

# NEWSLETTER

Robertson Nursing Home - November 2023



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We invest in people Gold



**Beritaz Care**  
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## Update from Gabriella Konczol, Home Manager



Welcome to the latest update from Robertson Nursing Home. We had a busy summer, balancing resident care and activities with staff going on their summer holidays, but we managed to keep things running smoothly.

I am very grateful for our team members who took on extra shifts and stepped up to provide cover when needed. It really showed how well our staff work together as a team.

Along those lines, I am pleased to say that since June we have not had to rely on any agency staff within the home. We now have a full team and staff retention at the home is very good.

Our staff have been referring their friends for roles and recommending Robertson as an employer. I think this shows how happy our staff are and hopefully, that they find Robertson a good place to work.

We have once again received the Investors in People Gold Award, which is something that makes me very proud as a newly registered manager. It is great to know that our efforts in the home and as an employer have allowed us to achieve this status.

I am looking forward to the Surrey Care Awards which are taking place very soon. We submitted entries into three award categories and I am thrilled that we have been named as finalists for all three awards, you can read more about this later in the newsletter.



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We have faced some obstacles in recent months, mainly the issues we encountered with our lift. I would like to take this opportunity to extend my apologies for the inconvenience this caused for our residents.

The operations team and I did our best to push for the repairs to be carried out as quickly as possible, and I appreciate the hard work of our care staff to limit the impact this had on our residents. It was an unfortunate situation which I am pleased to say we have now resolved.

I am now looking forward to the winter season and to another fantastic Christmas at Robertson. We are all conscious of the higher viral load around this time of year and will be making sure there is awareness around this issue. The team will be refreshed on infection control procedures and we will all be taking steps to keep our residents safe.

I hope you enjoy reading this newsletter and getting caught up on everything that has been happening at the home.



# HOME NEWS

You may have noticed a few changes around the home in the past few months, over the summer we have been continuing our renovation project which has seen many improvements already made throughout the home. The hallways have now finished being painted and more of our residents' bedroom doors have been replaced and decorated in these beautiful bright colours.



We have also been making some improvements to the exterior of the home, the fences around the front of the home have been replaced as well as the hand railing. We have decorated the front door and entrance area, everything now looks far more welcoming to visitors to the home.



We still have more changes and improvements planned for other areas of the home, our renovation project will be ongoing. We are very conscious of minimising any disruption to the residents while these works take place. Our decorator is working at night to ensure renovations to the kitchen can take place with minimal disruptions to residents or staff, and that resident mealtimes will not be impacted.

The improvements we are carrying out are to ensure our residents have the most enjoyable experience and comfortable environment to live in, which also includes steps to improve their safety. We have now installed keypads on the doors of all bedrooms located on the upstairs corridors, in order to prevent accidents and falls around the stairs area.

You may be aware of the unfortunate issues we have been experiencing with our lift. After the new lift was installed in May, we unfortunately experienced some problems with the lift which led to a prolonged period of time where it was not safe for residents to use. We were very saddened by this turn of events and the inconvenience it caused for our residents. Thankfully these issues have now been resolved, we have established a better line of communication and

service arrangement with the lift company going forward.

There has been a lot of cause for celebration at Robertson over the past few months, including the 25th anniversary of Beritaz Care which we celebrated in the spring. There was a wonderful party where we joined with staff from the other homes within the Beritaz family to celebrate this milestone event, and to honour the birthday of Beritaz's CEO.



Our achievements continued to be recognised when we received confirmation that as an employer we have maintained our Gold Award from Investors in People. This is the standard for people management and is measured based on the organisation's practices for leading, supporting and improving, with a focus on providing an environment for sustained success. Investing in our staff and supporting them on their career journey is something we are very passionate about, and this award reflects our commitment to that cause. We were very proud to receive this award once again.



We are hoping to continue these celebrations in the coming weeks when we attend the 2023 Surrey Care Awards. We are thrilled to have been selected as a finalist in three categories at this year's awards. As well as being a finalist for 'Nursing Home of the Year', two of our team members have also been nominated and named as finalists in other award categories. Our fantastic Chef, Sharon Fisher is a finalist in the 'Unsung Hero' category and our wonderful Physiotherapist, Fiona Andrade-Brown is a finalist in the 'Service User/Residents Involvement Champion' category.



The Surrey Care Awards recognise the hard work of teams and individuals within the care sector who



operate in the area. The award ceremony is taking place on Friday 10th November, where we will find out who the winners of this year's awards are. We are so proud of the fantastic team we have at Robertson and are keeping our fingers crossed for success on the night, which the team very much deserve.

At Robertson we really value the close relationships we are able to build with our residents as well as their families throughout their time at the home. We were deeply moved to receive this lovely bench which was donated to the home by the family of our late resident, Maisie Ellison. Maisie's son, Simon added the memorial plaque to the bench, it is such a lovely tribute to Maisie and something that will be appreciated by the residents of Robertson. We had a lovely chat with Simon and his sister, sharing the wonderful memories we all had of Maisie from her time at Robertson. It will be lovely for us all to see this bench and remember Maisie.



We have recently made some changes to the procedure for our care plan reviews. As you are likely aware, for all new residents care plan reviews take place after three months, these will then continue to take place every three to six months. Since May, we have continuously made review appointment slots available for relatives to book, which is something we will continue to do through the year. As these appointments will be regularly available, it is not imperative to sign up for the next appointment if there are no changes to your loved one's care plan or anything you need to discuss. Within the home, care plans are updated monthly or immediately if any changes occur, so you can be assured that your relative is always receiving the best care suited to their needs.

Our staff are currently getting ready for the winter season and making plans to ensure our residents are comfortable, happy and healthy throughout the colder months. We will be taking steps to ensure residents are protected during this time when cold and flu viruses are more prevalent, our staff have been encouraged to have their covid and flu vaccinations. All residents at the home have already had the covid and flu vaccinations to ensure the best possible protection over the winter season. We will keep you informed of any plans or policies we implement over winter to ensure our residents are protected.

## RESIDENT SPOTLIGHT

Margaret Norton has been a resident at Robertson since June 2023. Margaret and her family first visited Robertson when looking for a placement for her husband who sadly passed away before he could join us. After Margaret suffered a fall, she needed some extra support



and immediately knew Robertson was where she wanted to be. Margaret tells us about her experience at Robertson since she moved here and why she is happy to call it her home.

"I chose the home for my husband when he was in the Royal Surrey Hospital. My children came to help me look at homes and we were all impressed by Robertson. When we came to look around, as soon as we got in the front door it felt like home. It didn't feel clinical like some others, but homely."

"When I collapsed at home on my own and struggled to reach the phone to call for someone, I knew I needed some extra help. I knew I wanted to come here if they had any rooms, I didn't mind what room they had available as long as I could come here."

"The home is absolutely lovely. The care staff couldn't be nicer people, I leave my door open and they all smile and wave at me through the door as they are walking past. The nurses here are very good and they are here 24/7 in case we need anything. There is a bell to push that is always in reach, I know when I press it someone will come straight away."

"I used to live only a mile down the road so lots of my friends are nearby. My children and my friends will come to visit me, we will have a chat over a cup of tea. I can ring the bell when I have visitors and they will bring a tray of tea and some lovely biscuits for us, bless their hearts. It's like five-star hotel treatment. All my friends when they visit, say what a lovely place it is and how lucky I am."

"I had a major operation recently and they couldn't have looked after me better, I've been on bed rest since and have been so well looked after. They have brought my meals to me and all medication is brought to me at the right time of the day, so I don't have to worry about anything. We are looked after so well by the care workers here, I can't recommend them enough. I looked forward to getting back here after the hospital."

"We have our cup of tea in the morning and then lunch, with our afternoon cup of tea we very often get a handmade chocolate brownie or piece of cake which the chef makes fresh every day. We get all these treats, lots of little things that make a big difference. They put on wonderful entertainment, a young man with his long keyboard comes once a month and plays beautiful music. Another man named Chris sings and we sing along with him, there are always a lot of things going on."

"It gives you a feeling of security being here, and that's what my family like about it, knowing I am in a secure place and being well looked after. Everyone here is so kind, everybody is kind to everybody else and they are all very patient people. All the staff smile at you. It's a first-class place to be, I recommend to everyone to come here."

## STAFF NEWS

It has been a busy summer for the staff at Robertson Nursing Home, the entire team has done a fantastic job keeping the home running smoothly throughout the jam-packed summer period. We have seen some changes to staff roles as well as some new team members joining the Robertson family.

As you may know, Lukman had been working towards his PIN number which he received in June. Congratulations to Lukman, we know how hard he has worked to achieve this. Lukman will continue to be a part of our night team but is also now working as a Support Nurse during the day, so you may see him around a bit more.

Sabina, who was previously a member of our domestic team, is now working as a Care Companion, meaning she will be working closely with the residents, supporting them in their daily activities and general needs.

In June, we were delighted to have Monica Pacala join us from our sister home Ashton Manor. Having worked at Ashton Manor for many years, we are fortunate to have Monica as part of the Robertson team as our Support Manager. Monica is a qualified nursing associate and will be supporting the nursing team with their daily tasks, as well as supporting the Home Manager with staff supervisions and general running of the home. Monica will deputise the Home Manager in her absence, so when Gabi is not around, Monica will be available to answer any queries or concerns. Monica has settled in very well, it is a

pleasure to have her as part of the Robertson family.

We were all sad to say goodbye to Steven from the activities team this summer, who left the home to pursue his dream career as a designer and decorator. We are very grateful that Steven has continued to visit us at Robertson on a regular basis, and often comes to play music with one of our residents. We know Steven was greatly missed by residents and relatives, so we are very pleased that he is not completely gone and you will still see his face around the home from time to time.

In addition to these changes, we have also welcomed several new staff to the Robertson family. Mamta, Aksa, Mathew, Audine and Thabeetha have all joined us as Care Assistants over the summer months. During this time they have already integrated well into the team and have settled into life at the home, going through their training and getting to know all of the residents. They will be working flexible shifts so will be around during the day and at night to care for our residents, so you will likely soon see them around the home if you haven't already.

We have been continuing to carry out training internally to ensure all staff are up to date on their key skills. The Care Home Support Matrons have been paying regular visits to the home to carry out face-to-face training for our staff on important topics like catheter care and pressure sores. They were also kind enough to attend our last relatives meeting, where they talked to relatives about dementia and the challenges associated with the condition. We hope this was beneficial for those in attendance and if you have any further questions please feel free to speak to a member of our team.

With the recent changes to the inspection methods by CQC, our management team have been attending regular care home forums and webinars to ensure they have all the necessary information. Our aim is to be fully briefed on the new inspection methods so we can ensure everything in the home is up to the required standards, which we are confident we already are.

In a break from all the hard work they have been putting in over spring and summer, our staff have taken some time for a bit of team bonding. The team was split into groups to take day trips to Hayling Island for a change of scenery and some fun by the seaside. They visited the amusement arcade for some fun games and friendly competition. When the weather allowed, they enjoyed fish & chips and took a walk along the beach. Each trip was unique,



one group enjoyed bright skies and sunshine, while another made the most of the windy day by flying kites on the beach. It was a fantastic way to bond as a team in such a lovely location, everyone came back feeling refreshed and in great spirits.



## RESIDENT ACTIVITIES

This summer was full of lots of fun activities and lots of time spent outside enjoying the sunshine. On those sunnier days we did our best to move our activities into the garden where possible, so the residents could make the most of the good weather.

The residents enjoyed quizzes, games, or just a nice chat together outside in the garden, we of course made sure they had a shaded area to sit on those particularly hot days. We also had an extra visitor in the garden on several occasions, our staff member's dog Spuddles, who the residents are always very pleased to see and who was also very happy to spend some time in the sun.

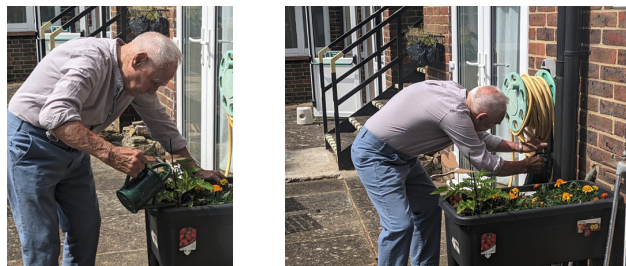


We even moved our musical entertainment into the garden, which made a lovely change. We are lucky to have some fantastic entertainers visit Robertson to perform for our residents. Listening to this wonderful music felt extra special when enjoyed in the surroundings of our lovely garden. With all this time spent outside in the sun we made sure the residents were able to cool off with refreshing drinks and an ice cream or two.



One of our residents, Michael, enjoys looking after the flower bed outside the patio door in his room.

He's been doing a fantastic job, the flowers in the bed looked absolutely lovely all throughout summer and all the residents could enjoy looking at them when they went outside. We like to support our residents in carrying out these kinds of tasks that help them to retain a sense of independence, which really benefits their confidence and self-esteem.



Unfortunately the weather was not on our side all the time, and our annual Robertson summer party had to be moved indoors. A bit of rain wouldn't stop us from having fun or dampen anyone's party spirit though, everyone had a fantastic time at our indoor party instead.

Residents and visitors listened to a wonderful musical performance by David McEwan, while enjoying a delicious afternoon tea with scones and a summer favourite, strawberries and cream. We also held a raffle with lots of fantastic prizes for the winners. It was wonderful to see so many family members and friends join the residents for the party, thank you to everyone that came along for making this such a lovely event.



This was not the only celebration at Robertson this summer, as several of our residents also celebrated their birthdays with us at the home. Jane was able to enjoy a lovely sunny celebration in the garden with her loved ones. Jane blew out the candles on her birthday cake and enjoyed sharing a slice with her family.



Eric had a wonderful time celebrating his birthday at the home surrounded by his family members, including a four-legged friend. From the smile on his face, we think Eric had a great birthday. We really appreciated receiving this lovely feedback from his



daughter; "Thank you again for all you and your amazing team are doing for Dad. He is so well and clearly thriving under your care."



We always do everything we can to ensure our residents have a wonderful birthday, whether they are celebrating with their loved ones or with their friends at the home.

Robertson is located in a lovely part of the country where we are lucky to be surrounded by many wonderful sights and places to visit. Over the summer two of our residents, John and Walter, took a trip to visit Guildford Cathedral with their loved ones. They all had a lovely time seeing the Cathedral and exploring the area. They finished their outing with a nice cup of coffee in the café. It is wonderful for our residents to have the opportunity to spend time and make memories with their families, and we will always do everything we can to support this.



We are lucky to be supported by such a wonderful local community, who take an active interest in the wellbeing of our residents. This fantastic lifelike doll, who has been named Daniel, was kindly donated to the home by members of our local community.



Joselyn really enjoyed looking after Daniel and giving him a cuddle. Lifelike dolls can be extremely beneficial for the residents, particularly for those with dementia. They can encourage feelings of relaxation, reduce anxiety or distress, help with communication and generally benefit our residents' wellbeing.

A regular activity that takes place at the home that is really beneficial for our residents' mental health is our pet therapy sessions. The wonderful team from The Pony Pals frequently visit the home with their

lovely animals to spend some time with our residents. They always have a wonderful time interacting with these adorable animals and it's an activity they look forward to. Enjoying a cuddle with animals is a very comforting and relaxing experience, which is great for the residents' wellbeing.



With winter just around the corner we are already getting excited for another Christmas at Robertson. There will be lots of fun and festive activities planned for our residents, including our Christmas party which is planned for 8th December from 2.15pm. Make sure to add that date to your diaries, there will be mince pies, musical entertainment and a raffle. If you are interested in donating a prize for our raffle it would be greatly appreciated, just let us know or drop your donation into the home.



**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

#### ***B* Caring**

We care with warmth and understanding in a secure and happy environment.

#### ***B* Trusting**

We build and maintain strong relationships by being open and transparent.

#### ***B* 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**