

# NEWSLETTER

Ashton Manor Nursing Home - March 2022



**Beritaz Care**

*Care You Can Trust*



**ASHTON MANOR**  
NURSING HOME

Beales Lane, Farnham, GU10 4PY

**Tel:** 01252 722967

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

**Web:** [www.ashtonmanor.co.uk](http://www.ashtonmanor.co.uk)

Finally, I want to make special mention of our residents who have taken everything in their own stride. They make our days worth facing and fill them with happy hearts and smiles. They have truly become our Ashton Manor family.

## HOME NEWS

At Ashton Manor we prioritise the health and wellbeing of our residents and staff in everything we do. We are aware the rules in England regarding covid restrictions have now changed, however we will be continuing to take precautions for the sake of everyone at the home.

All residents and staff at Ashton Manor have received their full covid vaccinations, including booster jabs.

With the phasing out of covid restrictions we have been taking extra steps to safeguard residents and staff. Our staff have been taking part in antibody testing in order to monitor their antibody levels and to help identify those most vulnerable to covid.

With this in mind, we are also making some changes to our policies regarding visitors within the home.

## Update from Carla Dixon-Peart, Registered Manager



Welcome to our first newsletter of 2022. The team and I would like to use this opportunity to share with you more of what has been happening in the home.

I am extremely grateful to welcome 2022 the way we have. Despite all our challenges, we continue to be a versatile and resilient home with an amazing group of staff and an extremely supportive group of relatives, without whom we would not be where we are.

We are very proud to say that all our residents continue to remain free of the COVID 19 virus and for this we are truly grateful.

This pleasure however, has been somewhat dampened by the emerging military action in Ukraine and our thoughts go out to those who have been affected by this.

We have been inspected by Environmental Health and have retained our 5 star rating in the kitchen. We are also anticipating a visit from CQC soon, as we are due for inspection.

The staff team continue to progress with their development not just through mandatory training but also through specialist training and engagement, such as being involved in Dementia research and managing of behaviours that challenge. This will further enable the team to provide the best possible care for all our residents.



Visits with family and friends will be able to take place in residents' bedrooms going forward. We will be limiting visits to one hour at a time for now and we will still require visitors to provide a negative LFT test prior to entering the home.

We would ask that visits are scheduled ahead of time to prevent too many visitors in the home at once. These visits will be restricted to the resident's room only, not communal areas and you will be required to wear PPE during the visit. We will continue to keep you informed of any changes to our visiting procedures, if you have any questions about arranging a visit please let us know.

Due to covid restrictions and lockdowns, many of our events over the past couple of years have had to be cancelled, in the interests of the wellbeing of staff and residents. With things returning to a bit more normalcy, we are hoping to be able to go ahead with our annual summer party this year and once again welcome friends and family to join us. We will keep you updated as plans are made and look forward to seeing everyone in person once again.



Our next relatives meeting will be taking place on 20th April at 2.30pm and will be held at the Leverton Hall (behind St Peter's Church). These meetings are a fantastic opportunity for us to share news from the home and discuss our plans for the future, we appreciate your involvement and look forward to seeing many of you there.

At Ashton Manor we have always been proud of our strong relationship with the local community and have been working to continue those relationships. We have been supporting the Williams Club of Farnham, a local organisation assisting deaf and blind people in the area, with the use of our minibus for their outings. We are also delighted to be able to once again welcome the vicar from our neighbouring church, who has been visiting the home to hold services for our residents.

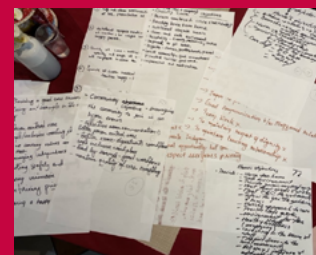
We are all devastated by the current situation in Ukraine and our hearts go out to all those affected. Some of our staff members have been organising and collecting donations to support the Ukrainian appeals, if you would like to donate or get involved please let us know.

## STAFF NEWS

It's been a busy few months for the team here at Ashton Manor, with exciting events taking place both personally and professionally for our staff.

It has been a pleasure to welcome some new staff members to our growing team. We have several new additions to our team of care staff; Charlie Crawford, Shilpa Patel, Sandra Santosh and Synthia-Rose Westaway, it's lovely to have you with us. Georgia Meengu and Jomal Augustine have joined us as RGNs and we have also welcomed Suprina Gurung and Shaneil Condell as our new care companions.

At the end of last year we held a workshop for our staff, encouraging them to really think about our goals and values here at Ashton Manor. We asked the team to list down their personal objectives and then think about how these related to the overall objectives of the home. It was a very interesting exercise, and everyone involved demonstrated a great understanding of our vision for the home.



Our team have now completed the iWHELD research program, a study into long-term Dementia care led by University of Exeter. Our Dementia champions have been receiving online coaching and support, with a view to improving the health and wellbeing of our residents with Dementia. It has been a very valuable experience and we will continue to apply the knowledge we have gained going forward.



Our staff recently brushed up on their first aid skills in an Emergency First Aid course, run by Two Line Training. Our staff were given hands on training in skills such as treating burns and bandaging.





We are committed to supporting our staff in any way we can, this extends beyond training and professional accomplishments, to their personal wellbeing and health. Three of our staff members are actively working to quit smoking and at the home we are doing whatever we can to support them on this journey, we are very proud of them!

2021 was a year of hard work and some trying times for the staff here at Ashton Manor, we were glad to end the year on a high and show our appreciation for our staff by handing out Christmas gifts. The team also enjoyed a lovely meal prepared by our talented kitchen staff here at the home, to celebrate the festive season and the end of a tough but successful year.



It has also been wonderful to celebrate some big life events for several members of our staff over the past few months. In January, Georgia Meengu one of our RGNs got married, it looks like a magical day and we wish the newlywed couple every happiness in their future together.



In November, Sarah Ball our activities coordinator welcomed her beautiful baby girl Elodie into the world. A big congratulations to Sarah and her family from everyone at Ashton Manor. We were thrilled to have Sarah pay us a visit with little Elodie when she was 2 months old, everyone loved having baby cuddles and seeing her adorable little yawns. It's lovely to see mum and baby doing so well and we can't wait for the next visit.



## STAFF SPOTLIGHT

Reena Roy is a Senior Care Assistant here at Ashton Manor. She joined us in 2016 and since then has been a valuable member of our team, bringing her passion for care and enthusiastic attitude to everything she does. Reena shares her story and experience of working at Ashton Manor.



"After high school I completed my nursing qualification in India and started working as a nurse, I wanted to make an impact on the lives of others and have a career that felt very meaningful to me. Being able to provide care and happiness to my grandparents when they were ill inspired my career path and I hold on to that memory still today. Being a nurse is one of the most challenging jobs but also very rewarding, that's the main reason I choose to work in healthcare. At first the work felt very physically and mentally challenging, but as the time passed it made me stronger and more confident. At the end of each day knowing that my care, touch, voice and time helped my patients make it through each day, is one of the most beautiful feelings. As the days passed I grew to feel comfortable in my job, my goal is to achieve my PIN number and work as a nurse.

I started working in Ashton Manor in 2016 as a care assistant and was then promoted to a senior care assistant role. The first time I visited Ashton Manor I was very nervous, but grew to feel comfortable and confident thanks to the friendly welcome from the entire team that really made me feel a part of the family. The journey wasn't easy at first, but I had great help from our manager Carla Dixon-Peart who has always been an incredibly supportive person. Carla encouraged me to identify my skills and arranged appropriate training to help me develop. She also helped me to adjust my shift pattern to fit with my family and lifestyle. I am really happy to be a part of the Ashton Manor and Beritaz Care family. The great support and sincere care of all the team during the pandemic guaranteed our residents were safe and cared for.

I have always had a great time working at Ashton Manor, as the years passed I made a close bond with each resident and developed a real understanding of their needs. After each shift, knowing that I have shared my care, passion and love, and that this has helped the residents to feel happy and satisfied, makes my day."

# ACTIVITIES

Caring for both the physical and mental wellbeing of our residents is at the heart of everything we do at Ashton Manor. Our fantastic staff put on a range of activities that encourage our residents to get involved and have fun, with something to appeal to everyone.

We hold a variety of celebrations and themed events around special occasions throughout the year. For Halloween we held an afternoon tea with a spooky theme and lots of tasty treats, getting our residents into the Halloween spirit. On bonfire night we put on a small firework display in the garden, so our residents could enjoy a fantastic view of the show.



On Remembrance Day we decorated the home with poppies and some of our residents attended a service at the Wreclesham Cenotaph, where they joined with members of the local community to commemorate this important day.

We love to celebrate the festive season here at Ashton Manor, in the run up to Christmas we were treated to a carol concert, our residents loved listening to the carols and singing along to their favourites. On Christmas day our wonderful chefs prepared a delicious Christmas dinner for all the residents and staff to enjoy. Our chef Derrick went above and beyond to create special meals on Christmas and New Year's Day.



We love to make our residents' birthdays extra special, recently we've had some big birthdays to celebrate here at the home. In November we gathered to celebrate Phyl's 95th birthday, then last month we wished Albert a happy 100th birthday! It was wonderful to be able to be a part of their special days and we hope they enjoyed themselves.



There's nothing like a cuddle with a cute fluffy friend to brighten your day, which is why we have weekly pet therapy sessions for our residents. They love it when the adorable Patrick comes to visit, he has a great time saying hello to everyone and getting lots of attention from the residents and staff.



Our residents often enjoy having a nice pamper session, they are treated to a relaxing hand massage and lovely manicure while having a nice chat with the staff. It's been shown that regular hand massages can help to ease pain and improve strength in the hands, as well as helping to reduce feelings of stress and anxiety.



Taking part in a bit of gentle exercise is very beneficial for the mental wellbeing of the residents as well as improving their physical strength. Our inhouse physiotherapist Fiona, works with our residents every week on exercises designed to help them build strength and improve balance. The residents take part in armchair exercise sessions and strength/balance exercises using the walking bars.



It's been wonderful to start welcoming entertainers into the home once again, Kevin has visited us several times already to perform with his violin and sing some songs for our residents. Musical performances are something the residents really enjoy and look forward to.





# RESIDENT SPOTLIGHT

Don is one of our newer residents, he came to stay with us at Ashton Manor in January of this year.

Don was born in Frimley and worked as a quality assurance engineer for many years. He also volunteered and looked after an allotment site in Frimley Green with 28 plots.



Don enjoys living at Ashton Manor, here he shares his thoughts on the home. "I can't fault the care I receive here. People are friendly and look after me well. I press a bell and someone comes and helps me with what I need. They look after me and respect my privacy."

He appreciates the thought put into all aspects of care provided by the home, including the food our chefs prepare, "It is not luxury end, but it is sensible and more than adequate. I am very observant, and I can tell that people are being offered appropriate portions, which is sensible."

We try to help all the residents maintain their independence as much as possible, in an environment that feels like a 'home away from home'. Don comments, "I do what I can for myself. I have poor eyesight and my radio is important to me. My daughter, Hilary, brings me audio books from the library which I enjoy reading."

When it comes to the staff who care for him it's safe to say Don enjoys their company, "It is good to have youth around me, they make me feel young!"

Since he came to Ashton Manor we have been working with Don to improve his physical strength with regular physiotherapy sessions, helping him to feel safe and happy. "I was not safe at home but here I feel safe. I spent some time in the hospital before I came here. The physio here is happy with my progress, I used a Zimmer frame before and now use a walking stick and I feel a lot better."

It's a pleasure to have Don here with us at the home, he is popular with all the residents as well as staff and his smile brightens up our days.



**Beritaz Care**

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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 are;

### **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)**

## Leave Us a Review

Feedback from our residents and their family and friends is extremely important to us and we really appreciate your support.

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 Ashton Manor can help other families when trying to choose the right home for their loved ones.

You can submit your review at the link below;  
**<https://www.carehome.co.uk/review-submit/18589>**