

# NEWSLETTER

Windsor Court Care Home - January 2022



**Beritaz Care**  
*Care You Can Trust*

## Update from Anna Knight, Interim Manager



2021 has been a tough year for everyone involved in Windsor Court and indeed the care sector in general. As usual, the amazing Windsor Court team has rallied around and made sure that all our residents have had a positive and enjoyable time despite lockdowns, outbreaks and general covid chaos.

I joined Windsor Court in September 2021 to support the residents and team after the previous Manager moved on to new adventures. Immediately, I was impressed by the empathy, enthusiasm and commitment shown by all the staff working here and spent time working with Bournemouth and Poole Council to start recruiting new residents and building up our wonderful community.

We have welcomed 5 new members to the team who have had a very positive induction with one of our management team from Ashton Manor. This was a brilliant few days, and they are full of enthusiasm and raring to start supporting our residents.

We have started to complete our mandatory training with staff from our sister home Chestnut Court, which has helped us to remain positive and work collaboratively to ensure we continue to deliver the best care we possibly can.

Debbie has consistently provided fabulous, fun and interesting activities for all of the residents ensuring that they remain active, involved in the home and are generally distracted from the outside world's issues.

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We are all in awe of her ability to deliver spontaneous activities tailored to either individual residents or groups. In fact, this has also helped all the staff to remain in good spirits and they are often involved in the fun too (although some of their answers on the quizzes leave a lot to be desired). One of our residents writes us amazing poetry to keep up the 'Dunkirk Spirit' and these are often read and shared with everyone.

Tony and the kitchen team have continued to cook up meals that keep everyone well fed and the opportunity to have an alcoholic beverage has been taken up by many residents, as part of the socialising and interaction needed to get through the past year. A big thank you also goes to the domestic team who have been 100% focused on the infection control of the home and have kept us all as safe and well.

The visit out to see the Christmas lights was a big hit and we were fortunate to be able to use the Beritaz minibus for two evenings to allow us to do this. The residents enjoyed it so much, a few went twice.

We are hoping to start organising more trips out for our residents in the minibus, we have some ideas on places to visit we think the residents will really enjoy and will keep you updated as we put these plans into action.



Last but not least, a huge thank you from all of us to Sandra for keeping us all on the 'straight and narrow' and making sure that the home runs as smoothly as possible.

So, it leaves me a final paragraph to say 'Happy New Year' to all our friends, families, staff and supporters. We wish you many kind thoughts and positivity and look forward to sharing 2022 with you.

# STAFF NEWS

As always, the team at Windsor Court have been working very hard to provide the highest level of care and support to our residents. We really appreciate the dedication the staff have shown to the home and their roles, particularly during the recent difficult times.

We are pleased to have recently welcomed several new members of staff to our team including Millie Campbell who has joined us a domestic/kitchen porter. We have also recently welcomed Alexandra Ball, Bibin Scaria, Manu Paul and Sandeep Kaur who have joined our team of carers.

We are delighted to welcome back Aniko Miskolczi who is returning from maternity leave to re-join the team at Windsor Court as a carer. As well as Sandie Steyn who will be returning as a carer at the end of this month, having previously worked for Windsor Court in the past.

At the start of January we held a two-day induction session to introduce several new staff members to the home, they will be joining our team soon.

Congratulations to Georgiana our senior carer who welcomed her baby girl Lara on 20th December. From the whole team at Windsor Court, we send our best wishes and can't wait to meet Lara soon.



Several of our staff members have celebrated long-term employment anniversaries; Caroline Martin our carer who has been with us for 19 years as of July 2021, as well as Tony Manundo our chef and Sandra Harvey our administrator who both celebrated their 13 year employment anniversary in October.

Our staff at Windsor Court are committed to their roles and enthusiastic about developing their skills in order to provide the best level of care possible to the residents. Over the past few months, we have held several training sessions for our staff on subjects including; pressure care and diet/nutrition, moving and handling, medication administration etc. We were also happy to welcome members of staff from our sister home Chestnut Court to join us in several of these sessions.

We work closely with the other homes as well as the head office team at Beritaz Care, we are happy to have regular visits from the Beritaz Care management team and opportunities for the whole team to get

together and discuss plans for the future of the home. In October representatives from Windsor 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.



In December we were able to put on a small Christmas celebration for our staff at Windsor Court, to thank them for their hard work and dedication over the past year. Due to virus controls and safety procedures this year's celebration had to be kept small, but we wanted to make sure we were able to do something for the team given the very hard work they have put in this year.



# HOME NEWS

The past few months at Windsor Court have been a very busy time for us and we have been working hard to arrange vaccinations for our staff and residents.

All our staff have now received both covid vaccines, the majority have also received their booster jab. Our residents have also all been offered both covid vaccines and their booster vaccine.

We have also been working with a local pharmacy who came into the home to ensure all our residents and staff have access to their winter flu jab. The health of our staff and residents is our top priority at Windsor Court.

With regards to covid related virus and infection control, we are continuing to abide by current government guidelines and health and safety policies. Infection control procedures and thorough cleaning practices are being followed, with particular

attention paid to handrails, doors and frequently used surfaces.

Regular PCR tests are being carried out for staff and residents, as well as daily LFT tests for staff. Any visitors to the home are asked to provide proof of a negative LFT test prior to entering.

We ask that if you would like to visit your loved ones at Windsor Court, please contact us in advance to book your visit (you will also need to take an LFT test before you can enter the home). We are paying careful attention to the current situation and any changes to government guidelines, we will continue to keep you updated with any changes to our visiting policies.

At Windsor Court we are in the process of carrying out some refurbishments to the home, including transforming our small dining room into a dedicated arts and craft space. Many of our residents enjoy taking part in arts and craft activities and having a room specifically for this will be fantastic for them.

We can't wait to share the refurbished room with you when it is completed, and all the fantastic arts and crafts our residents will create in there.

We are working to improve the overall dining experience for our residents by implementing some changes that should benefit accessibility and comfort. Coming soon will be the first floor, restaurant style dining room for independent residents. This will be furnished with new tables and chairs, it will also benefit from the use of a hot trolley and snack station.

The ground floor dining room will be a restaurant style space for residents who require a bit more support with their meals, and will be staffed with this in mind.

We are in the process of sourcing new dementia friendly crockery for our dining room. The new plates and bowls will be better suited to the needs of our residents particularly those suffering with Dementia or vision impairment.

We are delighted to have welcomed several new residents to Windsor Court over the past few months, we have 8 new permanent residents as well as 2 residents joining us for respite care.

It's always wonderful to welcome new faces into the home and we hope they have been enjoying their time with us so far.

## ACTIVITIES

Our fantastic activities coordinator Debbie Page has been organising lots of fun and engaging activities for our residents to get involved in, with lots of different games, celebrations and activities taking place there's something for everyone to enjoy.

The residents enjoyed showing off their teddies on national teddy day, one bear was over 70 years old and still looking adorable. On international dog day they shared stories about their pets and enjoyed a cuddle with Marmalade the mechanical purring cat.



Many of our residents enjoy getting creative with some arts and crafts projects, they enjoyed making their own greetings cards for special occasions. Another favourite hobby of our residents is knitting and crocheting, they like to sit and relax with a cup of tea and enjoy a chat whilst they knit.



We also like to hold therapeutic colouring sessions where our residents can enjoy listening to soft relaxing music while colouring pictures. This is a great exercise to encourage creativity and reflection, it is fantastic for the mental wellbeing of our residents.

Over the Autumn months our residents took part in many celebrations, for Halloween they enjoyed a themed quiz as well as lots of lovely Halloween nibbles and decorations.



We celebrated bonfire night with the residents crafting their own Guy and listened to stories around the celebration of Diwali.



Remembrance Day is a very meaningful occasion for us at Windsor Court, the home was decorated and activities planned to help our residents mark the occasion. Our residents arranged vases with red poppies and created a collage with the different coloured poppies worn on Remembrance Day. On Remembrance Sunday we held an afternoon tea where our residents came together to share stories and memories, as well as taking part in the two minutes silence at 11am.



Things were very busy here at Windsor Court over the Christmas period with lots of festive activities going on for our residents to enjoy. Our residents started preparing for Christmas by making their own Christmas cards to give to their loved ones, they were very pretty and personal. Some residents got involved with preparing the home for Christmas by potting up new winter hanging baskets with seasonal festive flowers.



In the run up to Christmas our residents enjoyed activities including a carol concert, mince pie tasting and a sensory morning smelling the aromas of Christmas and festive candles. At poetry club Christmas poems were shared with fun and laughter.

Our residents were very keen to take part in this year's Christmas shoe box appeal, they decorated the boxes with festive wrapping and filled them with useful items for families in need at Christmas. The Salvation Army were extremely grateful for the donations and

our residents really enjoyed putting them together.



The annual residents' Christmas party is always a favourite event at Windsor Court for our residents and staff, it's lovely to celebrate together and have some fun at Christmas time. The residents said they had a wonderful time enjoying mulled wine, festive food and having a sing-along to Christmas songs.



## STAFF SPOTLIGHT

Alexandra Ball joined our team at Windsor at the start of this year as a carer. She has been a fantastic addition to the team, very dedicated to her job and passionate about providing the best possible care to our residents.



Alexandra has shared her experience of joining Windsor Court and her first week on the job;

"From the moment I walked through the doors I felt welcomed by everyone. Everyone was so friendly and nice. I was a little nervous on my first day but being with others who were new eased my worries.

The induction lasted for two days and they were so helpful, I got to know my way round the building and routine before I started. I had my shadow shifts with Anita who was so lovely and made me feel part of the team.

After my shadow shifts, I really felt like I was ready to start my first proper shift, I was working with Anita which was nice as I already knew her well.

I have worked in care for 6 years at a different care home. The one thing I love most about Windsor Court care home is everyone is so friendly and welcoming, it does really have a family feel to it."

# UPCOMING EVENTS

We have a lot of fun events and activities planned for our residents over the next few months, it looks to be a fun and busy time at Windsor Court.

This month we have Burns Night celebrations planned, where we will be enjoying reading and sharing poetry along with an afternoon tea, and a celebratory tot of whiskey (for those that want it).

In February we will be commemorating the start of the year of the Tiger with Chinese New Year, enjoying Chinese food and lantern making.

Our residents will of course be taking part in Pancake Day and choosing their own pancake toppings to enjoy.

We will be putting on arts and crafts activities themed around Valentine's Day and a famous couples quiz for the residents to take part in.

World Poetry Day will be happening in March, giving our resident poet Derek the chance to read his own poetry for everyone to enjoy.

We also have various Easter celebrations planned, including our Easter bonnet competition which is always a favourite activity with our residents.

We are starting to plan a celebration around the Queen's platinum Jubilee in June, which we are sure everyone will be happy to get involved with.

Our gardening club will soon be in full swing once again, we will be keeping an eye out for the bulbs that we planted last year to come up in the spring.

We have lots of plans to continue on from the success of last year with residents growing plants from seed and harvesting their own produce.

We will be continuing to hold our regular residents' meeting once a month, we find these meetings so valuable. It is a fantastic opportunity for the residents to share their ideas and opinions about what is happening in the home, activities we are planning and menu options etc.

We are hoping to continue our relationship with local primary school St Luke's, and arrange more activities with their pupils this year. Prior to the pandemic we had pupils from the school visit the home and during lockdown some of our residents exchanged letters with them, which really brightened the residents' day.



**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

### **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@windsorcourtcare.org.uk](mailto:info@windsorcourtcare.org.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 Windsor Court can really 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/9227>**