

NEWSLETTER

Windsor Court Care Home - July 2022



Beritaz Care
Care You Can Trust

Update from Anna Knight, Interim Manager



It's been another very positive few months at Windsor Court with some new recruitment and a brilliant group of staff supporting our residents. We now have two kitchen assistants that are helping the less able at mealtimes, enabling them to remain as independent as possible for as long as possible.

We have seven Senior Carers with another one joining us soon, to ensure that the residents and staff receive the best possible support from well trained and committed leaders.

Many of the team have committed to upskilling and are involved in new qualifications such as Team Leader, Level 5 Management, Hospitality Apprenticeships etc. This means that we will be able to provide even more knowledgeable and well managed care services, with all staff able to find solutions to issues and work as a strong team.

Watching the teams grow and develop makes all of us immensely proud and we can see the home going from strength to strength.

We recently had a Direct Monitoring Assessment with CQC and we were pleased to keep our rating of 'Good.'

In terms of management, Katherine Felton is now the Deputy Manager and I continue to support her and the Beritaz management team. The peer support between the managers of all the homes is first class,

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at present we are all working together on our KLOE's (Key Lines of Enquiry) for CQC to make sure that we are both working and delivering care to the highest possible standards.

We were really pleased to receive a very positive email from one of our District Nurses saying that she felt that Windsor Court was the kindest and most caring home she visited, and that she found all the staff a delight to work with. The staff team were over the moon to receive this feedback.

Being able to have all the families and friends of our residents back at Windsor Court has been fabulous for all of us. It has made the home busy and bustling again and this lifts every single one of us. Over the coming months we will aim to hold some small gatherings so that we can all spend some quality time together.

It is also a good opportunity for the residents to meet other family members and for all of you to meet with each other. We are still a little reluctant to hold large gatherings as we are continuing to be cautious.

Continued over



HOME NEWS

We are happy to have seen some positive changes this year regarding visiting policies at Windsor Court. We are now able to fully welcome back visitors to the home, there are no longer restrictions on visits.

With the safety and wellbeing of our residents and staff in mind we ask that visitors take a lateral flow test before entering the home and wear a mask during their visit. Please call us in advance to book an appointment to visit your loved ones. We are very grateful for the easing of government rules in relation to covid but are still taking infection control very seriously at the home.

Friends and family members are welcome to visit residents in their rooms or spend some time together in our beautiful gardens. We only ask that you avoid the communal areas of the home such as the lounges and dining areas. There will soon be a new round of booster vaccinations for both residents and staff, we will keep you informed when the arrangements have been confirmed.

We are continuing to make improvements to the home to ensure a comfortable and attractive environment for our residents. We have recently taken delivery of new rattan garden furniture and a parasol to allow residents to make the most of the sunny weather and enjoy the picturesque garden in comfort. Our dining room is also looking lovely with the addition of new dining room chairs.



In June CQC carried out a Direct Monitoring Assessment of Windsor Court, where core areas of operations within the home were monitored and reviewed. We were very pleased to receive a rating of 'Good' as a result of this assessment.

Windsor Court is a proud member of our local community, we have recently had the opportunity to work with BCP Council on their Proud to Care recruitment campaign, which promotes the rewards and benefits of a career in the care industry.

Our Interim Home Manager Anna Knight and Support Manager, Katherine Felton have featured

in a video for this campaign, talking about working within the care industry. You can find out more about the Proud to Care initiative and watch the video here; bcpcouncil.gov.uk/ProudtoCare

We also have close relationships with local organisations that we regularly work with to improve our residents experience at the home. As of July we are once again welcoming the minister from Lansdown Baptist church to hold Sunday service on the first Sunday of each month, for any residents who wish to take part.

Many of our residents take great pleasure from reading and it is wonderful for us to be able to provide them with a wide range of reading materials, thanks to Charminster Library. Volunteers from the library regularly visit the home to provide books for our residents to borrow and enjoy, this is a fantastic service and we appreciate the support we have received from Charminster Library to make this happen.

STAFF NEWS

We have welcomed several new members of staff to Windsor Court over the past few months, it is always lovely to have new faces in the team. Michael Palmer joined us as Kitchen Assistant and Claudina Garcia as Cook & Activities Coordinator. We have also welcomed new staff to our care team, Jaison Markose as a Carer and Anurag Rayarala as Senior Carer.

Unfortunately we have recently said goodbye to some of our team members, but we wish them the best of luck in their future endeavours and we are sure they will keep in touch with us.

We are proud to support our staff in developing their skills and moving forward in their career journeys. Sandie and Marcus have now taken on the roles of Senior Carers, they have worked extremely hard to reach this new level of promotion and we congratulate them both.

Several of our team members, Sandeep, Jaison, Bibin, Manu, Ali and Anurag are now fully trained medication administrators. This is fantastic for the home as we are now able to have more members of the team sharing this responsibility and supporting each other in such an important role.

Anita has transitioned her role to Carer Plus, she is continuing to support and train our new care staff as they join the home. We hope over time she will

return to her role of Senior Carer, a position she really is fantastic at.

Our staff have been continuing their training and development, with several members of the team having recently completed their Fire Safety training. Millie, our Domestic & Kitchen Porter, has been putting in a lot of hard work with her new apprenticeship qualification, she is doing brilliantly and her tutor is very pleased with her work.

In May staff from Windsor Court along with staff from our sister homes took part in a 'Virtual Dementia Tour' experience. This was an immersive and eye-opening training session, where our staff members had the chance to walk in the shoes of someone with dementia and experience what life is like for them.

The experience was very informative and rewarding for our staff, the insights they have gained will help them to provide even better care and compassion to our residents with dementia.



As part of our recruitment activities, in June we held a staff orientation day which was a great success. We had nine new members of staff in attendance along with six new starters from our sister home Chestnut Court. On the day attendees heard from the Beritaz management team, with an introduction from CEO Kumar Gnankumar.

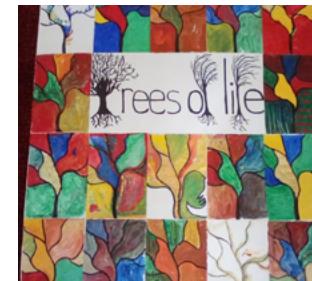
They also enjoyed talks from staff members including Sandy Steyn, who spoke about her journey and experiences at Windsor Court, and residents' family members including Janet Rogers, who shared some insight into her father's experience as a resident at the home.

The day was very much enjoyed by all who attended and was a fantastic way to introduce and prepare new staff members for their roles at Beritaz homes.

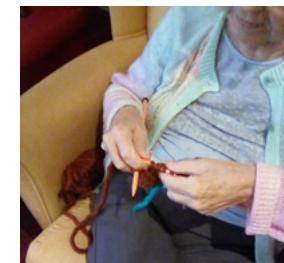


ACTIVITIES

Many of the residents at Windsor Court particularly enjoy getting involved in arts & crafts activities, this is a great way for them to express their creative sides, as well as being a fun and relaxing pastime. Several residents worked on this 'trees of life collage' together whilst listening to music, they discussed the importance of trees and our plans to plant a tree in the garden at the home.



A favourite crafting hobby of some of the residents is knitting, they like to get together and have a chat whilst working on their knitting or crochet projects.



With all the beautiful flowers starting to appear in the garden over the past few months our residents have enjoyed getting creative with nature. They have been creating arrangements of blooms and decorating vases for their flowers, which we displayed around the home.



Our residents love to play games, whether it's card games or board games these are great not only for socialisation and having fun, but also to help with practicing key skills like coordination and memory. We also regularly arrange reminiscence activities for the residents to take part in. Using objects, smells, music and photos to spark memories of our residents' lives, we then encourage them to share stories and memories.



It's important for our residents to get some gentle exercise whenever possible, we've been making the most of the good weather and getting the residents involved in some Tai Chi and games of bowls in the garden.

The Queen's Platinum Jubilee has been a real highlight of the past few months and a great source of excitement for our residents. The residents very much enjoyed watching the coverage of the celebrations on the BBC, including the special events like the Trooping of the Colour and the Party at the Palace.

In honour of the Queen's Platinum Jubilee we planted a weeping cherry tree in the garden at Windsor Court, which was very kindly donated by the daughter of a former resident and purchased from local organisation, Cherry Tree Nursery.

Debbie our activities coordinator did a fantastic job of arranging celebrations for residents at Windsor Court. The inside of the home was decorated for the event and themed floral displays in red, white and blue used to decorate the garden.



Unfortunately, a turn in the weather prevented our original plan of a garden party so the festivities had to be moved inside. However, we were still thrilled to be able to welcome residents' friends and families to join us in the home for our celebrations, the first large group gathering since lockdowns first struck.

Everyone celebrated by dancing and singing along to our musical entertainment Aphrodite, and very much got into the spirit of the day with their party hats and flags to wave. We then enjoyed a high tea prepared by our wonderful chefs, including a special pudding of lemon and amaretto trifle.



Our gardening club has been busy during this prime growing season, the residents enjoy getting involved and tending to the plants they have grown. They have

been replanting our hanging baskets with beautiful flowers to brighten up the front of the home. The garden is looking lovely and we're looking forward to sampling the produce from the vegetable patch soon.

We have been making good use of the Beritzaz minibus to take the residents on fun day trips in the local area. We took a trip with the residents to Poole quay to watch the boats and enjoy an ice cream. Recently we visited a local museum to see their Thomas Hardy exhibition, the residents had a great time and the trip was a big success. We're looking forward to planning more excursions in the coming months.

We will also be continuing our monthly resident meetings, these are a great opportunity for everyone to get together and for us to get feedback from our residents about things they would like to see at Windsor Court.

RESIDENT'S DIARY

Our residents were very excited for the Queen's Platinum Jubilee celebrations in June, we had the live coverage of the Jubilee events on the TV and our own special celebration on the Sunday.

Here are some excerpts from one of our residents, Derek on his experience of the Jubilee weekend;

Day 1 – The Platinum Jubilee of Queen Elizabeth II

70 years have passed since Queen Elizabeth ascended the British throne and became the Head of the Commonwealth. She made a personal vow to serve the people and her arrival marked a period of stability in contrast to the world war that she, with the rest of us inherited.

The Trooping of the Colour took place in honour of the Irish Guards. I especially liked the dignity of the horse carrying the two drums, no matter how loud they were played; almost as if it was pulling a plough in a straight line. This wonderful event lasted more than two hours until the return to the barracks, and the cheering of the dense crowds rose to a crescendo when the Queen appeared on the palace balcony.

Day 2 – Thanksgiving Service in St Paul's Cathedral

Today, the Queen was to be present at this special joyful service, but she needed a rest after the events of yesterday. The cathedral began to fill up slowly by the various dignitaries who were greeted and escorted to

their seats with quiet efficiency. The number of religious leaders testified to the present trend for different faiths to come together in praise.

Royal family members arrived in a convoy and the Queen must have been pleased to see Prince Harry and Meghan, still popular, greeted warmly. As always, the Queen with great skill, brought together those of different opinions, into one people 'Great Britain'.

Day 3 – Platinum Party at the Palace

The afternoon was at Epsom with horse racing, including the famous Derby. In the evening there was a concert of singing and dancing before the Palace. It was preceded by a light-hearted sketch, of Paddington Bear at his tea invitation with Her Majesty.

The Queen showed her sense of humour when things went wrong for poor Paddington. I remember that in her youth the royal family played charades that they created themselves, and the audience had to guess the subject being acted out.

In the evening, the singers, well known in the pop world, sang before the royals, who were waving small flags and applauding. I thought Rod Stewart was enjoyed when he chose 'Sweet Caroline' that was known to most of the crowd. It was a wonderful evening for the Queen.

Day 4 – Celebrations at Windsor Court

In the morning the BBC showed visits to Care Homes and street parties up and down the country. This was proof over and over, of the love people had for Queen Elizabeth; also we all realised how much time she had spent in her 70 years talking to ordinary folk of all ages and lifting their spirits everywhere.

Now it was the turn of Windsor Court to gather for an afternoon of songs and flag waving, to the voice of Aphrodite. She was a firm favourite with the residents. She had a wonderful repertoire of popular songs that were within our limits to sing and remember.

The event was held up in the first-floor diner and some residents had their own relatives come along. We just had enough chairs to go round, and were given small union flags to wave, and paper hats to wear. Then we all packed out the downstairs diner for a light supper, wine and a special cake from Tony the Cook. I think our party was one of the best!

To read more of Derek's thoughts on the Jubilee celebration you can view his full account here;
beritazcare.co.uk/jubilee-diary



Beritaz Care

Care You Can Trust

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.

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>