

NEWSLETTER

Ashton Manor Nursing Home - September 2022



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Update from Carla Dixon- Peart, Registered Manager



Welcome to this edition of the Ashton Manor newsletter. Despite all that has been happening, we have still managed to make the most out of this summer season. We have hosted two summer parties and arranged multiple day trips for the residents to the beach, garden centres and the local village fete. After spending such a long time dealing with restrictions and limitations, it has been nice for us to focus on something other than Covid.

We are all very saddened by the news of the passing of Her Majesty Queen Elizabeth II. Staff and residents at Ashton Manor came together to celebrate her life and pay our respects.

We have recently welcomed some new additions to the team, this has of course brought some challenges, but I am confident our new staff members will flourish with the support of the rest of the team.

I am pleased that we have been able to resume our face-to-face training fully and am so proud of our staff who have continued to grow their personal and professional achievements, despite the hurdles they have faced.

At Ashton Manor we have continued to invest in our staff, focus on our values and celebrate achievements – which was evident through our recent annual IIP review. As part of our efforts to support staff through the ongoing rise in living expenses, we are pleased to say that Ashton Manor has now gained accreditation as a Living Wage Employer.



ASHTON MANOR
NURSING HOME

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Thank you for the support we continue to receive from all the families and friends of Ashton Manor. Your ongoing support is invaluable.

HOME NEWS

At Ashton Manor we pride ourselves on the strong relationships we build with relatives, and it is wonderful for the team to know that the effort we put in to providing care is appreciated. We recently received these thoughtful gifts and cards from some of our residents' relatives, to show their thanks for the care we have provided to their loved ones.



The entire team here at Ashton Manor are always working hard to maintain the highest standards in all aspects of the care and services we provide. We are very pleased to maintain consistently high ratings in reviews and inspections by independent organisations.



Our rating on carehome.co.uk based on user reviews is always high, currently we have a score of 9.7 out of 10. In inspections by CQC we are consistently rated as Good in all areas, and we maintain 5 stars in our food hygiene rating. Thank you to our staff across all departments who work tirelessly to ensure this standard at Ashton Manor is upheld.

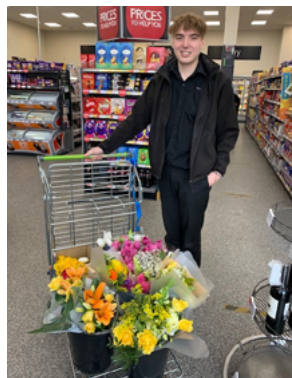
We are proud of the strong ties we have with our local community and are fortunate to have several organisations locally that offer support to the home, and we are always happy to offer any contributions we can to our community. It is a pleasure to have members from St Peter's Church visit our home on a monthly basis, not only to provide Holy Communion but also to offer support and one-on-one interactions with our residents. We greatly appreciate the efforts they make to support the residents.



Recently we have been working with Surrey County Council to support them on their Age Well, Live Well campaign, which in part focuses on shaping the services available to older people in the area. Some of our residents took part in creating the video for this campaign, filmmaker Markus Dell visited us at the home to capture some of the residents taking part in their armchair exercises. Surrey County Council with the help of Markus, wanted to capture aspects of everyday life for our residents, we were delighted to be involved in this project and to work with Surrey County Council on such an important campaign.



We are often overwhelmed with the kindness of our local community, staff members from the local co-op store have been in touch with us on several occasions to donate unsold flowers from their store as a gift to the home. These beautiful flowers really brighten up the home and are very much enjoyed by our residents, we really appreciate this kind gesture.



We have been busy planning future events that we are looking forward to welcoming friends and family members to join us for, as it is always heart-warming to see our residents enjoy time together with their loved ones. Our next planned event will be our Macmillan Coffee Morning on Friday 30th September at 10.30am, and of course we will be updating you on plans for our Christmas celebrations a bit closer to the time. We will also be holding our next relatives' meeting on Thursday 20th October, 2:15pm at Leverton Hall, we look forward to seeing you there.

STAFF NEWS

Since our last newsletter we have been delighted to see our team expand and have welcomed several new faces to Ashton Manor. Samantha Talbert, Tracey Ann Lawrence, Nyasha Katsamba and Portia Tigere have joined our care team as Care Assistants. We have also welcomed a new care companion, Kaisha Johnson. It has been wonderful to see these new staff members settle in and become part of the team.

Unfortunately, we recently had to say goodbye to our Home Administrator, Charlie Neil. She will be dearly missed by all of us at Ashton Manor but we wish her good luck in her future ventures. The staff and residents came together to wish Charlie a fond farewell on her last day at the home.



At Ashton Manor we want to support our team to develop their skills and are lucky to have staff who are driven and enthusiastic about gaining knowledge. Our staff have recently taken part in a variety of in-person training courses at the home with Frances Line, from Two Line Training. These recent courses

have included First Aid training, Autism Awareness training, Oral Suctioning training, NJ Feed training, Pressure Sore training and End of Life training. These have all been very valuable courses for the relevant members of staff and they have taken away new knowledge and skills to apply to their jobs.

Several of the Ashton Manor team have also been working hard towards qualifications outside of the home. Monica and Susan have successfully completed the Nursing Associate programme, and Carla has recently completed her top-up degree, they are all now awaiting their graduation. Phawama has completed her QCF 2 Health and Social Care qualification and is now looking forward to progressing on to the Access to Nursing Course. Congratulations to Monica, Susan, Carla and Phawama on these achievements, we all know how hard you have been working towards these qualifications.

Earlier this year our team got involved in the World Health Organisation's, Hand Hygiene Campaign. With infection control and hygiene such an important topic for us at the home at all times, but particularly in the last few years, we were very happy to show our support for this campaign.



We are fortunate to have a team of extremely dedicated staff many of whom have been with us for many years. We want to show our appreciation for these staff members who have shown such commitment to the home, so earlier in the year we handed out long service awards to 18 of our staff members, all of whom have been with Beritaz Care between 5 and 18 years. We are proud of our team and grateful for their continued dedication to the home.



We pride ourselves on being a good place to work and creating a positive working environment, we

have also received our accreditation as a living wage employer.



Whilst we are looking forward to a busy period at the home with lots planned for the next few months, we also want to make sure to put some time aside to have some fun. We are in the process on planning our long-awaited team building activity for the Ashton Manor team, all of our staff are very much looking forward to this.

RESIDENT ACTIVITIES

There has been lots happening at Ashton Manor over the past few months, we have been enjoying a summer season free of the restrictions that had impacted us for the past couple of years. We were delighted to welcome family and friends to join us at the home for our Summer BBQ event in July. Residents, staff and guests had so much fun singing and dancing along to the music entertainment, provided by the wonderful Jenny Sinclair.



We also enjoyed some lovely food and drink, including the delicious BBQ. Thank you to all the staff who worked so hard to make this such a fantastic event, and to everyone who joined us on the day.



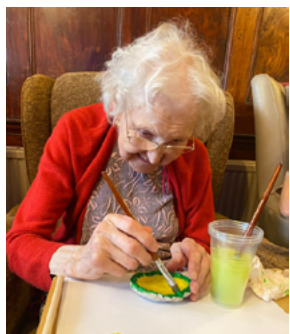
This was followed by our Summer Fete in August, where we held a tombola and raffle with prizes kindly donated by members of the local community. Residents and guests enjoyed musical entertainment from a steel band, as well as some delicious Caribbean inspired food prepared by our wonderful chef.



One of our residents' favourite activities is our monthly Pets as Therapy visits, we always enjoy a visit from Patrick and our other furry friends. These visits really make the residents' day, and the dogs seem to enjoy all the attention they get as well.



Many of our residents enjoy taking part in more creative activities, these are not only fun but can also be very therapeutic and relaxing for the residents taking part. In our arts & crafts sessions they have the opportunity to express their creativity in a variety of fun ways, such as painting pictures and even pottery.



We are always pleased to welcome guests and performers into the home to entertain the residents. Musical entertainment from Kevin, 'The Music Man' is always very popular with our residents, it's wonderful to see them having fun and singing along to the songs. Music is incredibly uplifting for our residents and they really enjoy these performances.



As well as our own events throughout the summer there were other local celebrations for our residents to get involved with, including paying a visit to the Wreclesham village fete. Several of our residents went along and really enjoyed the entertainment,

they also made the most of the lovely weather with some tasty ice creams.



The residents enjoyed celebrating the Queen's Platinum Jubilee with a red, white and blue themed party. There was music, delicious food, games and activities, everyone had a lovely time.



As the summer season drew to a close, we were finally able to go on our long-awaited day-trip to Bognor Regis, after a couple of false starts earlier in the month. Thanks to the efforts and organisation of staff from many departments, the trip ran very smoothly and was a great success. It was lovely to welcome to so many family escorts to join us on the trip, thank you to everyone who was involved.

The residents had a lovely time, they enjoyed fish & chips and ice creams by the beach, it was wonderful to see the smiles on the residents faces which told us how much they enjoyed the day.



Recently we put on a lovely afternoon tea party for our residents, there was delicious cakes and sweet treats to enjoy with their tea. It's nice to make an occasion out of getting together for a cup of tea and a chat, making use of our pretty tea pots to serve the residents their tea made it feel extra special.



STAFF SPOTLIGHT

Sheena Paul joined the team at Ashton Manor back in 2010, she has been a valuable member of our team for many years and now holds the role of Clinical Lead. Having previously worked in nursing roles in hospitals in India and Saudi Arabia, this was Sheena's first employment upon moving to the UK and she has remained with us at Ashton Manor ever since.



Here Sheena tells us a bit more about her role at the home, her background and what she enjoys most about working at Ashton Manor.

"I came to the UK to complete a nursing programme and needed a sponsor in order to come over and work here. Kumar Gnanakumar (Beritaz Care CEO) was kind enough to sponsor me to work in the UK", says Sheena. "I didn't know too much about how care homes worked or what kind of job it was, as care homes are not very common in India. I had planned to move on and get a job in a hospital after a couple of years, but not long after I started at Ashton Manor it already felt like a family and I didn't want to leave."

Sheena's role at Ashton Manor is Clinical Lead, which involves a variety of tasks and responsibilities, "My job involves guiding and supporting the care staff and nurses, as well as helping them on the floor. I also offer support to the residents and their families", Sheena explains. "My role is less about physical support of the residents, and more focused around psychological support and emotional support. The residents know they are well looked after and we are here for them, we want to make sure they are happy here and happy with their care."

Throughout her time at Ashton Manor, not only has Sheena had the opportunity to experience what it is like working for the home, but also for Beritaz Care as a company. "Beritaz counts all staff as their family members, working here doesn't feel like working for a company but for your family. They care about your home life not just your work life and there is always support available from managers like Kumar" says Sheena.

"The Beritaz management team are approachable and I feel comfortable talking to them. They encourage us to go to them with suggestions and concerns, no matter what it is about. I have never



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: ashtonmanor@beritazcare.co.uk

experienced that in any other company, where the managers actually care about what you think."

Sheena has made many happy memories over the course of her time at Ashton Manor, but of course there are some favourites. "All of the parties! Over the last few years with COVID these happened less but it's been nice to start that again recently" says Sheena.

Working for Beritaz Care has been a positive experience for Sheena and she has progressed in her career since she first joined the team. "Beritaz is great for providing training, I don't think most other companies provide this much training, particularly face-to-face which for me is better. At Ashton Manor I am encouraged to develop my abilities. Many staff started as care assistants and progress to team leader roles, they really want their staff to develop. I started as a nurse and then trained as a Clinical Lead, I was encouraged and supported to progress to a senior position."

"I would encourage anyone to join us here at Ashton Manor, as they will enjoy working with us and with Beritaz Care, no company can replace Beritaz."

TEAM THOUGHTS

We asked our staff to share their favourite things about working at Ashton Manor and caring for our residents, as well as any favourite memories they had from their time working at the home. Here are a few thoughts from some of our staff....

"I love finding out what residents were like in the past and what they use to do, and I enjoy making a connection with the residents even simply through body language. I love going on outings and seeing a different side of people. I love laughing with residents, if I make a mistake and they correct me and we laugh together."

- Phawama

"I love connecting with residents through dancing. I love looking at their pictures with them and seeing what they were like when they were young."

- Priscila



"I love assisting residents with their food, I like seeing how they react to it and what they enjoy."

- Portia

"I enjoy mingling with residents and I love the activities. My best memories with residents are the parties."

- Sheena

"I remember playing golf at night time with a resident and I really enjoyed it. I remember, me and a colleague exercising with a resident at night time. I enjoy having smart conversations about life with the residents, going to the pub with them and going on trips, like our visit to the seaside and to bird world. I also enjoyed going to escape rooms with staff – those were all great times."

- Nicu