

# NEWSLETTER

Robertson Nursing Home - October 2022



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**Beritaz Care**

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## Update from Gabriella Konczol, Home Manager



I would like to take this opportunity to welcome all our new residents and relatives to Robertson Nursing Home. The team and I are looking forward to providing you with compassionate care in the future ahead of us. As always residents and staff were really looking forward to the summertime, and what a busy summer period we had here at Robertson Nursing Home! We were kept entertained throughout the season with many summer parties, activities and home developments taking place.

The summer period is always very busy at Robertson Nursing Home, with many staff going on holiday to have a well-deserved rest at this time. We are grateful for our wonderful team who support and contribute to provide a smoothly running service throughout all departments. I am so proud to say everybody within the team went above and beyond, sometimes working in different departments to cover other people on holiday. They are a fantastic team!

Developing the team is very important to me and to Beritaz Care. It has been proven on many occasions, how many talented staff members we have here at Robertson, staff who are willing to improve and learn new skills or even to advance into new roles within the home. There have been several promotions and changes within our team, you can read about that in more detail in the 'Staff News' section. We are very lucky at Robertson Nursing Home to have a stable and reliable team. Unfortunately there is a lack of workforce overall within the care sector,



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but I can reassure you this is not affecting us and I hope this stability at Robertson will continue.

Robertson Nursing Home as a building has a very unique and homely feel, which is quite difficult to describe. However the building is tired, and we are continuously working hard to maintain standards in the home. We are decorating the bedrooms and communal areas, as well as upgrading and replacing furniture. We aim to maintain the building's aesthetic during our improvements.

COVID19 guidance has been relaxed during recent months which we were pleased about, as asymptomatic testing took up so much of our time. Although restrictions were difficult, we understand that there are things outside of our control and we must follow the rules to ensure everybody is kept safe. We continue to keep a close eye on the infection rates within the community and carry out risk assessments as the situation changes, to decide the best actions for the good of our residents. With the additional protection of the recent vaccinations, I believe we will be able to safely sail through the winter period.

I hope you will enjoy reading this edition of our newsletter.



# STAFF NEWS

There have been a lot of changes to our team here at Robertson over the past few months, we have welcomed new team members and seen some of our staff progress to new roles.

Charlene Mccann who has been our Home Administrator at Robertson for nearly six years, has now been promoted to a role in the Beritaz Care head office team. This a well-deserved promotion for Charlene and we wish her all the best in this new role. Although she will be greatly missed at the home, we know she will still be supporting us from her new position.

We are delighted to have Evelina Gavrila now taking on the role of Home Administrator as of September. Having previously worked as one of our Team Leaders, Evelina has a very good insight into the care sector and is well-suited for this role. She has been settling in well to her new position and learning new skills to support her in this role.

There have been several new additions to our team at Robertson across different departments, as well as some familiar faces who have joined us as full-time staff. Begkala Gurung joined the domestic team as a full-time Domestic Assistant in May. In August Ibin Joseph and Vimalkumar Vijayan, who had been previously working as agency carers, joined our team full-time as Care Assistants.

Vivian Ioannou, our bank nurse decided to join us as full-time staff in September. Vivian worked at Robertson many years ago as a Care Assistant and Registered Nurse, she has since gained experience working for the NHS, growing her knowledge and confidence in the process. We are pleased to welcome her back to the team once again.

We also welcomed new starters, Terrian Glave and Nimisha Jalajamoni as Care Assistants in September, as well as Scarlett Farrar and Zoe Ireland our new volunteer Care Companions. All of our new members of staff are settling in well and it has been wonderful to welcome them to the team.

At Robertson we encourage our staff to develop their skills and knowledge through regular training, recently they took part in moving and handling training, a face-to-face training course held at the home. Moving and handling training is incredibly important for our staff to ensure they are using the correct techniques when moving residents, in a way that is safe for both the resident and staff member.

This was the first training session with a new training provider who we were trialling, the session was very successful and we received some good feedback from staff in attendance.

Earlier this year, members of our team had the opportunity to take part in the Dementia Bus experience at our sister home Windsor Court. This was an interactive training session that gives participants the opportunity to experience what life is like for those living with dementia. This was a very beneficial experience for the staff and encouraged them to reflect on how they can better support our residents with dementia.

Throughout the summer season the whole team have been working extremely hard to ensure everything continues to run smoothly at the home. Members of staff have been picking up extra shifts and working in different departments if needed, all to ensure we were fully covered and could continue to provide a high level of care to our residents. Well done to the team and thank you for the dedication and effort you have all shown during this time, it is greatly appreciated.

## HOME NEWS

After a challenging couple of years, we are pleased to be back to business as usual at Robertson Nursing Home. We continue to take infection control seriously and do everything we can to ensure the health and wellbeing of our residents and staff, but we no longer require the strict restrictions that have limited us.

Following government guidelines, covid testing procedures in the home have now changed. We are no longer carrying out regular, asymptomatic LFT testing for residents or staff, however we will carry out LFT tests on any residents or staff displaying covid related symptoms.

Visitors are welcome to the home and do not need to carry out an LFT test before arriving. We do however ask that you aim to avoid visits during our protected mealtimes, to allow the staff to focus their attention on the residents and any help they require with meals during these periods. Our protected mealtimes are;

- Lunch: 12.30pm – 2.30pm
- Supper: 5.00pm – 6.30pm

We are pleased to say that residents received their Covid booster vaccines in September, the process went very well and we are glad to know that the residents are better protected going into winter. We



are also in the process of arranging flu vaccinations for residents, a date for this will be confirmed shortly.

As we move into the winter season when colds, flu, norovirus and other illnesses are more prevalent, we are being particularly cautious of our residents' health. We ask that if you are feeling at all unwell and particularly if you are displaying flu-like symptoms, please do not visit the home until you have recovered. We are continuing to take steps to ensure virus and infection control within the home is maintained, hand hygiene is being closely monitored for all staff and we are encouraging the team to participate in Covid and flu vaccinations to boost their immunity.

We have employed a new optician, Connect Eyecare to support us with the residents' eye health. They visited the home in the summer to carry out the residents' annual eye test, which went very smoothly.



You may have noticed a few changes around the home recently, we are always working to improve the home for our residents and make it a comfortable environment. We have recently replaced the carpet in our conservatory with a nice fresh wooden floor, the conservatory is looking lovely and the residents are very happy with the upgrade.



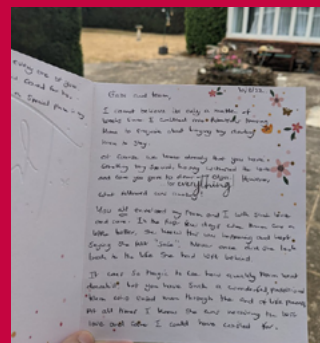
In the summer we were fortunate to receive a donation of a beautiful garden bench from the Withycombe family, in memory of their beloved mother Sheila Withycombe. Sheila lived with us at Robertson for almost 4 years, she always enjoyed sitting outside in our lovely garden.



We strive to maintain a high level of quality and care at Robertson, this was demonstrated in our recent SRG audit where we were rated "Good" in all areas. Similar to the CQC inspection, this audit looks at all aspects of the home's operations and helps us to identify areas for development or improvement. We are very pleased with the results of this audit and will work hard to uphold these ratings.

Our annual Health and Safety assessment was completed in August, we are pleased to say it went very well. Only a couple of small actions have been identified to be completed, which will be dealt with promptly.

At Robertson we value the strong relationships we have with the friends and family of our residents and greatly appreciate the support we receive from them. We recently received this lovely card with a kind message from a family member, it's always wonderful to receive this kind of feedback from relatives and it means a lot to us all.



If you would like to share your thoughts on Robertson Nursing Home and the services we provide, we would be extremely appreciative if you could leave us a review on [Carehome.co.uk](https://www.carehome.co.uk). Being able to read your comments and experiences with Robertson can help other families when trying to choose the right home for their loved ones.

You can submit your review here;  
<https://www.carehome.co.uk/review-submit/16749>

We also now have a comments book for any visitors to leave us a note when they come to the home, this can be found next to the visitor sign-in. We would love for you to leave us a comment when you visit.

Our next relatives' meeting will be taking place on Monday 7th November at 2pm. Our physiotherapist Fiona will be in attendance at this meeting, she will be available to answer your questions about the physiotherapy programme at the home. We would love to see as many of you as possible at the meeting. If you are planning to attend, please let us know so we can get an idea of expected numbers.

# ACTIVITIES

At Robertson we like to arrange a schedule of varied and fun activities for our residents, so there is something for everyone to enjoy and benefit from. We often invite entertainers into the home to perform for our residents, they enjoy musical performances on the piano of some of their favourite songs. It's a very uplifting and relaxing experience for the residents, often bringing back fond memories of special times and people in their lives. We sometimes follow up these performances with an extra treat, like delicious mocktails in the summer which the residents had a great time sampling.



Our residents also enjoy fun regular activities that promote socialising and cognitive skills, such as arts & crafts, games and puzzles. These activities help the residents to come together and enjoy a chat either with their fellow residents or the staff, whilst engaging in a fun activity that they can take at their own pace. Many of our residents enjoy a sweet treat, recently they had a great time making and tasting delicious scones.



In the residents' regular physiotherapy sessions, our physiotherapist Fiona works on movement and stability to help residents gain more confidence. We provide the appropriate support tailored to the needs and abilities of each individual, we find these sessions to be really beneficial for our residents.



As well as our usual activities there have also been a few special events that have taken place over the

last few months. In June we celebrated a special birthday of one of our residents, David was joined by his family to celebrate his 90th birthday at the home. It was wonderful to see David surrounded by his loved ones to celebrate his special day.



Earlier in the year we held a celebration for the Queen's Platinum Jubilee, an event which many of our residents were looking forward to. The residents and staff got dressed up and we all enjoyed a garden party at the home to celebrate this special occasion.



A highlight of the summer season was our very own Robertson summer party, where we were joined by family and friends. It was a lovely sunny day and the residents had a wonderful time, it was the perfect end to a fantastic summer season at the home. Thank you to everyone who came along and made it such a special event.



Whenever possible we like to arrange trips for the residents to places within the local area, giving them a change of scenery and a fun day out. Recently we took an outing to the local garden centre. We are hoping to arrange more trips like this in our minibus over the next few months. We will let you know of any upcoming plans in the weekly emails from the Home Manager. Friends and family are welcome to join us on these outings if you wish.

We will also keep you updated of arrangements for our Christmas celebrations, we are in the process of planning these at the moment and will let you know details closer to the time.



# OUR COMMUNITY

At Robertson we have close ties with our local community and are proud of the relationships we have with many local organisations who support us at the home.

We are grateful for our wonderful local GP, Dr Grove who pays weekly visits to our residents, her support is greatly appreciated by us all. It is important for us to maintain good relationships with local health professionals as they play a key part in providing care for our residents.



It is also important for us to consider the spiritual needs of our residents. Whilst these can be different for everyone, we do our best to support our residents in any way we can. Some of our residents participate in Holy Communion, which is held by Julien, Vicar of Compton, who kindly visits us at the home to offer this service for those who wish to take part.



At Robertson we are very glad to have so many supportive individuals around us who want to help contribute to our residents' happiness and wellbeing. Sarah More-Molyneux, one of our residents' relatives, is a wedding florist and she kindly donates flowers for our dining tables. Thank you Sarah, the residents really enjoy looking at the beautiful flowers while they have their meals.



## 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@beritazcare.co.uk](mailto:info@beritazcare.co.uk)

Louise, who is a relative of a former resident, kindly volunteers her time to come to Robertson and decorate our memory tree. Louise will choose a theme and decorate the tree with fun pictures related to that topic, the memory tree is a great tool to help our residents in reminiscence activities.



We were delighted to welcome volunteers from Charterhouse School for a wonderful musical performance. Luca, one of the pupils from the school who volunteers at Robertson, was joined by his friend to play the cello for our residents. Listening to music is always a lovely experience for our residents and it is wonderful to see young people willing to give their time to bring joy to our residents' day.

Thank you to the wonderful organisations and individuals who support us at Robertson Nursing Home, both the residents and staff here appreciate all your efforts.