

# NEWSLETTER

Chestnut Court Care Home - Winter 2021



**Beritaz Care**

*Care You Can Trust*



**CHESTNUT COURT  
CARE HOME**

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## Update from Lisa Shaylor, Deputy Manager



I would like to thank you all for your support since I started managing Chestnut Court earlier this year. For those of you that may not know me too well, I wanted to take this opportunity to tell you a bit about myself.

I have always been passionate about the care industry, when leaving school I studied Health and Social in college, achieving my Level 2. When I finished college I worked in a nursery looking after 1-2 year olds, whilst also studying for my diploma in childcare and education.

After nursing my grandmother when she became ill and supporting her through her last stages of life, I knew I wanted to try something new. Working with the elderly is something I have always wanted to do. Before joining the team at Chestnut Court I worked as a senior care assistant for 4 years in a smaller care home in Christchurch.

I joined Chestnut Court nearly 6 years ago, initially working nights as a team leader. In November 2016 I was supported to develop my career as a deputy manager. I can honestly say that I love my role in supporting the residents and the team here at Chestnut Court.

As most of you know Becky went on maternity leave in May and she gave birth to a healthy baby boy, I have been managing Chestnut Court in her absence

since then. There is fantastic team of people within our Beritaz care family supporting me in my role. You may have met Penny, who managed Chestnut Court for a short time when I unfortunately lost my vision through developing a condition called Uvetitis.

I would like to take this opportunity to say how proud I am of all the staff at Chestnut Court. Whilst I was off sick, the whole team took on more responsibilities and ensured the high-quality of care for our residents was maintained. I am very lucky to have such a great team of people working alongside me.

I would also like to thank you all for the patience and understanding you have shown me whilst I was off sick, and for the well wishes and concern whilst I was getting better.

I would like to reassure you all that I am back, having fully recovered and really looking forward to seeing what the future holds at Chestnut Court.

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# STAFF NEWS

We are delighted to have recently welcomed some new members of staff to Chestnut Court, Mary (pictured) has joined us as a care assistant and Georgeta as a night care assistant.



We would also like to give a very warm welcome to Nalayini Vijayakumar. She joined the Chestnut Court team at the end of November as a care assistant, she is currently at university studying for her MSc in Data science and artificial intelligence.

Gibin is in the process of completing his training to be a senior care assistant, we are very happy to welcome him into the senior team.

Marcelo our senior care assistant has now left his role at Chestnut Court as of early December. Marcelo has been an asset to Chestnut Court and a very valuable member of the team. We will be sad to see him go but wish him all the best on his new adventure.

We currently have several staff vacancies and are actively recruiting for various roles across the home.

Our staff are dedicated to their roles and regularly take part in training courses to improve and expand their knowledge, in order to provide the best level of care possible. Recently members of our care team have completed Pressure Care & Diet/Nutrition training, as well as Medication Competency training, organised by our sister home Windsor Court. Before the end of the year we also have Medication Administration training and Fire training scheduled for the relevant members of staff.

We have also been carrying out many informal training sessions internally with our team, as part of our team meetings and handovers. We select a theme of the week to base our training and discussions around, on topics such as infection control, pressure care or any other areas the staff feel they would like to expand their knowledge. Using these sessions, we share knowledge and ideas amongst our team and focus on best practices.

We appreciate the willingness and enthusiasm of

our team at Chestnut Court to continually learn and develop their skills. Development and skill sharing is a topic of high importance across the Beritaz Care group. Recently representatives from Chestnut Court attended the Beritaz Strategic Management Meeting, where managers from all the homes within the Beritaz Care family came together to share ideas and discuss plans for the future. This was a rewarding and beneficial experience for everyone involved.



## HOME NEWS

At Chestnut Court the health and safety of our residents is always our highest priority, we are continuing to take measures to ensure we can provide a safe environment for both residents and staff. All residents have now received their COVID booster vaccine and our staff are currently in the process of receiving their booster vaccines also. As we are entering the Winter season, we are in the process of providing all residents and staff with their winter flu jab to ensure they are protected during the colder months.

We are pleased to be at a point where visiting restrictions have been eased for the friends and family of our residents. We no longer have a visiting room, instead visitors are welcome to enter their relative's bedrooms, but not communal areas within the home at this time. We are also happy to accommodate any day trips or visits you would like to take your loved one on outside of the home, please contact us in advance so our staff are aware and we will do our best to facilitate this.

We are obviously monitoring the current developing situation around the new Omicron COVID variant, and will keep you updated on any changes should they arise.

In other news, we are in the process of refurbishing many of the bedrooms at Chestnut Court. Lazlo who helps us with maintenance at the home, has been redecorating the rooms and new carpets are being laid.

We currently have several of these newly decorated rooms available for new residents, we are also able to offer respite care over the Christmas period or

any other time. If you want to enquire about room availability please contact us on 01428 604 414.



We are currently working on plans to move our dining room upstairs to utilise the lovely space that is available. We believe this move will be very beneficial for the wellbeing of our residents, this will allow for better ease of movement and mobility. Our residents will enjoy having their meals in such a bright and spacious area.

At our last residents meeting we discussed this planned move and took the opportunity to get their input on decorations and colour schemes for the new dining space. We will be using photos of everyone's favourite meals and foods to decorate the room and add that personal touch, the residents have also selected bright blue tablecloths for the dining room tables.

Alongside our plans for the dining room, we have also purchased new yellow crockery. The new plates and bowls are better suited to the needs of our residents particularly those suffering with Dementia or vision impairment. The crockery is sturdier and less likely to spill, in addition the yellow colour will contrast with the food they are eating and the blue of the new tablecloths, making meals visually clearer and more manageable.



We have recently been able to provide our staff at Chestnut Court with new uniforms, as you can see they look extremely smart and the team are very happy with them.



At Chestnut Court we appreciate the strong relationships we are able to develop with the families of our residents. It was lovely to receive this message of thanks from the family of one of our former residents and these beautiful flowers for our staff to enjoy.



## ACTIVITIES

At Chestnut Court we understand the importance of keeping our residents' minds active and occupied, we arrange regular activities of all kinds for them to enjoy and we encourage the residents to take part as much as possible.

Over the summer months we were delighted to be able to have live entertainment in the home once again. Our residents were thrilled for the return of live singer Nick, who visits us every two weeks and keeps everyone entertained with his singing and jokes.



We were also very happy to welcome back our hairdresser April, who was able to resume her visits to the home this summer. April has been coming to Chestnut Court for many years, the residents look forward to seeing her and having a good natter while they get their hair done.

We were also delighted for our residents to be able to enjoy visits with their family members once again, outside in the garden whilst following COVID safety measures.

Residents were also able to start going out for trips with their families once more, we understand how important it is for our residents to be able to spend this time with their loved ones and are happy for that to have resumed. Rose had a wonderful time,

enjoying refreshments in town with her family.



Many of our residents made the most of the warm sunny days by spending time outside in the garden. They were able to enjoy the fresh air and some refreshing drinks to keep cool on those warmer days. Phyllida enjoyed the sunshine and beautiful roses found in our garden.



We have been putting on regular arts and crafts activities for our residents, including creating pictures by gluing and sticking, colouring, making patterns and pictures in sand. These activities are always enjoyed by our residents and keep their minds engaged.



Other activities we put on to encourage mental exercise for our residents include bingo, quizzes, games of skittles and play your cards right. A particular favourite is our music reminiscence sessions, where we listen to old songs and enjoy a sing-along while sharing memories that these songs inspire for our residents, as well as playing a game of name that famous face.

As the weather started to turn cooler we ensured there were plenty of activities to enjoy inside the warmth of the home.

Even though the weather is getting a bit chillier that doesn't stop our residents having fun spending time

in the garden and enjoying the beautiful autumnal scenery. We make sure that our residents are still able to enjoy some fresh air and exercise. Judy enjoyed a walk around the home but made sure to keep bundled up against the cold.



Birthdays are always a special occasion at Chestnut Court and we endeavour to make sure they are memorable and enjoyable for our residents. We have enjoyed several birthday celebrations over the past few months, enjoying music, gifts, food and games with our residents on their special days.



Our chef Scott has been busy baking lovely birthday cakes for all of these celebrations. Harry celebrated his 90th birthday with us in July, he was delighted to be able to see his daughter and grandson and enjoy the day with them.



Recently we commemorated Remembrance Day with our residents by putting up decorations around the home and observing the minutes silence. This was an important day and we wanted to make sure it was recognised, giving the residents and staff the opportunity to pay their respects.



# UPCOMING EVENTS

With Christmas around the corner, we have some fun festive activities planned for our residents to enjoy.

On 13th December we have our annual Christmas party, where our staff will be dressed up in their best Christmas jumpers to provide our residents with festive food and mince pies. At the request of the residents, Nick will be joining us to provide some musical entertainment and have a sing-along.

Our next residents meeting will be held on 15th December, we find these meetings incredibly valuable and it's lovely to get feedback and input from the residents on future activities and plans for the home.

At our last meeting all of the residents contributed ideas and were happy to get involved, we hope to make these a regular occurrence going forward.

Due to the impact of the pandemic many of our activities had to be put on pause for a period of time, now things are returning back to normal we are looking forward to revisiting these. In particular our relationship with local churches and other community organisations, we are looking to rebuild these links and have a closer involvement with them again in the new year.



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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

### ***B* Caring**

We care with warmth and understanding in a secure and happy environment.

### ***B* Trusting**

We build and maintain strong relationships by being open and transparent.

### ***B* 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@chestnutcourt.co.uk](mailto:info@chestnutcourt.co.uk).

## **STAFF SPOTLIGHT**

Daniel has worked at Chestnut Court for 5 years as our assistant chef and domestic cleaner. Daniel is a real asset to the team and is very supportive to our residents, he will always go that extra mile.

On a daily basis Daniel assists with prepping and cooking dinner for our residents, in the morning he bakes a fresh cake ready for the afternoon tea trolley, which our residents love.

Daniel is also responsible for cleaning our residents' bedrooms and ensuring the doors and handrails are wiped down, something which has been extremely important in our infection control efforts during the pandemic.

Daniel enjoys working at Chestnut Court and appreciates the flexibility it allows him in order to achieve a good work life balance. This is of particular importance as he has a young son who he dedicates his time to caring for when not at Chestnut Court.

The fantastic team he works alongside makes Daniel's job that much more enjoyable. He also loves to have a chat with the residents in the afternoon and see what they thought about the food that day.

"All the staff here are lovely, and we have a good time and a great laugh in the kitchen while we work."

We would like to say a big thank you to Daniel for his dedication and everything he does at Chestnut Court, he is a great member of the team appreciated by staff and residents alike.

