

# NEWSLETTER

Robertson Nursing Home - Autumn 2021



**Beritaz Care**

*Care You Can Trust*

## Update from Gabriella Konczol, Registered Manager



First of all, I would like to thank you all for the welcoming and supportive messages I have received when I took over from the previous manager, Penny back in September. It really meant a lot to me!

Some of you already know me but let me introduce myself for those that don't. I hadn't worked in care before coming to the UK in 2010, in my home country of Hungary I achieved a bachelor diploma in Sales and Marketing.

I started working for Robertson part time as an administrator in 2014. The care sector is very different and was really new to me but I like to challenge myself, so I absorbed all the knowledge I needed working alongside Penny the registered manager.

Penny helped me to utilise my skills which helped me to develop, as a result I was promoted to assistant manager in 2016. Working flexibly after having my children was a great advantage allowing and helping me to continue to gain leadership skills, confidence in dealing with difficult situations, and helping to create an excellent team by recruiting staff with the right values.

What I enjoy most about Robertson Nursing Home is the company's values and the opportunity to work alongside a very dedicated team!

Working beside Penny for almost 5 years as assistant manager allowed me to develop and expand my



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NURSING HOME

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knowledge about the care sector. I am also fortunate to have the support of all the other managers and Penny when I need guidance, whilst I am still learning within my new role as Home Manager.

Most importantly Penny has created a compassionate, caring A TEAM at the heart of Robertson. I can truly say, every single one of them are an asset to Robertson! I am very lucky to have them beside me, they are all very supportive and we work together in a great partnership so we can continue to provide excellent care to your loved ones and you.

Most of the team managed to return to their home countries safely and spent time with their loved ones this year. They all deserved it after a hard year and of course they came back refreshed, happy and full of energy.

I would like to take this opportunity to thank you all for following our visiting policy during this last couple of months. It is wonderful to see lots of family members and friends visiting the residents, it really makes a huge difference.

*Continued Over*



We also safely managed to celebrate some special birthdays in the garden or in our library with family and friends. We were fortunate to have lots of visits in the garden, where no PPE was needed. Some of the residents had some outing visits with their family and friends, following our guidance and protocols, after restrictions were eased by the Government.

If you would like to take your loved one for an outside trip, please get in touch with me so we can discuss requirements and details. It is very beneficial for their well-being, so we are happy to support this!

**We have started the process of organising the COVID booster for residents, which will most likely take place in November. Thank you so much for working with us to complete consent for the COVID booster.**

**You may receive a generic letter from Public Health of England regarding the booster vaccine, you won't need to do anything as we will organise the booster for all residents at the home.**

My aim is to build a good relationship with you all, so do not hesitate to contact me if you have any questions or queries. I am and we are always there for you!

I am really looking forward to getting to know you all personally.

## VISITS AND INFECTION CONTROL

At Robertson we are continuing our efforts to ensure a safe and healthy environment for all our residents and staff during these challenging times. Infection control is still a high priority for us, and we are continuing to follow procedures and keep up with thorough cleaning.

As you may be aware the COVID vaccine will be mandatory for all care home workers in England as of 11th November, we are pleased to report that all staff and residents at Robertson are double vaccinated. We are also working closely with any external suppliers or activities personnel visiting us to ensure anyone entering the home is fully vaccinated.

We have also recently had Dr Grove visit the home to administer the flu vaccine to all our residents in preparation for the winter season.

There have been some changes to our visiting policies, we are pleased to have been able to remove restrictions

on the number of visitors per resident. We ask that any visits with your loved ones are arranged in advance, please call 01483 604 931 to book a visiting slot.

There are some limits on the number of slots available, we are working to make this fair and ensure everyone has an opportunity to visit their loved ones. If we are unable to accommodate you for the time you wish to visit, we will advise you on alternative free slots that are available, we appreciate your patience and understanding and will do our best to support you.

## STAFF NEWS

We are delighted to have recently welcomed three new members of staff to the Robertson team, Thamanna, Augusta and Ansu have joined us as full-time care assistants. We were also pleased to have Havana (pictured) one of our care companions start her new role as care assistant in September.



We have had several members of staff recently celebrate long-term employment anniversaries at Robertson Nursing Home; Gayle Gregory our night care assistant (16 years), Usha Jwarchan our cleaner (8 years) and Theresa Pitter our care coordinator (6 years). As well as Primrose Garcia, Marian Costache, Eva Gregorics and Geri Hapougoda all celebrating their 1 year employment anniversaries.

Our staff are dedicated to advancing their skills and regularly take part in various training courses, recently our nurses Angela, Caroline and Vannie, completed a formal ReSPECT (Recommended Summary for Emergency Care and Treatment) training course provided by Phyllis Tuckwell Hospice. ReSPECT is a process that creates personalised recommendations for a person's clinical care in a future emergency in which they are unable to make or express choices, our nurses found the course extremely interesting and informative.

We would also like to congratulate Lisa Lewis and Sabina Hillyar who have now successfully completed their NVQ Level 2 Adult Care Worker, well done to both of you for the hard work you have put into this.

We want to give a big thank you to all our staff for their continued commitment and efforts towards the care of our residents during this difficult time, the majority of our staff have now received both their COVID booster vaccine and flu vaccine.

# ACTIVITIES

Over the summer months our residents have been making the most of the sunny days and warm weather, enjoying visits and celebrations with their families and friends. Some of our residents celebrated birthdays in the sun and others were able to enjoy a picnic with their loved ones.



At Robertson we understand how important it is to keep our residents' minds occupied and we encourage them to take part in fun mental exercises. Some of our residents enjoyed playing a snap card game with staff members or completing puzzles and wordsearches.



Our residents also enjoyed some creative activities and took part in cupcake decorating, they then enjoyed their beautiful cupcakes with a cool glass of orange juice.



Our residents have been taking part in Pets as Therapy with visits from the adorable Sparky, a shih tzu/poodle cross. Helen Worsfold visits us every 2-4 weeks with Sparky, every single resident gets to enjoy a visit and cuddle with Sparky whether in the communal area or in their bedrooms, so no one misses out. Our resident Jane was amazed by how soft and cuddly Sparky was.



Our wonderful care assistant Evelina treated our residents to a relaxing and pampering spa day. They enjoyed manicures, hand massages and having their make-up and hair done, as well as spending some time chatting with Evelina. This was a lovely treat for our residents who really enjoyed being pampered and were glowing afterwards.



We are very happy to welcome back Karen the hairdresser to the home, who will be coming in every Tuesday to give our residents a haircut and style.



We also have Donna visiting Robertson every Wednesday to run her "seniorcise" classes, so residents can enjoy some gentle exercise and have some fun.

We will continue to run a variety of activities for the enjoyment of our residents, you can visit our Facebook page to keep up to date on what's been happening in the home.

## HOME NEWS

We have been working to arrange more activities and events for our residents now that restrictions are easing. Alongside our sister homes Springkell House and Ashton Manor, we will be organising trips once a month in the minibus for our residents to enjoy visits to garden centres, parks, cafes etc.

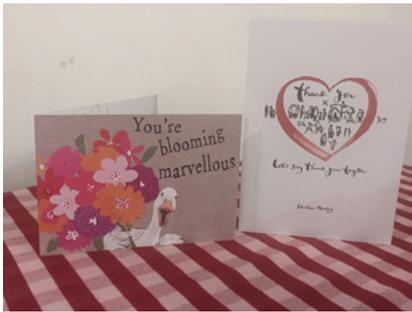
If you have any suggestions of locations you think your loved ones would enjoy visiting please let us know, we are happy to receive recommendations. We will keep you informed of any scheduled trips in advance, if you would like to meet with us at any of these locations and join your loved one for these activities you are welcome to do so.



# Beritaz Care

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We are very proud to have a good relationship with the relatives of our residents. Louise's mother was a resident at Robertson several years ago, she continues to take the time to send these lovely thank you cards to express her gratitude for the care her mother received while with us and the relationship with the home. We really appreciate her kind words and the little treats and goodies she sends in for our staff.



We really appreciate the support of our residents' families and friends and your feedback is extremely important to us. If you have time please visit our page on [CareHome.co.uk](https://www.carehome.co.uk) and leave a review, being able to read your comments and experiences with Robertson can really help other families when trying to choose the right home for their loved ones.

## 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)

## RESIDENT SPOTLIGHT

This is Donald Paine, one of our wonderful residents here at Robertson. For 10 years Donald along with his friend Dennis, would visit Robertson to entertain and delight our residents with their country music performances. These concerts were always a wonderful treat and highly enjoyed by both our residents and staff.



In July Donald joined us as one of our residents at Robertson, we are honoured to be able to now care

for Donald after being a friend of the home for such a long time. Donald continues to entertain his fellow residents with his musical talent through his solo guitar performances.

We were also thrilled to have Dennis visit Robertson this summer to reunite with Donald for their first performance together in over a year. It was a lovely experience not only for the musical duo but for the rest of our residents and staff as well.

We look forward to many more country music concerts in the future.

