

# NEWSLETTER

Windsor Court Care Home - February 2023



**Beritaz Care**

*Care You Can Trust*

## Update from Anna Knight, Interim Manager



A very happy New Year to all our friends, families and Windsor Court supporters.

We have entered 2023 with the excitement of having a 'full house', enabling our residents to have more individuals to interact and engage with. This, in turn gives our staff more people to support and care for each day. We are really, really pleased with this outcome.

This increase in residents has meant that we have been able to increase our permanent members of staff. Our existing team all remain at Windsor Court and continue to grow with us.

We have welcomed new team members: Maria (Admin), Chipso (Carer), Khemissa (Carer), Mendel (Chef), Katlego (Carer) and Georgina (Carer).

We are so pleased to have them on board, Georgina has joined us as a 'care newbie' and Khemissa has returned to us to work whilst she continues with her university studies.

As you are all aware, we have been coping with the RCN and paramedics strikes here and have ensured that we forward plan. We have held team talks, increased our staffing on strike days, and ensured that we have first class contingency plans in place to keep everyone safe.

**WINDSOR COURT**  
CARE HOME

34 Bodorgan Road, Bournemouth BH2 6NJ

**Tel:** 01202 554637

**Email:** [info@windsorcourtcare.org.uk](mailto:info@windsorcourtcare.org.uk)

**Web:** [www.windsorcourtcare.org.uk](http://www.windsorcourtcare.org.uk)

We have implemented a new rota and payroll system which is better suited to our needs and has made everyone's life far easier, it has significantly improved our in-house communication.

Our residents are spending more time outside of Windsor Court during 1:1's and also on group outings. More residents are requesting shopping trips, visits to the bank etc. and we are really pleased to be able to offer these.

Debbie has planned lots of new activities for the coming months and we will continue to ensure that everyone gets to be involved. We always welcome support from family and friends with our activities.

Over Christmas we enjoyed a gathering for residents' families, three trips to see the Christmas lights, a Christmas party and our celebrations over the festive period were enjoyed by all.

We are all looking forward to what we hope will be a fantastic 2023 for the Windsor Court team and our residents.



# HOME NEWS

Entering this new year, we are pleased to say that Windsor Court is in a very strong position and in a very different situation to where we were post-Covid. We are looking forward to the many exciting plans we have for the home in 2023.

As of this month Windsor Court is now at full capacity, it is wonderful to have a full home of happy and comfortable residents to care for.

It was lovely to see so many of you over the Christmas period and thank you to everyone who visited the home for our Christmas celebrations with the residents.

We will be continuing to hold regular meetings with our residents' relatives throughout this year, as a fantastic opportunity to keep you up to date on what is happening at Windsor Court, as well as enabling you to ask any questions and provide your feedback. We hope to see as many of you as possible at these meetings, for more information please call us and we will be happy to provide details.

We are always happy to hear your thoughts and feedback on Windsor Court and the services we provide. 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>

Something we are currently exploring for this year is a trial through BCP council of the OmiVista Interactive Projection System. This system uses a specialist projector which responds to gesture and movement, creating dynamic images on any surface including floors and tables.

Our residents will be able to use this tool for activities such as games and quizzes that are fully interactive. We believe this system will be especially beneficial for our residents with dementia, but will also be a good interactive resource for all of our residents. We are currently on the waiting list to trial the OmiVista system and will keep you updated when we hear more.

Due to the above-average infection rates in the BCP area, we have made the decision to keep mask-wearing in place at the home for the time being.

A risk assessment was carried out and this decision has been made to ensure the health and wellbeing of our residents, we appreciate your cooperation.

We are of course aware of the current strike actions within the NHS and the impact that may have on our residents, please be reassured we are doing everything we can to limit the impact of this at the home. We have arranged additional staff to be at the home on the dates where NHS paramedic and nurse strikes are taking place and will be taking actions to limit any additional, unnecessary stress on the health service over this time.

You may be aware of the £500m Rapid Discharge Fund announced by the government in order to ease strain on the NHS and free-up hospital beds. As part of this, Windsor Court has opened up 5 beds to BCP Council, to accommodate patients being discharged from hospitals in the local area.

We will be taking in individuals for a 6-week re-enablement programme, to help prepare them to return to their homes or, if this is not possible, to be discharged into permanent care facilities.

## STAFF NEWS

Since our last newsletter we have seen some changes to the staff team at Windsor Court. We have welcomed a number of new team members including Care Assistants; Georgina, Khemissa, Katlego and Chipso.

We have also had Mendel join us as Chef and Maria as our Administrator, Maria has been doing a great job getting on top of the home admin since joining the team. It is wonderful to have so many new faces at the home, all of whom are settling in very well to their roles.

We have two more staff members joining us in February, including the brother of our pharmacist who is moving to the UK from overseas to join our team. Once these new starters have been onboarded we will have a full team at Windsor Court once again.

The whole team plays an important part in the induction of new staff joining Windsor Court. We want to ensure our new starters feel welcomed and supported from day one, the team will help them through the settling-in process, assist them in skill learning and act as mentors.

Towards the end of 2022, Beritaz Care successfully

implemented a new payroll system across its homes, including Windsor Court. This system allows us to more efficiently and effectively, manage our staff administration tasks and we have already noticed the benefits of this new system.

At Windsor Court we like to support our staff on their career journeys and help them to find the roles that best suit their strengths.

We would like to congratulate Ali on her recent promotion to Senior Care Assistant, Ali is well prepared to take on this new role and additional responsibilities. Marcus has now transitioned to the role of Carer Plus, he has been doing a fantastic job and will continue to be a great asset to our care team.

Another way we support our staff is through their skill development and education. We like to make sure there are plenty of opportunities for our staff to learn skills through training, as well as keeping up -to-date with mandatory training courses to ensure the quality of care we provide is always of a high standard.

We have recently carried out Oral Hygiene training for our staff, a subject which is a major focus for us currently at the home. Maintaining the oral hygiene of our residents is incredibly important, as poor oral health can lead to residents struggling to eat or communicate comfortably. Ensuring our staff are well trained on supporting residents with their oral hygiene is important for the wellbeing of our residents.

The next few months will be busy, with many mandatory training courses scheduled in for our staff. These regular training sessions ensure all staff are up to speed on the key skills necessary for their roles and any recent changes in best practices within the care industry.

We are grateful to have such a wonderful team at Windsor Court, who are dedicated to their roles and providing the best care possible to our residents.

This year, one of our long-standing team members Caroline will be celebrating her 20th anniversary at the home. Thank you to Caroline for her hard work and commitment to Windsor Court throughout these years, she is a fantastic asset to our team.

## ACTIVITIES

At Windsor Court we understand that providing a varied and engaging schedule of activities for our residents is crucial to the care service we provide.

Our activities team create a timetable of activities each week that incorporates activities focussed on socialising, exercise, mental wellbeing and relaxation, as well as including hobbies personal to the residents and supporting them to continue enjoying these.

Throughout 2022 our residents enjoyed many trips out in the Beritaz minibus, to explore the local area and visit interesting locations. Over the summer we visited Poole Quay and Poole Museum, with a special trip to visit the Thomas Hardy exhibition which our residents particularly enjoyed.



We have also paid several visits to local garden centres, the residents enjoy looking at all the plants as many are keen gardeners. We like to finish these trips with a nice cup of tea in the café. Over Christmas we made use of the minibus to wrap up warm and take a tour of the local Christmas lights, so many houses were decorated beautifully and it really put our residents in the festive spirit.



Christmas at Windsor Court was full of lots of fun and merriment for our residents. The home was beautifully decorated for the season, with many of our residents and some of their family members getting involved with decorating the tree.



In the run-up to the festive season the residents enjoyed lots of Christmas-themed activities, including reminiscence, musical entertainment,

sensory activities and poetry club. In our arts & crafts sessions they created festive centrepieces for the dining room and other decorations. We wanted to make sure our residents were feeling as festive as possible and excited for Christmas.



We were also delighted to welcome the choir from St. Luke's Primary School to Windsor Court, who paid us a visit to sing some Christmas carols for our residents. It was lovely to hear the children sing and the residents really enjoyed their performance.



The highlight of the season was our Windsor Court Christmas party, where the residents enjoyed a festive sing-along, Christmas quiz, games and lots of dancing. This was followed by a delicious buffet of festive treats. We also enjoyed an evening celebration where residents' family and friends were invited to join us for some mince pies and mulled wine. It was lovely to see our residents enjoying the festivities with their loved ones, thank you to everyone who came along for making it such a special event.



Windsor Court is regularly visited by some fantastic entertainers and providers of specialist activities. We have a variety of musical entertainers who put on performances for the residents, catering to all types of music taste, spanning different eras and genres.

We also enjoy visits from specialist organisations, such as pet therapy with Caring Canines who bring lovely dogs Kobi and Juneau to spend some time with the residents. Many of our residents are animal lovers and had pets of their own, so they really benefit from spending time with the dogs. Individuals such as Anthony from G Fitness, who hosts fun and gentle exercise sessions, and Steve from Team Scrabble,

who puts on giant scrabble games, also make up an important part of our regular activities schedule.



Our various activity clubs at Windsor Court, were a big success with the residents during 2022 and will be continuing this year. With a range of clubs there is something to appeal to the residents' different interests and hobbies, with our book club, poetry club and comedy club proving to be very popular.

Gardening club was a very popular activity with our residents last summer. Now as we are heading into spring, residents are looking forward to getting out in the garden again, planting and growing their own flowers and vegetables. We have already been getting started, planting some lovely hanging baskets to decorate the home.



This month our residents have enjoyed celebrating Chinese New Year, with themed activities and decorations around the home. They shared new year greetings and enjoyed some fortune cookies. We also celebrated Burns Night, by sharing some favourite poems by Robert Burns and enjoying some Scottish treats, such as Cranachan and shortbread. We raised a toast to Robert Burns with a tot of whiskey for anyone that wanted.



An important activity that we will be continuing this year is our monthly resident meetings. These meetings give residents the opportunity to share how they are feeling, they direct the meeting and decide the topics of discussion. The residents really appreciate these meetings, they feel heard and their opinions respected. We also discuss plans for upcoming activities and get their suggestions on anything they would like to do in the coming months.

# UPCOMING EVENTS

We are starting to plan our resident activities and events for the next few months, there are several important dates and celebrations coming up that our residents are looking forward to.

In a few weeks we will be celebrating Valentine's Day with an afternoon tea social themed around the occasion. There will be decorations up around the home and activities such as arts & crafts, quizzes and poetry club, will all have a Valentine's Day theme.

Pancake Day is always a favourite date in the diary for the residents of Windsor Court. They will be able to enjoy some pancakes and their choice of delicious toppings, but many of our residents prefer the traditional lemon and sugar.

In March we will commemorate International Women's Day, an important day for many of our residents and something that we at Windsor Court strongly believe in. We will be putting on activities around the topic of "women that inspire us" and encouraging residents to share stories or memories of inspiring women in their lives.

One of the biggest events in our calendar for this year is the coronation of His Majesty King Charles III. As you can imagine this is an event our residents are very much looking forward to and we will be planning a special celebration at the home in honour of this event.

We are also looking forward to spring and the weather getting a bit warmer so our residents can enjoy spending time outside. We will be making the most of the sunshine whenever we can with lots of time spent outside enjoying our beautiful garden.

## STAFF SPOTLIGHT

Ali joined the team at Windsor Court just over a year ago, in this time she has progressed from the role of Care Assistant to Carer Plus and has recently been promoted to Senior Care Assistant. Ali tells us about her experience of working at Windsor Court and what she enjoys about her job.



"I have been working in the care industry for about 8 years, I like helping people so this industry and the role I do really appealed to me. I first pursued a role in care to see if it was something I would enjoy,



**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](mailto:info@windsorcourtcare.org.uk)

I found that it was something I not only enjoyed but am good at."

"When I first joined Windsor Court I felt really welcomed by the other team members, everyone was so friendly and helpful. The induction process was great and really helped me settle in, it was overall a good experience."

Ali's role at the home involves many different responsibilities, all focussed on ensuring the wellbeing of our residents. "My role is to make sure all the residents are safe and happy. I really enjoy talking to the residents, learning about their lives and hearing their stories, it's my favourite thing about my job. I like that I am able to develop good relationships with the residents and really get to know them, it feels like I have 30 grandparents."

"Moving to the role of Senior Care Assistant has been a great opportunity for me. I started my new position with a two-week shadowing period which helped me to feel comfortable with my new responsibilities. The Deputy Manager has been supporting me with extra training and I feel excited for this next step."