with them all! All the staff are very friendly and great to work with as-well!"*

**Ally Picken**

*"Working at the Robertson's is a rewarding job from when you arrive through the door at the start of your shift to be greeted by carers and management to a, "good morning how are you?" and the feeling that you make a difference for the residents which is also what I enjoy most about my job and, everyone makes you feel appreciated, there is nothing like the feeling of that and that is why I like working at the Robertson's."*

**Penny Trigwell**

