

NEWSLETTER

Robertson Nursing Home - April 2022



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Beritaz Care

Care You Can Trust

Update from Gabriella Konczol, Home Manager



Firstly I would like to welcome all our new residents and relatives to Robertson Nursing Home. The team and I are delighted to welcome you all and provide you with the best possible care. We have experienced many challenges over the last couple of months but have remained positive throughout.

Fortunately, the new legislation around covid vaccinations for care workers announced in November didn't result in us losing any members of staff, however it has made recruitment much harder than before. We are thankful for the great support we have received with recruitment from the Head Office team, Penny and the Group Care Operations Manager. Thanks to this support we are still managing to recruit new staff despite this obstacle.

I was so pleased to see so many relatives visiting the home during the Christmas period, it was heart-warming to see our residents enjoying those visits with their friends and family, that they unfortunately missed out on in 2020 due covid. When the new covid variant appeared, we were all concerned that extra measures would need to be put back in place and we certainly didn't want that to happen.

Everyone was really looking forward to the start of 2022, hoping that the impact of covid on our lives would continue to fade. In early February we had our CQC Infection Control Inspection and received positive feedback (more details to follow later in the newsletter), however two days later we had



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our first covid outbreak. It was a very challenging and difficult time for our staff, residents and their relatives. The new covid variant spread like wildfire mostly amongst the staff, but unfortunately also affecting the residents.

The whole team was fantastic during this time, everyone stepped-up to help with whatever was needed, day or night. The staff in every department went above and beyond, including our head office team. I stayed on site for a whole week to lead the team through this difficult time.

This experience again reassured me how dedicated a team we have at Robertson. It was natural for everyone to support each other during that difficult time, including the residents and relatives. We empathised with how hard it was for you all staying away during that period, the heart-warming messages of support from you were shared with the team and were so appreciated by the staff. Thank you for that!

In March covid restrictions were thankfully eased, so I really hope we can get back to some normality from now on. I was very pleased to allow visitors

Continued over



to come without requiring a booked slot, this had a very positive impact on the residents and allows us to get to know you all better face-to-face and to see you more often. Residents really enjoyed Easter time and being able to celebrate surrounded by their family members this year.

We have had many opportunities to attend different training sessions given by Care Home Matrons, which provided a great opportunity for our team to develop different skills. There is a new service launched by NHS Foundation Trust on 18th April, called Advice and Guidance for Older Peoples' Mental Health (OPMH) in care homes. This service is going to help us manage the more complex cases of mental health and deal with the increased capacity and demand on the service as a result of covid. We always take advantage of these opportunities to improve our service wherever we can.

I hope you enjoy reading this edition of Robertson Nursing Home's newsletter!

STAFF NEWS

We have had some changes to our team at Robertson Nursing Home over the past few months, welcoming some new faces, celebrating new roles and saying some fond farewells. Towards the end of last year we were delighted to have Jinesh Glastin, Ibin Joseph and Vimal Kumar join our team of care staff, and at the start of this year we welcomed Yvonne Ligotchi as a full-time night carer.

We were also very happy to welcome back to our team Maria Tzatzaliari as a full-time care assistant. Maria was previously a member of staff at Robertson before leaving to continue her career in care in London. We are so glad that she enjoyed her experience at Robertson so much that she decided to return and re-join our team.

Unfortunately, in March we had to say our goodbyes to Veronica one of our care companions. It has been fantastic having Veronica at the home and she will be missed by the staff and residents.



We welcomed Scarlett Farrar this month as our new care companion, she will be working alongside our activities team. Our care companions at Robertson

Nursing Home do a fantastic job, working closely with the residents to improve their wellbeing.

It has also been wonderful to have a young volunteer join us from local Prior's Field School. Luca Cheung volunteers at the home for a couple of hours a week, helping our activities team and learning all about life at the home. It has been a pleasure to have Luca here and we have been very impressed with her positive attitude and work ethic.

Alina Georghe and Evelina Gavrila have recently been promoted to team leaders, this is a fantastic progression for them and they are excelling in their new roles. Jon Gavrila our team leader has moved across to our sister home Springkell House, taking on the role of deputy manger at of the start of this year. Congratulations to Jon on this great achievement.

We have also had some wonderful personal news from our staff at Robertson Nursing Home in recent months, Karolina Olszewska one of our care companions welcomed her third child, Alexander in February. Congratulations to Karolina and the whole family on the new arrival, everyone at the home sends their best wishes.

Valentina Kecso our domestic assistant has now started her maternity leave, we hope she enjoys a bit of time to rest before her baby arrives in May and can't wait to see both mum and baby soon.

We are grateful to have a team of staff that are so dedicated to their work and passionate about providing great care to our residents. Our staff regularly take part in various training courses to improve their skills and grow their knowledge. Earlier this year all of our staff completed Fire Safety training and last month we had PPE and Infection Control training given by the Care Home Support Matrons, helping to ensure we are following correct infection controls and the correct wearing of PPE.

Our staff also attended a forum on the subject of End of life and Palliative care, it was very interesting and helpful to be involved in discussions around such an important topic. We want to ensure our staff are able to support with sensitivity and compassion, both residents and their loved ones when experiencing such a difficult time.

Our nursing team have recently attended Venepuncture and Phlebotomy training, as well as Wound Management and Preventing Pressure Damage training, in order to refresh their skills and knowledge in these areas.

HOME NEWS

We are very pleased to say that our residents have received all three of their covid vaccinations, at the end of last year ProCare visited the home to administer the booster vaccine to our residents.



Our residents are now entitled to their fourth covid vaccine, we are expecting to be contacted soon about making arrangements for this to be administered. As soon as this happens our senior team will be in touch with relatives to complete consent forms for these vaccinations when they can be arranged.

At Robertson we are always looking for new ways we can improve the home and the experience for our residents, last month we took delivery of some new furniture for our library. The new sofa and armchairs really brighten up the room and the residents are glad to have some lovely new, comfortable seats to relax in while they enjoy reading a book.



We are delighted to have welcomed some new residents to our home this year, including Marian and David a wonderful couple who moved in and are already settling in very well. It is fantastic for us to be able to accommodate them to live together within the home and we are very happy to have them here with us.



At Robertson Nursing Home we are proud of our strong ties to the local community and we have good relationships with many local institutions. Over the winter we had a wonderful delivery of "Kindness Letters" from Prior's Field School, it was a lovely gesture from the pupils at the school and the smiles these letters brought to our residents' faces was a delight to see.



Continuing this relationship, we are also planning to hold some evening musical performances with pupils from Prior's Field School, playing their instruments for our residents. This is being arranged with the help of Luca our volunteer from the school, we are all very much looking forward to their performances.

Last month we carried out our quarterly Quality Survey, where our activities team work with the residents to go through the survey questions about their experience at the home and record their answers. In this survey we focussed on topics such as staff communication, activities, food and services provided in the home, as well as their general views on the home environment and any other suggestions they have.

Receiving this feedback from our residents is so important, we are very pleased with the outcome of the survey and the responses we have received. There is of course always room to improve, we are glad to have been able to identify and address these areas for improvement as a result of the survey. The survey is displayed on the relatives' notice board if you would like to have a look.

At Robertson Nursing Home we really value the strong relationships we have developed with many of our residents' family and friends. It has been wonderful to receive some lovely cards and words of thanks from relatives, it means a lot to all of the staff at the home to receive these kind messages.



We are currently planning some fun activities for the Jubilee celebrations at Robertson, the residents are very much looking forward to the Jubilee and we will be making sure they have a fun time celebrating. We are also hoping to once again hold our annual summer party for our residents and relatives which will hopefully take place towards the end of the summer, we will keep you informed of the details closer to the time.

VISITS AND INFECTION CONTROL

At Robertson Nursing Home we have continued to follow covid safety precautions and keep up to date on government advice, our main priority is always the health and wellbeing of our residents.

We are pleased to confirm there are no longer restrictions in place regarding visits from friends or family members to the home, we are not limiting the amount or length of visits going forward.

We do however ask that you aim to avoid our protected mealtimes, to allow the staff to focus their attention on the residents and any help they require with meals during these periods.

Lunch: 12:30pm – 2:30pm

Supper: 5:00pm – 6:30pm

LFT tests are not required from visitors, however we would continue to advise you to carry out an LFT test before visiting the home, for the safety of both our residents and staff. Please ensure you sign our visitors book when you arrive and leave the home, this is important for us to be able to keep track of who is in the building at all times.

For the safety of our residents, we encourage visits to take place in the residents' bedrooms rather than in the communal areas of the home, to avoid having too many people walking around the building. When you are ready to leave the building, please press the call bell located in the bedroom and one of our team will be able to assist you.

If you would like to take your loved one out of the home on a day trip or for a coffee, we of course want to accommodate this as much as possible. Please let the home manager know of your plans in advance, as all trips will need to be risk assessed on an individual basis. We are living with the virus but still taking precautions for the safety of our residents. These trips are fantastic for our residents' wellbeing and we will do everything possible to facilitate them.

Following government guidelines, covid testing procedures in the home have now changed. We are no longer carrying out regular, asymptomatic PCR testing for residents or staff, we will carry out LFT tests on any residents displaying covid related symptoms. Our staff are continuing to take LFT tests before every shift and prior to entering the home.

We are continuing to do our utmost to provide a safe environment for our residents and staff, including keeping on top of PPE and infection

control procedures as diligently as ever. We were visited by CQC for an infection control inspection in February, focussing specifically on our infection control methods in relation to covid. We were extremely happy with the outcome of the inspection as we were assessed as "Assured" in all categories. You can view the full report online at:

<https://www.cqc.org.uk/location/1-143874578>

ACTIVITIES

At Robertson we understand how much it benefits our residents to have interesting and varied activities to take part in. We regularly encourage our residents to get involved with playing games, from bingo to board games and even quizzes, there is something for everyone to enjoy. Some of our residents enjoy a jigsaw puzzle with the help of our care companions, this can be very therapeutic for our residents giving them the chance to enjoy a chat while they play.



It is really important for our residents to keep active, every week Donna Paul comes to the home to run her seniorcise class. Our residents really enjoy taking part, seniorcise is a great way for our residents to improve their strength and boost their energy.



We are always delighted to have musicians and entertainers visiting the home, they are fantastic at getting the residents to join in with singing and dancing along to the music.



Many of our residents enjoy exploring their creative side and we encourage activities that enable them to do this. Some of our residents enjoyed painting or drawing as hobbies before they came here, helping them to explore this activity again can bring them

happiness and brings back fond memories. Many like to take part in arts and crafts, which we often theme around seasons or upcoming celebrations.



Reminiscence activities are very beneficial to our residents, it encourages them to revisit stories and memories from earlier in their lives. Our activity organiser Penny regularly organises these group chats around reminiscing, which encourages socialisation and memory skills.



STAFF SPOTLIGHT

Angela Miheascu, Clinical Lead at Robertson Nursing Home has been a member of our team for ten years. Angela started her nursing career working in an orphanage caring for around 100 children, whilst also studying English in her spare time.



She then went on to work in a hospital where she spent eight years, the work was very hard but extremely rewarding. During this time, she also studied for four years to achieve her qualification in Management and Marketing.

Angela decided she needed another challenge so came to England to work as a nurse, which is when we were lucky enough to have her join our team here at Robertson in 2012. Her first year at the home was a challenging experience for Angela, adapting to a new environment and still learning the language. But of course she did not want to give up, Angela is a fighter and hates to run from a problem.

Over time her confidence increased, thanks in part to the fantastic support from Carla, Penny, Dr Grove and all the staff at Robertson. As Angela always says, "I find myself inside a big family, all working hard, succeeding and moving forward together. We all want to improve the quality of life for our residents and other people who trust us."



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: info@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 Robertson Nursing Home 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/16749>