

# NEWSLETTER

Springkell House - March 2024

Springkell  
HOUSE CARE HOME

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**Beritaz Care**

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## Update from Ion Gavrilă, Deputy Manager



It has already been a positive start to the year at Springkell House. We have been continuing with changes and improvements in the home that were started in 2023 and have lots of other exciting plans I am looking forward to seeing come to fruition later this year.

For me personally, I am very pleased to have started this year as Home Manager, having successfully completed my registration at the end of 2023. I am also pleased to be supported in my role by Anne-Marie, our new Deputy Manager, who will be assisting me in the day to day running of the home.

I am lucky to be surrounded by a great senior team who, after being at the home for some time, have gained a lot of good experience and skills. Having been a very new team at the start of 2023, I am proud of how much they have all grown in their roles over the past year. I am hoping to recognise this progress and am already planning on nominations for the Surrey Care Awards later this year, as we have many deserving nominees at the home.

I hope you enjoy reading the newsletter and hearing about everything that has been happening at Springkell House, with everything from home renovations to Christmas celebrations, it has been a busy but fun few months for residents and staff.

## HOME NEWS

The new year kicked off to a great start as we moved into 2024 with our newly accredited Home Manager, Ion Gavrilă. Ion successfully completed his registration towards the end of last year and the entire team are very happy for him.

We recently carried out both our resident quality survey and staff survey, in order to get feedback on both the service we provide at Springkell House and on how we operate as an employer. We were pleased to have received positive comments overall from both surveys. We have acknowledged feedback from the surveys and have put steps in place to address these points.

We also held our relatives meeting this month, which is another fantastic opportunity to get feedback on the home from our residents' friends and family members, as well as sharing important information and upcoming plans for the home.

The safety of our residents and staff is our number one concern at Springkell House, so we are always keen



to take any steps we can to ensure our home is a safe environment for all. We have upgraded the fire alarm system in the home, including a new control panel and new smoke detectors throughout the building.

This was quite a big job but vital for allowing us to improve fire safety within the home, the new system ensures we are up to date with new fire safety regulations. Our staff also regularly take part in fire safety training to ensure they are well prepared on correct evacuation and safety procedures in case of an emergency.

We are also proud to say the home was awarded a five-star Food Hygiene Rating following an inspection by Waverly Borough Council towards the end of last year. Well done to our chef Jogi and the entire kitchen team who have worked incredibly hard to ensure the highest food hygiene standards are maintained, while delivering tasty and nutritious meals for our residents every day.

We are expecting our regular health and safety inspection to take place soon and will of course keep you updated on any feedback from this. Our lifts are also being inspected soon as part of our general maintenance of the home. All of these tasks contribute to the overall upkeep of the home, enabling us to provide a safe and secure environment for our residents.

Our planned renovations throughout the home are progressing well. The front door and entrance area is looking fantastic after a facelift in the autumn, ready to welcome visitors to Springkell House. Bedrooms throughout the home are in the process of being decorated with several already completed, we are booking in decorating work at times that are likely to cause least disruption to our residents.

We are also in the process of renovating the frequently used communal areas such as our lounges, which should be completed very soon. We are always striving to create a warm and comfortable environment for our residents and visitors, so are regularly making improvements across the home for everyone to enjoy.



## STAFF NEWS

We have welcomed several new members to the Springkell House family recently and are so pleased with the strong team we have built this past year. We have welcomed both Robiul and Anemona to our domestic team in recent months, as well as new Care Assistants Pooja and Sita. All our new team members have settled in very well to life at the home and their respective roles.



We are also delighted to welcome Anne-Marie from our sister home Ashton Manor, who has joined us as our Deputy Manager to support Ion in the running of the home. Anne-Marie has been a part of the wider Beritaz Care team for over 10 years and has extensive experience of both the care industry and company practices. She has been a fantastic addition to our team, you can find out more about her in our Staff Spotlight, later in the newsletter.

Last month our new staff members attended the Beritaz Care staff orientation day in Surrey, where Beritaz CEO Kumar Gnanakumar, and other members of the management team, spoke about the company's values, ethos and vision for the future. This was a very inspiring and informative day for those in attendance and the perfect way to welcome new team members to the Beritaz family.



Many of the recent additions to the Springkell House team are international employees who we have sponsored to relocate and work in the UK. We are dedicated to helping these staff members to build a life and career in this country, so have supported them to pursue further education opportunities. They are all now enrolled on NVQ level 2 or 3 courses relating to the social care industry which they are finding very valuable.

At Springkell House we are passionate about supporting all our staff to progress their knowledge and skills, with both independent qualifications and internal training. Several of our staff have recently completed further education qualifications including our Senior Care Assistants. Bansari



completed her MBA in International Business at the University of Greenwich and Niky completed her Master of Science-Health Service Management from the University of Chester. Congratulations to both Bansari and Niky who have worked incredibly hard to achieve these accolades.



Our staff have also been continuing with regular mandatory training in order to stay up to speed on key skills. Later this month we will be holding an all day practical first aid training course for our staff, where they will be able to learn and practice important first aid techniques that can be used to support our residents in case of an emergency. The team will also be attending infection control training in the next few weeks. We are always keen to ensure we are following current best practices for the health and safety of our residents.

After all the hard work our staff have been putting in we wanted to ensure they also had time last year for some fun and to bond as a team. In October we held a bowling social event for our staff, which was a lot of fun and got quite competitive. In November, following the fireworks and Bonfire Night celebration for our residents, the team enjoyed hot dogs and refreshments in our dining room. To celebrate the end of another successful year at the home, we enjoyed our staff Christmas party in December. It was lovely to get dressed up, have a nice meal and take over the dance floor while having fun as a team. We have more events planned for this year including a staff barbecue in June.



At Springkell House we are incredibly appreciative of the commitment our staff show to the home and our residents. Some of our staff have been dedicated members of the Springkell team for many years. In October our Chef, Laura, celebrated her six year anniversary with us, followed by our Care Companion, Linda, who also marked her sixth year at Springkell House in January.

We are proud to have brought together a diverse team of staff from a variety of backgrounds and cultures, where we have the opportunity to learn

so much from each other. With ten nationalities represented at the home, we are excited to share our cultures and traditions with each other. In February, we held a Nepalese themed evening for our staff, where our colleagues from Nepal cooked a traditional Nepalese meal for everyone to enjoy. They told us about their culture and shared some of the traditions they had grown up with. We were also treated to a demonstration of Nepalese dancing which was made even more spectacular by their beautiful traditional dresses.



This was such a fun and fascinating experience, we are looking forward to holding more of these events in the future to celebrate all the nationalities and cultures represented in our staff team at the home.

## STAFF SPOTLIGHT

Anne-Marie Loynton joined the Springkell House team last year after moving to us from our sister home, Ashton Manor Nursing Home. She has been working as our Head of Care during this time but has recently taken on the role of Deputy Manager. With her extensive experience within the care industry and at Beritaz Care, Anne-Marie has been a great addition to our team. Here Anne-Marie tells us about her role and why she enjoys being a part of Beritaz Care.



"I have worked within the care industry for more than eighteen years, thirteen of which I have spent at Beritaz Care. My whole family worked in the care industry so it has always been what I wanted to do, I am glad to be able to follow in their footsteps."

"When I came to Springkell House eight months ago, I was pleased at how quickly everyone accepted me into their team. All the staff were welcoming and helped me to settle in, as well as being receptive of my ideas and happy to learn. I have enjoyed seeing how the team and the home has progressed during this time, everyone is so happy and positive here."

"My role at the home involves caring for and supporting our residents however they need. I

oversee the staff on the floor, making sure correct procedures are being followed and offering my help when needed. I also help to carry out pre-assessments, meeting and talking to new residents before they come to the home."

"I really enjoy caring for the residents and spending time talking to them. I like to feel that I am helping to make their life better, which makes me very happy. Working at Springkell House is made even better by the great team I have around me, we work very well together and everyone gets on."

"It's great to work for a company like Beritaz Care who are always thinking about their residents and staff. The training offered by Beritaz is brilliant, my biggest achievement since being with the company is gaining my NVQ level 3, and I am now working towards my level 4 qualification. I wouldn't be in the position I am in now without the training provided during my time at Ashton Manor and the support of Beritaz Care as an employer."

## RESIDENT ACTIVITIES

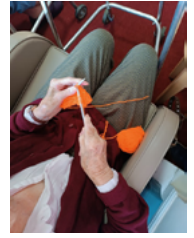
It has been a busy winter for the residents at Springkell House and we are looking forward to continuing our varied and engaging schedule of activities into the spring and summer months.

The residents have been enjoying regular visits from our friends at the Pony Pals. As well as our usual favourite fluffy and feathered friends, Caroline has also been bringing along a few new additions, including a donkey and these adorable baby goats named Mavis and Josephine. These visits always bring lots of happiness to everyone at the home. The residents really enjoy seeing the animals and having a cuddle.



Another of our residents' favourite things to do is arts and crafts, so we hold regular sessions for them to express their creativity through painting, drawing, collages and other mediums. The residents will often create artwork that is then displayed around the home, or make items they can use or gift to others, like handmade cards and bookmarks. Knitting is another great creative activity that the residents find fun and relaxing, it is also a great way

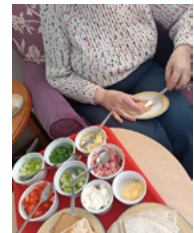
to practice coordination skills and improve dexterity. The residents have all enjoyed working on their own knitting projects recently and we can't wait to see how they look when they are finished.



A popular activity on our schedule is our regular musical entertainment. The fantastic Kevin Jacot comes to the home every week to sing and perform for our residents. As well as being a brilliant singer, Kevin is very funny and takes the time to get to know our residents.



Since joining Springkell House last summer, our Activities Coordinator Cristina has started weekly baking and food related activities with the residents, which has been very popular. The residents have been making lots of delicious snacks recently including filled sweet and savoury pastries. They also baked and decorated their own biscuits. As well as being a fun activity this also provides lots of sensory stimulation with a wide variety of textures, smells and tastes for the residents to experience. They enjoy the process of making the food and having the opportunity to taste lots of different flavours.



In September we hosted our Macmillan Coffee Morning at Springkell House. The residents and our visitors all had a lovely time enjoying some sweet treats and a nice cup of coffee or tea. A big thank you to our team members who donated some lovely cakes, and to our chef Jogi, who baked some delicious cupcakes and a classic chocolate and raspberry cake. We are incredibly thankful for all the donations and support from everyone who got involved in our Macmillan Coffee Morning.





During autumn we enjoyed lots of fun celebrations and seasonal activities at the home. We celebrated Halloween by decorating the home, and the residents made their own paper pumpkins in our arts & crafts session. On Bonfire Night we put on a fireworks display in the garden at the home. Friends and family were also invited to attend, everyone had a lovely time watching the beautiful fireworks. We also commemorated Remembrance Sunday, which is a very meaningful and reflective day for many of our residents.



As we moved into December, our residents enjoyed a packed schedule of festive activities. From putting up Christmas decorations, baking festive treats and working on their Christmas crafts, everyone was very happy to get into the festive spirit during December. The residents enjoyed a festive visit from the Pony Pals, which was the perfect occasion to take some fun Christmas photos with the adorable animals.



We held our annual Christmas pantomime and invited residents' family members to watch the show with us. The panto was fantastic, it was such an entertaining performance by the wonderful Carousel Theatre Company. After the pantomime we hosted a special Christmas party for our residents in our dining room. The residents enjoyed some tasty food and drinks, as well as Christmas music and games.



We had a wonderful Christmas day at Springkell House with our staff, residents, friends and family all celebrating together and enjoying festive traditions. We had lots of fun getting dressed up, opening presents and enjoying a delicious Christmas lunch.



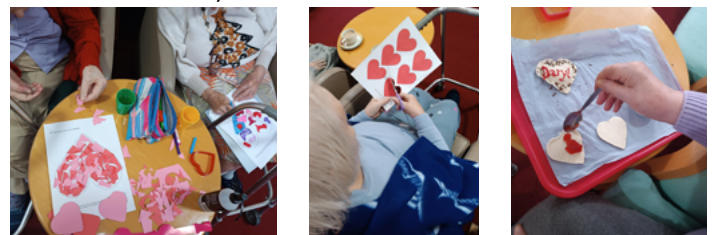
We moved into 2024 with lots of fun activities planned to make sure we avoided the January blues. The residents took part in some gentle armchair exercise using balloons, balls and pool noodles, to help get their bodies moving and practice coordination. On quieter afternoons, our residents enjoyed playing a board game or doing a puzzle as a fun and relaxing activity. This can be great for mental exercise and coordination, as well as providing opportunity for socialising.



We have been looking ahead to spring, with the residents sowing seeds to grow in the garden this year. Many of our residents love to help take care of the garden, so they were excited to start preparing for the new growing season once again. Until then the residents' brightened up the home by arranging some fantastic floral displays. The finished arrangements looked beautiful and were the perfect addition to decorate the home.



Last month we celebrated Valentine's Day at Springkell House. Residents created heart pictures, and helped to put together a fantastic display showing what love means to them. They also baked some delicious heart shaped pastries to share with their Valentines, or their fellow residents.



After celebrating Valentine's Day and Chinese New Year, we are already looking forward to other events and activities we have planned for the rest of the year. As well as our usual schedule of musical entertainment, games, animal therapy and more, we have additional live entertainment planned for the coming months, including tap dancing.

We are also in the early stages of planning our annual garden party which will take place in June, we will keep you informed of the details closer to the time. 2024 is already looking to be another fantastic year for activities and fun at Springkell House.

# RESIDENT SPOTLIGHT

Judith Herrington has been a resident at Springkell House since July 2018 and last year celebrated her 96th birthday at the home.

Judith is one of the liveliest, happiest and funniest residents at the home, she is a pleasure to be around and makes everyone else smile. Judith has always lived a very active life, in her younger years her favourite activity was going on long walks with her friends and she was a big fan of sports, in particular tennis. At Springkell House we support Judith to continue to stay active with our armchair exercise sessions which she likes taking part in, and she still enjoys keeping up to date with the tennis matches on TV.



One of the main things Judith enjoys about living at Springkell House is the companionship we provide here. Judith loves having a chat and will often seek out the company of others, whether her fellow residents or our staff members. Judith enjoys regularly participating in the activities we run at the home, she is happy to take part in almost any activity but her favourites are quizzes, bingo and our musical entertainment. The most important thing for Judith is the socialisation and company these activities provide.



When not taking part in group activities, Judith loves to do a wordsearch, which she finds very relaxing and provides her with great mental exercise. She is brilliant at maths and counting, her observation skills also come in very useful when we are playing games.

As well as the company of other people at the home, Judith finds great comfort in the companionship of her little plush bear, Georgy, who is always with her.

Judith is friendly and has an optimistic outlook on life, she always finds the positive in any situation. We are so pleased we have been able to provide a happy home for Judith here at Springkell House, which she describes as "the perfect place to be!"



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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)

## **Leave Us a Review**

Feedback from our residents and their family and friends is extremely important to us and we really appreciate your support. If you have time, please visit our page on [CareHome.co.uk](https://www.carehome.co.uk) and leave us a review.

Being able to read your comments and experiences with Springkell House Care Home can 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/25659>