

# NEWSLETTER

Chestnut Court Care Home - June 2023



**Beritaz Care**

*Care You Can Trust*

## Update from Lisa Shaylor, Home Manager



Hello everyone, welcome to our first newsletter of 2023. It is hard to believe that we are already nearly halfway through the year, it's true what they say - time flies when you're having fun!

I would firstly like to give a warm welcome to all our new residents, family, and friends. The team and I are delighted to welcome you all to Chestnut Court and provide you with the best possible care for your loved one.

We have been busy recruiting at Chestnut Court and are very fortunate to now have a full team of staff. It is lovely to have such a fantastic team supporting our residents.

We have welcomed three new Care Assistants: Jackson, Jithin and Ilanthendral. We have also employed Gina as the third member of our domestic team.

Emma has been promoted to Home Administrator and continues to support the domestic team a few days a week. Scott, our Chef re-joined the team in April, all the residents and staff were very pleased to welcome him back, Scott is a fantastic chef. We will also soon be welcoming Dean, who will be overseeing the maintenance in the home.

There have been lots of activities taking place in the home such as fabric club, gardening club, music & movement classes, reminiscence and lots of arts



**CHESTNUT COURT  
CARE HOME**

9 Copse Road, New Milton, Hampshire BH25 6ES

**Tel:** 01425 620000

**Email:** [info@beritazcare.co.uk](mailto:info@beritazcare.co.uk)

**Web:** [www.chestnutcourtcarehome.co.uk](http://www.chestnutcourtcarehome.co.uk)

& crafts. The mobile shop continues to be a big hit with our residents, the shop helps to promote independence and choice.

Recently our residents enjoyed a party to celebrate the King's coronation and we are looking forward to our summer afternoon tea party taking place on the 6th July.

Through our Facebook page we were able to keep you up to date on what's been happening in the home since our last newsletter. We've also used this platform to share everything the residents have been up to!

If you're not already following our Facebook page, I would encourage you to go have a look and also share our page with other members of the family and friends. Especially those who are unable to visit as much as they would like to.

You can find our Facebook page here;  
**[fb.com/Chestnutcourtnewmilton](https://fb.com/Chestnutcourtnewmilton)**

I hope you enjoy reading this edition of Chestnut Court's newsletter.



# HOME NEWS

We are nearly at the halfway point of the year, and we are delighted to share with you some of the changes that have already taken place at Chestnut Court, as well as our plans for the rest of the year.

In May, ward rounds began at Chestnut Court which is a really positive step for the home and will further improve the care we are able to provide to our residents. Every Monday we are visited by the Care Home Assessment Team (CHAT), consisting of frailty nurses, occupational therapists etc, to see all our residents in-person. These regular in-person visits will mean potential health issues can be identified early and will provide our staff with the opportunity to discuss any concerns they have about our residents' wellbeing.

Over the next couple of months our home improvement project will begin, we have various refurbishments, decorating and general improvements planned to give the home a bit of a refresh. As most of the residents' bedrooms have been recently refurbished, our focus will be on the communal areas within the home, as well as the building exterior. We are currently in the planning phase and are excited to make these changes that will benefit our residents' experience at the home. Our main goal is always to create the best possible environment for the residents in our care.

At Chestnut Court we think it is really important to involve our residents in decisions being made at the home, whether that is regarding activities, meals or events we are planning. Our monthly resident meetings give everyone an opportunity to have a say on what happens at the home.

We welcome our residents' family members and friends to join us and take part in the meeting as well. It is great to see the residents getting involved, sharing their views and making suggestions, they are always enthusiastic to take part which is wonderful. We also make sure to take some time for a game or competition to add some fun to the meetings.



We really value any feedback we receive from our residents, as well as their family and friends, your input is extremely important to us and helps us to make improvements to the service we provide.

We would really appreciate it if you could take some time to leave us a review on our [CareHome.co.uk](https://carehome.co.uk) page. As well as providing us with useful feedback, being able to read your comments and experiences can help other families when trying to choose the right home for their loved ones.

Visit the link below to leave your review;  
[carehome.co.uk/review-submit/10513](https://carehome.co.uk/review-submit/10513)

Our next relatives meeting is taking place on 26th July, it's the perfect opportunity for you to find out more about what is being planned at Chestnut Court in the coming months and for you to ask us any questions you may have.

We would like to remind you that the monthly Chestnut Court Coffee Mornings are taking place on the last Wednesday of every month. These events have so far been a great success and are open to everyone; friends, family and members of the local community. The next coffee morning will be taking place on Wednesday 28th June and we would love to see as many of you as possible there.

The health and wellbeing of our residents and staff is always our top priority. After carrying out risk assessments we are comfortable with visitors and staff not wearing masks within the home, however we will continue to monitor the situation. We have advised our staff to wear a mask if they are feeling at all unwell or display any kind of cold-like symptoms.

At Chestnut Court we work hard to always maintain high standards in all aspects of the care we provide. We are expecting an inspection of the home to be carried out by CQC towards the end of the summer and are confident that we will receive positive feedback, thanks to the continual hard work of the entire team.

In order to ensure standards are being upheld we also carry out pre-inspection checks, handled by a third party, every six months. While these are not official inspections, they do look at the same criteria and give us insight into any areas of improvement we can apply in the home to ensure we are providing the best possible care to our residents.

# STAFF NEWS

Our fantastic team at Chestnut Court work hard each day to support our residents' physical and emotional wellbeing. We are very happy to have seen our team grow over recent months, having welcomed three new carers to the home and an additional member of our domestic team. All our new team members have settled in very well and already feel like a part of the Chestnut Court family.

We are always looking for ways we can support our staff members on their career journeys, including providing them with routes for progression and development within Chestnut Court. Emma has been a member of our domestic team for some time, she wanted to expand her responsibilities within the home and learn new skills, so has now taken on the role of Home Administrator. Emma is perfectly suited to this new role and is settling in well, she will also continue to support the domestic team.

We are pleased to have an environment at Chestnut Court where staff members like Emma feel comfortable and supported in their roles and look to have a long career at the home. This move has allowed Emma to broaden her role within the home and we are delighted to be able to support Emma in furthering her career in this way.

Other members of our team have also been developing their skills by taking part in a range of training courses. Various in-house training has been taking place on topics such as safeguarding and pressure care, keeping our staff refreshed on key skills to ensure the best care is provided to our residents. Our staff recently took part in first aid training, which is something we hold for our staff on a regular basis, and in the coming weeks will also be taking part in fire safety training.



Many of our staff also choose to pursue their own independent qualifications, such as Ash Satyan who, having already completed her nursing training, wanted to continue to further her skills and has recently completed a six-month leadership training course. Archana Geetha has also completed her Level 3 Diploma in Health and Social Care. Several other members of our team are currently enrolled and working on their NVQs. At Chestnut Court we always

encourage our staff to broaden their skills and try to support them in any way we can.

We also have some wonderful news to share from another member of the Chestnut Court family. Nalayini Vijayakumar, who is a Care Assistant at the home, is expecting a baby. Congratulations to Nalayini from everyone at Chestnut Court, we can't wait to meet the new arrival later this year.

## RESIDENT ACTIVITIES

Our activities schedule at Chestnut Court has been jam-packed, thanks to the hard work and creativity of our activities team. The residents have enjoyed lots of entertainment and celebrations, as well as our regular everyday activities.

Many of our residents have been really enjoying getting involved in some baking activities. From chocolate cake to jam tarts, cheese twists and rock cakes, the residents have been having a lot of fun whipping up these tasty treats. It can get a bit messy at times but that's all part of the fun, and the best part is getting to sample the delicious bakes when they're done.



Our fabric club has also been very popular with many of our residents, in which they have been making some lovely cushions. Their creations were then put into our charity sale to raise money for the Alzheimer's Society. The residents have really enjoyed being able to carry out many of the tasks independently, with our staff on hand to help with the finishing touches. This is one of our residents' favourite clubs at the home, they enjoy working on their projects while having a good chat together.



We are fortunate to work with some wonderful entertainers who regularly visit Chestnut Court to perform for our residents. We always do our best to keep everyone's tastes in mind with different types of entertainment, all offering something fun and interesting for the residents. Already this year we have

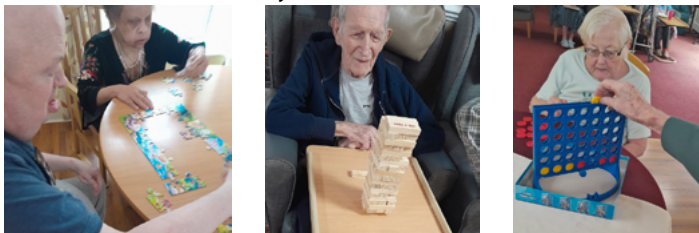
enjoyed classical music played on the cello, as well as several singers who have entertained our residents by performing some of their favourite songs. Our residents love to get involved, singing and dancing along whenever we have musical entertainment.



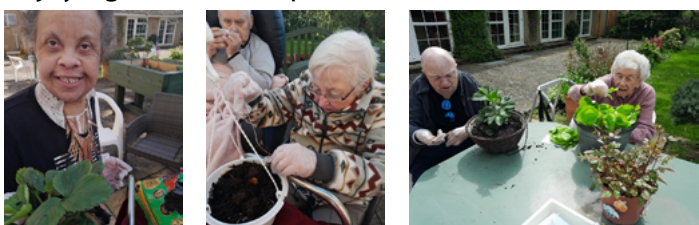
Music is a great way to encourage many of our residents to get moving, so we combine music with gentle exercise to help our residents stay active. We also use fun games like balloon volleyball to encourage them to take part. The residents have also enjoyed visits from Anthony at G Fitness, who has led them in fun group exercise sessions, incorporating exercises that are accessible for residents of all abilities.



To ensure the residents' minds are exercised as much as their bodies, we arrange a variety of mentally stimulating activities for our residents to pick from. These include puzzles and games, as well as reminiscence sessions. Our residents always enjoy these kinds of activities, it provides a great opportunity to socialise and we have lots of games available to suit everyone's taste.



Now that spring is finally here we've been able to restart one of our favourite activities at Chestnut Court, our gardening club. The residents got involved with planting seeds for carrots and peas in our pots in the garden, as well as potting some strawberry plants in our hanging baskets. The residents are already looking forward watching their crops grow and enjoying all the fresh produce in the summer.



All this gardening was really helping us to get in the mood for spring and it became the theme for our

various arts & crafts activities. The residents enjoyed drawing, painting and colouring-in pictures for our spring wall display. They even made their own bird feeders, ready for all the birds that will be visiting our garden over the spring and summer.



With spring in the air, Easter rolled around before we knew it. Many of our regular activities were given a fun Easter twist and the home was decorated for the occasion with the help of some of our residents' beautiful artwork. They even got creative making their own Easter bonnets to wear over the Easter weekend. We also held an Easter raffle with lots of lovely prizes to be won.



Another exciting date in our calendar was of course the King's coronation. Both residents and staff got involved in decorating the home in preparation and the residents made their own crowns to wear during the festivities. We created a fantastic coronation themed wall display featuring the residents' amazing artwork.

Everyone had a fantastic time at our coronation tea party. Residents, staff and visitors joined in by singing and dancing along to the fantastic musical entertainment. We enjoyed some delicious cakes with our tea, the residents donned their crowns and waved flags to celebrate the coronation.



We are already starting to plan some fun events and activities for the summer months, including our summer afternoon tea party. We love to host an event every summer for our residents and their loved ones, which usually takes place in our beautiful gardens when all the flowers are in full bloom. The event will be taking place on 6th July and we will let you know the details closer to the time. There will also be some fun excursions planned for our residents using the minibus, we already have a few ideas in mind, so will keep you updated.

# STAFF SPOTLIGHT

Emma has been a part of the Chestnut Court family for nearly 10 years and is a valued member of our team. Emma works within the domestic team and has recently taken on the role of Home Administrator, she will be splitting her time between the two roles.



Emma tells us a little bit about her responsibilities at the home and why she enjoys her job so much that she has remained at Chestnut Court for nearly a decade.

"I have been working at Chestnut Court for more than 9 years. I hadn't previously worked within the care industry but when a job at Chestnut Court came up I was excited to try something different. I felt by following this new career path I could make a difference in peoples' lives."

"As part of my job I am responsible for keeping the home clean and tidy, making sure it's a safe and pleasant environment for our residents to live in. I enjoy the fact that no day is the same and there is always something interesting happening at the home."

In her recent move to the Home Administrator role, Emma has also taken on various administrative tasks to help ensure the smooth running of the home. It's these behind the scenes tasks that allow the home to operate effectively, enabling the care and nursing teams to focus their full attention on supporting our residents' needs.

Every single member of staff working at Chestnut Court plays an important part in keeping up the high standards of service we provide to the residents. We are always happy to encourage staff to further their skills and support them on their career journey. Emma has taken the opportunity to build her skills, completing both an NVQ Level 2 in Housekeeping and an NVQ Level 3 in Customer Service.

After so many years working for Chestnut Court it is clear Emma enjoys working at the home and being a part of the Beritaz Care family. "I have always felt appreciated working here, by both my colleagues at Chestnut Court and by the Beritaz management."

Teamwork is so important at Chestnut Court, we are lucky to have a fantastic group of staff that always support each other. "The staff here are a good team, we always help each other in any way we can."

After so many years at the home Emma has many fond memories with the staff and residents. "My favourite memory is when we had farm animals come to Chestnut Court, I remember walking the animals around the home so everyone could see them. It was a great day and made everyone very happy."



**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)