

# NEWSLETTER

Windsor Court Care Home - February 2024



**Beritaz Care**

*Care You Can Trust*

## Update from Katherine Felton, Duty Manager



Welcome to the first Windsor Court newsletter of 2024. In my role as Duty Manager, I have had the pleasure of meeting and getting to know most of you already, but for anyone who doesn't know me very well I thought I would take this opportunity to introduce myself. I have been with Windsor Court for many years, originally joining as part of the care team here.

Thanks to the support of everyone at the home and Beritaz management, I was able to work on my training and qualifications before taking on the role of Duty Manager a year after I joined. I have worked closely with Anna during her time as Interim Manager and am so grateful for the guidance she has provided. With this experience and knowledge under my belt I am excited to have applied to take on the position of Registered Manager. To register as home manager is a long process with a lot of steps involved, but I am looking forward to completing my registration very soon.

I am lucky to be surrounded by a great team at Windsor Court where everyone helps each other, we are just like one big family. We are all looking forward to a great year where we will continue to provide our residents with the best possible care.

I hope you enjoy this issue of our newsletter, where we share what has been happening at the home over the past few months as well as the plans we have for the rest of 2024.

**WINDSOR COURT**  
CARE HOME

34 Bodorgan Road, Bournemouth BH2 6NJ

**Tel:** 01202 554637

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

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

## HOME NEWS

2023 was a fantastic year for the residents and staff of Windsor Court and we saw many positive changes throughout the year. One of the biggest improvements was the introduction of the Immedicare medical support system. Immedicare is a telemedicine service designed to support our residents with their medical needs, by giving our staff access to 24/7 support from experienced healthcare professionals via video call.

Since the rollout of the system early in 2023, Immedicare has become a big part of our care service. By using this system we have been able to avoid many hospital admissions and greatly ease the stress on our staff. Having easy access to medical support online has been invaluable for the care of our residents, most importantly for overnight incidents when access to traditional support is limited. We are thrilled to have successfully implemented this system and pleased to have seen many benefits for our residents and staff.

There have been several recent achievements which we are very proud of at Windsor Court, including our



continued high scores in reviews on carehome.co.uk. Thanks to the wonderful feedback and comments from our residents' families, we currently have an overall rating of 9.7 out of 10. Thank you to everyone who has provided us with feedback and submitted a review, we love to read your comments. If you haven't already and would like to submit a review, you can do so here;

<https://www.carehome.co.uk/review-submit/9227>

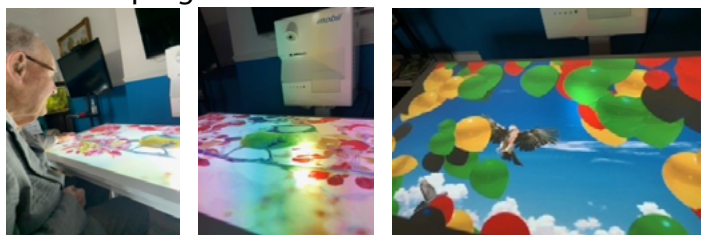
This year has started with more good news as we received a 5 star Food Hygiene Rating following our recent inspection. Well done to our kitchen team for their hard work in maintaining high standards in our hygiene and cleanliness, whilst providing delicious and healthy meals to our residents every day.

Towards the end of last year we completed the renovations to our first floor dining room, the room has been decorated and updated to support resident independence during mealtimes. The residents have really enjoyed spending time in the newly decorated room, it has also been the perfect space for residents' to enjoy family gatherings with their loved ones. We have more exciting plans to improve the home later this year, including updates to our dining room on the second floor of the home. We will continue to keep you updated as plans progress.



An initiative we have been excited to get involved with is the trial of the OMi Magic Table system which we are delighted to currently have on loan from BCP council. This table projector based system enables residents to play interactive games and quizzes which are mentally stimulating and a lot of fun.

It has so far been very popular with our residents who really enjoy the bright colours, moving images and sound effects, it has been a fantastic tool for our sensory activities. We will have the OMi Magic Table system available for our residents use until the end of February and it will be a fantastic addition to our activities programme.



We are incredibly grateful to be supported by so many wonderful friends of the home and members

of our local community, who give up their time to brighten our residents' day. Liz is a local volunteer who delivers library books and audio books for our residents each month. Liz joined us for our book club at the end of last year, where our residents shared their favourite books and authors which we then discussed together. The residents really enjoyed welcoming Liz to our book club and having her involved in the discussions, Liz told us she had a lovely time with the residents and enjoyed seeing the positive example of life at Windsor Court.



We would like to say a special thank you to the nephew of our former resident Kate Davis, who continually sent flowers to the home each week for both his aunt, and for the rest of our residents to enjoy. This act of kindness meant a lot to everyone at Windsor Court, seeing the beautiful flowers displayed around the home made our residents very happy.

Thanks to our ongoing relationship with local nurseries and schools in the area, the residents get to enjoy regular visits with the wonderful children from these establishments which has been really beneficial for their wellbeing. Over Christmas, the children from St. Luke's Primary School visited the home to perform Christmas carols which the residents thoroughly enjoyed. We are looking forward to more visits from them this year, as well as several other local groups who have been in contact about partnering with us.



We would like to thank Antony Passmore for all his support in providing regular exercise activities for our residents, always with cheerfulness and fun. We wish him all the best in his future endeavours. We are pleased to welcome Simon Wooldridge from G.Force who is now providing exercise activities for our residents.

We are looking forward to another fantastic year at Windsor Court and are extremely grateful for your continuing support. The wonderful relationships we have with family, friends and our local community are key to helping us ensure our residents are happy at the home.



# STAFF NEWS

We are delighted to go into 2024 with a fantastic staff team at Windsor Court, having seen new members join the team and several of our long-standing staff progress to new roles during 2023.

As you may already be aware, our fantastic Duty Manager, Katherine Felton, has started the process of registering as Home Manager at Windsor Court. Katherine has many years of valuable experience at the home and a first-hand knowledge of how things operate from all levels.

Georgina has recently been promoted to Team Leader, she will be overseeing and supporting members of our care team in their daily duties, as well as managing important administrative tasks to do with resident care. We are always delighted to see our team members progress on their career journey.

Sonam has joined us as our new Senior Care Assistant, having moved to the UK and previously worked in the midlands in another care role. She has settled in very well. With the addition of Eddie our new chef, our kitchen team is now complete and ready to create delicious and nutritious meals for our residents to enjoy. Stefan is now looking after the maintenance of the home, he has been a wonderful addition to our team and is amazing with our residents.

At Windsor Court we are proud to have a diverse team, with staff from a range of cultures and backgrounds. We have continued our efforts with international recruitment, supporting people on their journeys to relocate to the UK. We have already seen many wonderful members of staff, with extensive knowledge and experience, join our team thanks to this international recruitment campaign.

With recent changes international recruitment is a much trickier process, but we are continuing to support these individuals not only with their move to a new role, but also in settling themselves and their families within the UK. When someone takes this step to join our team, we want to provide them not just with a job but a career path and the ability to build a life. We support all our team members with training, qualifications and progression plans.

Amongst their daily tasks, the Windsor Court team have been dedicating their time to furthering their knowledge on a variety of topics, such as oral hygiene training, stoma & catheter training, wound dressing training and advanced medication training. A few of our staff have now taken part in a consolidated

form of this training, where a range of these key topics are covered in a one-day training session. It has been interesting to try out these different methods of staff training to see which is most beneficial for our team.

Our management team have also been taking part in training on the CQC single assessment framework which impacts how homes are assessed during inspections. This training will help us to ensure we understand the inspection requirements and can support the CQC to carry out their assessments.

As part of the Beritaz 25th anniversary celebrations last year, our CEO came to Windsor Court to hand out these Beritaz branded water bottles to all the staff. The water bottles have been a big help to ensure our staff stay hydrated during their busy workdays.



We are so proud to have such a wonderful team of dedicated staff, including several who have been with us for many years. Caroline Martin has been a long-standing and very valued member of our care team, towards the end of 2023 she celebrated her 15 year anniversary with the home.

We would like to say thank you to our wonderful Activities Coordinator, Debbie who works tirelessly to arrange a packed schedule of fun, engaging and therapeutic activities for our residents. Over Christmas, Debbie arranged lots of wonderful festive activities and entertainment. Her extraordinary efforts ensured our residents were able to fully get into the festive spirit and enjoy the Christmas season.

There has been some wonderful news from our staff team recently, as Aniko welcomed her beautiful baby girl Alicia. Before going on maternity leave, we hosted a baby shower for Aniko with an afternoon tea themed in pink for her baby girl. Congratulations to Aniko and her family on the new arrival.



At the end of another fantastic year at Windsor Court, we wanted to show our appreciation for our entire team and the hard work they have put in throughout 2023 by hosting our annual staff party. Everyone got dressed up and enjoyed a delicious meal, before

dancing the night away on the dance floor. It was wonderful to also be joined by CEO of Beritaz Care, Kumar Gnanakumar and some of the team members from our Business Support Centre. It was such a fun evening and the perfect way to celebrate a brilliant year at the home.



## RESIDENT SPOTLIGHT

Derek Van Der Syde has been a resident at Windsor Court for nearly 9 years, he is a warm and friendly gentleman whom is popular with both staff and residents at the home. Derek is Windsor Court's resident poet, regularly penning wonderful poetry to share with his fellow residents, as well as being an active member of our poetry club, where his extensive knowledge of poetry is greatly appreciated.



Having recently celebrated his 100th birthday with us at the home, we asked Derek to share a little bit about his life and his time at Windsor Court;

"I had a career in the RAF with 14 years flying. I was sent to South Africa to take part in navigation training because training grounds in this country were hot spots and were being hunted."

"I am a poet with many interests. I am a prolific reader and a member of the local library. I enjoy classical music. I exercise every day and I am a vegetarian. I love birds and feed them most days. I love to socialise and regularly go to church as I am a practising Catholic."

"I joined Windsor Court in October 2015. Previously I was in a nursing home but it closed down, I was lucky to come here. I like Windsor Court because of the kindness of the carers and the expert knowledge of individuals. I have freedom to lead my own life and take part in various activities. I'm impressed with the highest standard of hygiene and discipline needed for it. Thanks to the regular resident meetings we are kept up to date, as if we are a community."

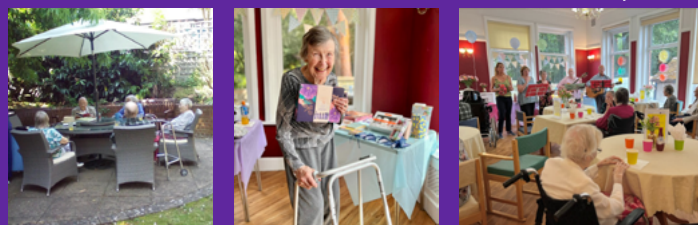
"Considering the various backgrounds of staff, including those with English as an additional

language, all staff treat residents with dignity and individuality. I get support from management whenever I need it."

"As a religious person I do like to pray for others when in need. I am independent and I am supported well with the care provided. I always feel safe. I wish to stay here as I feel very comfortable. I am a vegetarian. The chefs are professional with a high standard of meals. I am pleased with the meals and enjoy my regular glass of wine. I have made some good friends at Windsor Court including Barbara and Penelope. I enjoy the minibus trips and I make full use of the lovely garden, with the flowering Magnolia in the spring, which I can see from my window."

## RESIDENT ACTIVITIES

We enjoyed a wonderful summer at Windsor Court where our residents spent lots of time outdoors, enjoying activities in the garden. The highlight of the season was our summer BBQ party, although the British weather may have let us down, we moved the party inside the home and had a fantastic time. It was lovely to see so many family members and friends join us for the party, the residents had a really wonderful time and told us how much fun they had.



We are fortunate to welcome several talented entertainers and groups who regularly visit the home to perform for our residents. With many different musical tastes at the home, we aim to cover a range of musical genres. Our residents love to take part in a musical themed activity, so we make sure live musical entertainment is a regular part of our activities programme.



One of our residents has a close relationship with the local Salvation Army Band, so they have been kind enough to arrange several performances for us at Windsor Court. The residents love to watch the band perform and we are always so grateful to them for taking the time to play for us when they come to spend time with a member of their congregation.



The residents wanted to do something nice to say thank you, so they put together some shoe boxes for the Salvation Army's Christmas present appeal last year. These shoeboxes were handed out to those in need, we hope this helped to spread some cheer.



Our residents enjoyed taking some trips in our minibus last year to visit some of their favourite places in the local area. We paid a visit to the newly refurbished RNLI centre and enjoyed several trips to local garden centres. The residents really enjoyed visiting the garden centre in December when all the beautiful Christmas decorations were on display. We are looking forward to arranging more minibus trips for our residents this year as the weather starts to improve.



On the request of some of our residents, we held a cheese and wine tasting event last year. Various tasty cheeses and wines were provided for the residents to enjoy, as well as a special request of Guinness. We also held a strawberry afternoon tea, where our residents came together to enjoy a chat over some tea and special strawberry themed treats.



As we moved into the autumn and winter months, we enjoyed a busy schedule of seasonally themed events. Everyone came together for a themed afternoon social in the dining room for Halloween. The residents did a fantastic job decorating their own pumpkins to dress the room. They took part in Halloween themed entertainment then enjoyed some tasty spooky treats.



In November we commemorated Remembrance Day by sharing stories and memories over an afternoon tea. We displayed poppy themed decorations around

the home and the residents enjoyed a Remembrance Day presentation.



We held our own celebration of the festival of Diwali, enjoying music and dancing as well as discussing the history of Diwali. On St Andrew's Day we hosted a fittingly Scottish themed celebration, where the residents enjoyed some Scottish shortbread and fruit cake with a nice cup of tea. A few of the residents had a tot of Scottish Whiskey to celebrate the day.



In the run-up to Christmas, we arranged some fun and festive activities to help our residents get in the Christmas spirit. The residents did a great job decorating the Christmas trees around the home, they also created some lovely table decorations in our arts & crafts session. We took our annual trip on our minibus to see the local Christmas lights and the houses all lit up in the area.



Before Christmas, we hosted a mince pie and mulled wine evening for our residents, as well as their families and friends. While everyone enjoyed their delicious festive treats Richard played some favourite tunes on the piano, before everyone joined in for a sing-along to Christmas songs. It was a wonderful way to celebrate the festive season together.



After a lovely festive season at the home, with residents enjoying a delicious Christmas dinner made by our amazing kitchen team, we celebrated New Year's and looked ahead to another year of fun activities at Windsor Court. Already this year we have enjoyed musical performances, celebrated Burns Night and seen the continuation of our always popular 'Knit and Natter' sessions.



We held our own celebration for Chinese New Year, where our residents had the chance to learn about the traditions of this festival and sample some tasty treats. We were also excited to enjoy pancake day at the home. There were lots of toppings for our residents to choose from, but as expected lemon and sugar was the favourite choice once again.

We will soon be welcoming Heather of Aphrodite back to the home, she will be providing entertainment for larger groups of residents and has been invited to visit individuals in their rooms to serenade them. The Green Room Theatre Company will be putting on several performances for us this year, including their productions of 'The Allotment', 'On The Prom', and 'Go Wild In Dorset.'

Later this month we will welcome Linking Hearts Therapy Horses, who will be bringing along one of their ponies to meet the residents. Many of our residents are animal lovers so we are very excited for this visit. We are already starting to make plans for our Easter celebrations at the home and have lots of other activities in the calendar which we will keep you informed of closer to the time.



# 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 by email just drop us an email at: **info@beritazcare.co.uk**

## **IN LOVING MEMORY OF REY SAN MIGUEL**

In October of last year we sadly lost a wonderful member of the Windsor Court family. Rey San Miguel had overseen maintenance of the home for over a decade and was beloved by everyone at Windsor Court. Rey was always kind, helpful and happy, nothing was too much trouble and he was there for everyone at any time.

If you needed a battery, remote control, a cable or anything you could think of, Rey was the man to ask. He would always say "I'm not sure if we have that", but within half an hour he would produce it as if by magic. He always preferred to fix things than just buy new, if something could be repaired he would find a way. His storeroom was like an Aladdin's cave, but he knew where everything could be found. At lunch times or on his break, you could always find him in one of the sheds eating his lunch or having a mug of tea, and he always enjoyed the meals at Windsor Court.

Rey was honest, even if he didn't like something or disagreed with something you were doing, he would always tell you how he felt but was there to offer advice. He was a family man who worked hard to provide for his loved ones. He was a proud father who loved to share his daughter's accomplishments, like being accepted to and graduating University. His favourite pastime was fishing at night on the beach and we loved to hear about his fishing trips.

Rey was a beloved member of the Windsor Court team, his absence is felt every day and he will be greatly missed by all the staff and residents.

