



NEWS

Beritaz Care Newsletter

Q1 2024

Tel: 01428 604414

Email: info@beritazcare.co.uk

Web: beritazcare.co.uk



Beritaz Care

Care You Can Trust

Welcome to the latest edition of our Beritaz Care company newsletter. 2023 was a fantastic year for the Beritaz Care family. We had faced some difficult times over the past few years but in 2023 it was wonderful to see things really get back on track. It was a year where we have celebrated many achievements and milestones, we are so proud of everything we have accomplished.

The highest praise should go to our wonderful team of staff across the Beritaz homes, who we have to thank for many of the recent successes we have enjoyed. Without the hard work and dedication of each and every individual that is a member of the Beritaz Care family, we would not be able to offer the quality residential and nursing care we continue to provide for our residents.

After some time of change and upheaval, we are pleased to have seen things settle and strengthen in our homes. Several have seen new management start to make their mark on the running of the homes, with great success. We have also seen many internal promotions for our experienced and very capable staff members. Thanks to our international recruitment campaign we have welcomed many new employees from overseas in care, nursing and senior roles, enabling us to stabilise our teams and increase capacity within the homes.

In 2023 we celebrated the 25th anniversary of Beritaz Care and enjoyed success at the Surrey Care Awards. As we moved into 2024 we started planning our goals for this year and the improvements we wish to make to our homes and services. We have already enjoyed several fun celebrations and events this year and are looking forward to the many more that will follow throughout 2024.

In this newsletter we want to share with you some of the highlights of last year, as well as our plans for 2024. Thank you for your continued support, we are looking forward to many more successes and opportunities to create wonderful memories in 2024.

25 YEARS OF BERITAZ CARE

One of the biggest highlights of 2023 was celebrating the 25th anniversary of Beritaz Care.

This was a fantastic opportunity to look back at the journey of the company over the past 25 years and take stock of how far we have come. It was also a chance to share memories of the special people and events that have played a big part in us getting to where we are today as a company.

We celebrated this milestone with a party for our staff and the friends of Beritaz. The occasion happened to coincide with the 60th birthday of our CEO Kumar Gnanakumar, so the party became a joint celebration for both of these special events.



We paid tribute to Kumar for all he does for Beritaz Care, presenting him with some heartfelt gifts from the staff and some wonderful handmade cards from the residents of our homes. The management team from all the Beritaz homes gave a speech to mark the 25th anniversary, sharing their own thoughts and experiences from their time with Beritaz Care.

It was lovely to bring so many members of the Beritaz family together. We enjoyed a delicious Sri Lankan feast prepared by wonderful chefs and danced the night away. It was a great way to celebrate this special occasion and the achievements that we have all played a part in.



SURREY CARE AWARDS

In November we enjoyed success at the Surrey Care Awards where the Beritaz Care team had a fantastic night out with fellow members of the local care industry. This awards event run by the Surrey Care Association celebrates all the organisations and individuals who operate within the social care sector in Surrey. We were proud to be a silver sponsor of the awards and support this fantastic event which helps to shine a light on the hard work put in by those working in social care. This is an event we have supported for several years and we were pleased to once again be a part of the awards.



We were also fortunate to have several team members nominated for awards. As well as being a finalist for 'Nursing Home of the Year', two of our team members from Robertson Nursing Home were named as finalists, our fantastic Chef, Sharon Fisher in the 'Unsung Hero' category and our wonderful Physiotherapist, Fiona Andrade-Brown in the 'Service User/ Residents Involvement Champion' category. Our hardworking Home Administrator from Ashton Manor Nursing Home, Priscilla Ferraz was also named as a finalist in the 'Unsung Hero' category.

The biggest achievement of the night went to our Head of Care at Ashton Manor, Lubomira Trnkova, who won the 'Care Worker of the Year' award. We were delighted to watch Lubomira receive this award and be recognised for all her hard work. Congratulations to all our team members who both won awards and were nominated on the night, it was great to see them be recognised for their hard work.



"I always enjoy this event as an opportunity to celebrate the innovation, commitment and passion of those who provide care to the most vulnerable members of our community, something I am proud to see every day from the staff at Beritaz Care." – Kumar Gnanakumar, CEO at Beritaz Care Ltd

RATINGS & INSPECTIONS

At Beritaz Care we take pride in the high standard of care offered at all our homes. Our staff strive to provide the kind of care they would want for their own family members, and we aim to always perform well in any external or internal reviews of our services.

We have been grateful to receive valuable feedback from both our residents and their family members regarding the services we provide. Individually the homes run regular quality surveys which they use to identify any actions they can take to improve the experience of our residents, such as menu options, communication methods and activities on offer.

In addition to these surveys, we invite relatives to share their feedback on our homes by leaving a review on Carehome.co.uk. This not only enables our home managers to read the reviews and take on board these comments, but it also helps other families who are trying to find the right home for their loved one.

We are proud to say that across all our homes we have received a rating of 9.4/10 or above on Carehome.co.uk, with Robertson Nursing Home holding a fantastic score of 9.8/10. If you are interested in reading any of these reviews, or would like to provide your own feedback on your experience with our homes, you can visit the Beritaz Care page here; https://www.carehome.co.uk/care_search_results.cfm/searchgroup/71641

In independent CQC inspections our homes consistently receive an overall rating of 'Good', which demonstrates our commitment to maintaining high standards across all areas. Springkell House had their inspection in the summer and received positive initial feedback before the full report confirming their overall rating of 'Good', which you can read here; <https://www.cqc.org.uk/location/1-125487365>

Several of our other homes are anticipating CQC inspections in the near future and have been taking steps to ensure they are well prepared. This includes pre-inspections with independent bodies, who provide feedback on any areas of improvement based on the same criteria used by CQC.

Our main priority at Beritaz Care is to ensure we are providing quality care for our residents and acting in their best interests, so we do everything we can to make sure standards at our homes are maintained to a good level at all times.

CELEBRATIONS AT BERITAZ

We love to celebrate special occasions at Beritaz Care like residents' birthdays, Easter and even Halloween. The festive season is always a special time at our homes. Our staff went above and beyond to spread Christmas magic, getting the residents involved with decorating the tree and making Christmas cards.

We invited entertainers to our homes in the run-up to Christmas, to perform pantomimes, choral songs and other musical entertainment. The staff at our homes hosted a special Christmas party for their residents, and made the time to get involved in Christmas activities within their local communities, like attending carol concerts and taking part in local charitable appeals.



This year has already seen our homes organise celebrations for residents' birthdays Valentine's Day, Chinese New Year and Easter. We are looking forward to the events we will be hosting at our homes throughout spring and summer, including our annual summer garden parties.



PLANS FOR 2024

As we reflect on everything that happened during 2023, we are excited to see what the rest of 2024 has in store for us. We already have a lot planned for our homes and for Beritaz Care as a whole this year, we are constantly striving to improve our services as well as the experiences of our residents and staff.

Continuing with works that began in 2023, we have exciting renovations planned for several of our homes. While we are fortunate to operate from some beautiful historic buildings, we are conscious of ensuring we are able to renovate our homes to meet the needs of our residents.

In 2024 we will continue to focus on building our teams and supporting our staff in their career

aspirations. The teams within several of our homes are expanding and we are putting our efforts into the recruitment process to ensure we find the best candidates to suit these roles. This will also include the continuation of our international recruitment campaign, through which we have already gained many experienced and skilled staff. We are passionate about sponsoring individuals to pursue their careers in the UK, while also supporting them and their families to build lives here.

We held our first staff orientation day of 2024 in February in Surrey and have another event planned in Dorset in April. These events are a great way to welcome new staff and share with them our core company values. They also get to hear from current staff members, as well as the relatives of our residents, about their experience of Beritaz and what makes our homes so special.

Staff across all our homes receive many opportunities to expand their knowledge and skills, which will involve an increase in face to face training sessions this year. We are also keen to support our staff in their individual qualifications, such as NVQs and apprenticeships relating to the care industry. Being part of the Beritaz Care family is more than just a job, it's a step on a career journey and we want to help our staff achieve their personal career goals.

A key focus for 2024 is to see our internal practices developed to ensure you have the best possible experience when dealing with Beritaz Care. We have taken steps to ensure we are receiving your feedback and comments at all stages of this process, as this is the best way to know what someone is looking for when they come to our homes and the factors that are most important to them.

We are looking forward to launching our community engagement project this year which we will be initially trialling at Ashton Manor. We will be hosting community focussed events at the home, such as a fish and chip supper or movie evening. We will be utilising our minibus to help with travel and enable people in our local community who are in need of a bit of support or companionship, to join us for these events at our homes. We want to give back to the local communities who have done so much for us and we hope this is a good way to start.

Do you have any ideas of other ways in which we can support our local communities? What would you like to see from Beritaz Care in 2024? We would love to hear from you!



ASHTON MANOR NURSING HOME

2023 was a fantastic year for us at Ashton Manor, jam packed full of fun activities for our residents, successes for our team and chances to get involved with our local community. We started the year afresh having lifted all visiting restrictions within the home, we have enjoyed seeing so many of you at Ashton Manor this year, whether it has been for events, celebrations or simply to enjoy a visit with your loved one.

Having received some fantastic feedback from our relatives' quality survey, we took steps to make improvements around the home to further improve the comfort of our residents. We also continued with our regular relatives meetings this year, a fantastic opportunity to share with you our plans for the home and to hear your thoughts on how things are running.

In 2023 we celebrated our first anniversary as an accredited living wage employer, an accolade that means a lot to us as an employer. It has been a great year for the Ashton Manor family, we have welcomed several new members of staff and have been able to forge an incredibly strong team. We have seen great growth in our team members and are proud to see them progress in their careers, including Lubomira Trnkova who was promoted to the role of Head of Care, and Monica Pacala who has taken on the role of support manager at our sister home Springkell House Care Home.

Our staff have continued to develop their skills with regular training and many are pursuing individual NVQ qualifications. We are proud of the work they have put in to expand their knowledge and abilities for the benefit of their roles. We have continued to recognise the achievements of individual members of our team who have gone above and beyond.



Our residents took part in a lot of fun events as part of our activities calendar in 2023. Our celebration of the King's coronation was enjoyed by all, we decorated the home and hosted a tea party to

commemorate the day. The residents went on some adventures in our minibus over the summer, with trips arranged to the local garden centre, a visit to the Devil's Punchbowl and a special trip to the seaside.

The highlight of the summer was our Retro Summer Party where our staff dressed up in fantastic retro outfits, perfectly on-theme for the event. The residents and visitors enjoyed the fantastic musical entertainment, getting into the party spirit by singing and dancing along.

We were excited to have our own stall at the Wrecclesham village fete in the summer. Some of our residents came along to enjoy the village fete, they had a lot of fun strolling around and visiting all the different stalls. Thank you to everyone that came to our stand to say hello to the team.



Towards the end of the year, we were delighted to attend the Surrey Care Awards, where two of our team members had been named as finalists. As well as our Home Administrator, Priscila Ferraz being a finalist in the Unsung Hero award category, Lubomira Trnkova our Head of Care, won the Care Worker of the Year award on the night.

The festive period at Ashton Manor involved lots of Christmas fun, including a pantomime performance at the home which the residents really enjoyed. Christmas day was spent together with loved ones, enjoying delicious food and lots of festive activities.

Already this year, we have turned our garden into a farm to welcome some adorable goats and donkeys to visit our residents, and decorated the home to celebrate Chinese New Year. We are looking forward to spring, the residents have started sowing seeds ready to fill our garden with new flowers.

Key Information

Joined Beritaz family: 2006
Care Provision: Nursing Home
Capacity: 39
No. of Employees: 49
Quality Standard CQC: Good
EHO: 5*
Carehome.co.uk: 9.7/10
Manager: Carla Dixon-Peart



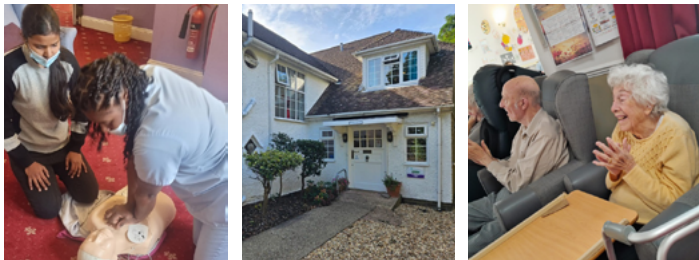
CHESTNUT COURT CARE HOME

After another brilliant year at Chestnut Court, we have taken some time to think back on our biggest achievements, favourite memories and what we have learned during 2023. We were able to build a fantastic team of staff throughout last year, with several new members joining the team and some former staff returning to us. We are lucky to have a strong team of skilled individuals at Chestnut Court.

It has been wonderful to see the progression of several of our team members this year, such as Jackson being promoted to the role of Senior Care Assistant and Emma taking on the role of Home Administrator, the same year she celebrated her ten year anniversary with us.

The past year also saw the start of an extensive renovation project taking place at Chestnut Court. We initially focused on the communal areas of the home, laying new carpets and painting the walls. The exterior of the home was also given a facelift with the entrance being decorated and new gravel laid on the driveway. We are excited to continue these renovation plans for the home into the new year and make further improvements to the home for our residents to enjoy.

In 2023, ward rounds with the Care Home Assessment Team (CHAT) began at Chestnut Court. These weekly visits mean potential health issues can be identified early and provide our staff with the opportunity to discuss any concerns they have about our residents' wellbeing. This has been a really positive step for the home and has enabled us to further improve the care provided to our residents.



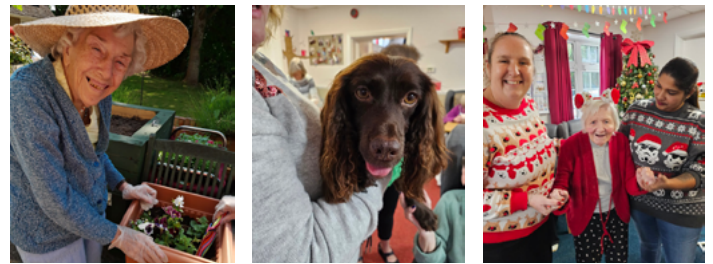
We have seen great success with both our monthly resident and relatives meetings. The residents enjoyed having the opportunity to give their input in what is happening at the home, it has been great to have them involved in discussions around activities, food, planned events and other key topics. Our relatives meetings have been a great way to share with our residents' loved ones important information

about what is happening at the home and our upcoming plans.

Our residents enjoyed a packed and varied schedule of activities throughout last year, including the continuation of our well-loved mobile shop, gardening club and arts & crafts sessions. We welcomed our new Activities Coordinator Emily during the summer, she has done a fantastic job of arranging lots of fun activities for the residents.

Our summer fete was a big highlight for us, the residents had a wonderful time playing games, enjoying the musical entertainment and having a go at our raffle. The residents also went on some minibus trips to explore the local area during the sunnier days, including Highcliffe Castle, Milford on Sea and Mudeford Quay.

Per the request of our residents, we have introduced more animal therapy activities into our regular schedule. We now have a therapy dog called Martha who frequently comes to the home to spend time with our residents, as well as other therapy animals.



Throughout 2023, at our various events and celebrations we have been holding raffles and other activities to raise money for our chosen charity, the Alzheimer's Society, raising £500 during the year. We ended the year with some wonderful Christmas celebrations. The residents enjoyed a fantastic Christmas party at the home, as well as our annual trip to the Ballard School Christmas carol concert.

2024 has seen the continuation of our ever popular musical entertainment activities, as well as our monthly coffee mornings. The residents have also been enjoying trips out in the minibus which we will be continuing through the summer months.

Key Information

Joined Beritaz family: 1998

Care Provision: Care Home

Capacity: 25

No. of Employees: 18

Quality Standard CQC: Good

EHO: 4*

Carehome.co.uk: 9.4/10

Manager: Lisa Shaylor



Last year began with some very positive news when Gabi received confirmation of her official registration as Home Manager at Robertson. Gabi worked incredibly hard to get everything in order for her registration and we were so happy to see this be made official in January 2023.

Following the feedback we received during our quality survey, we created our maintenance plan for the home and quickly started work on renovations. To freshen up the home interior we decorated the hallways and laid new carpet, as well as decorating the doors on many of the residents' rooms. Our electricity boards were updated throughout the home and, after a few hiccups, we were delighted to complete the installation of a new lift.

New fences were installed around the front of the home as well as a new hand railing. We have decorated the front door and entrance area to create a more welcoming look for visitors arriving at the home. All these changes have made the home more comfortable for our residents and we look forward to continuing to make improvements in 2024.

We began to implement steps to make the home more environmentally friendly, including reducing our consumption of single-use plastics. The disposable cups have been removed from our water machine and replaced with glasses for visitors to use.



Throughout 2023 our team continued to build their knowledge with key skills training, and by working towards specific qualifications. We have several staff that have worked towards their PIN numbers and NVQ qualifications which is a great achievement. We also carried out our 'resident for a day' training, where our staff were able to experience what life is like for residents at Robertson Nursing Home through a series of simulated scenarios.

We welcomed several new staff members last year who have been wonderful additions to our team, including Monica Pacala who joined us from our sister home

Ashton Manor as our Support Manager. We were also fortunate to have volunteers join us from Prior's Field School, who have volunteered as Care Companions.

We were thrilled to have the hard work of our staff recognised when we were named as finalists in the Surrey Care Awards. Robertson was a finalist for 'Nursing Home of the Year', and two of our team were named as finalists in other categories.



For our residents, last year was jam-packed with fun entertainment and a vast array of activities to suit everyone's tastes and abilities. We welcomed musical entertainers, therapy animals and even children from a local nursery. Residents took part in regular arts & crafts sessions, mentally stimulating puzzles and games, as well as gentle exercise activities to help with movement and coordination.

With many group activities and events organised there were lots of opportunities to socialise. The residents celebrated the King's coronation with their loved ones at the home, and we welcomed everyone for our annual summer party with music and an afternoon tea.

The end of the 2023 was a busy time with lots of festive activities taking place. The residents decided to spread some Christmas cheer by donating gifts to the local day centre. We ended the year with wonderful Christmas and New Year's celebrations at the home, with all the residents and staff.

This year our residents have taken part in armchair exercise activities and continued to pursue their hobbies, one resident has even delighted us with his own musical performances. We held a Valentine's themed party and have lots of other events planned for spring and summer.

Key Information

Joined Beritaz family: 2010

Care Provision: Nursing Home

Capacity: 36

No. of Employees: 48

Quality Standard CQC: Good

EHO: 4*

Carehome.co.uk: 9.8/10

Manager: Gabriella Konczol

We have seen a lot of growth and change at Springkell House over the past twelve months, and we are incredibly proud of the team we have built here.

Our fantastic Deputy Manager, Ion Gavrilă, successfully completed the process of registering as Home Manager in December, after going through various checks and interviews. We have also seen our former Activities Coordinator, Danka take on the role of Home Administrator and Anne-Marie join us as our new Deputy Manager.

Last year our staff took part in a "Resident for the Day" experience, where the staff member lives the life of a resident at Springkell House for the day, taking part in activities, meal times and other daily tasks exactly as our residents do. You can read more about it on our website; <https://beritazcare.co.uk/resident-for-a-day-experience/>

Amongst all the hard work our staff have been doing it has been nice to take some time to bond together as a team. We enjoyed a few staff social events last year including a barbecue in the summer and a bowling night. These activities are always a lot of fun and give our staff the chance get to know each other better outside of the home.

We were able to celebrate several successes in 2023, including receiving our five-star food hygiene rating, thanks to our brilliant Chef Jogi and the entire kitchen team. We were visited by CQC during the summer for our home inspection and received an overall rating of 'Good' in our final report. It is thanks to the hard work of our team that we were able to achieve this score and maintain a high quality of care in the home.

We saw an increase in attendance at our regular relatives meetings during 2023, which are now taking place bi-monthly. It was wonderful to see so many of you at these meetings, enabling us to keep you updated on our plans and get your feedback on things that are happening at the home.



During 2023 there were some fantastic improvements made around Springkell House as part of our ongoing renovation project. The bedrooms have been redecorated and fitted with new furniture, we have given our hallways and doors a fresh coat of paint, as well as renovating our main entrance and porch area to welcome visitors to the home.

We enjoyed several celebrations at the home, including the King's coronation in May. We also hosted a special birthday celebration for two of our residents, who celebrated their 90th birthdays with a party in the garden surrounded by their loved ones.

Our residents enjoyed many fun activities including animal therapy sessions, arts & crafts, musical entertainment and variety shows provided by external entertainers. We also made time for some dedicated one-on-one sessions with residents and our staff members.



The highlight of the summer was hosting our afternoon tea garden party for our residents, their family members and friends. We were lucky to have glorious weather for the occasion and had live musical entertainment in the garden.

We held events for Halloween, Bonfire Night, and Remembrance Sunday, then ended the year with some wonderful Christmas festivities. We enjoyed a Christmas pantomime then spent a wonderful Christmas day handing out presents, enjoying a delicious lunch and celebrating Christmas together.

So far in 2024, we have celebrated Valentine's Day, Chinese New Year, International Women's Day, Mother's Day and World Book Day with our residents, and have plenty of other fun activities and events planned for the rest for the year.

Key Information

Joined Beritaz family: 1999

Care Provision: Care Home

Capacity: 34

No. of Employees: 33

Quality Standard CQC: Good

EHO: 5*

Carehome.co.uk: 9.5/10

Manager: Ion Gavrilă

It has been lovely to have a full home for much of the past year as we have welcomed several new permanent residents to the Windsor Court, as well as those visiting us for short-term respite stays. We are pleased to have extended our services in 2023 to also support residents with learning disabilities, allowing us to offer assistance to even more individuals in need of care.

Having these new residents join us has allowed us to further expand our team, to ensure we are able to fully support all the residents in our care. We welcomed several new members of staff last year and saw current team members progress to new roles in the home, such as Ali who has taken on the role of Senior Care Assistant.

Both our new and existing staff, including our management team, took part in a variety of training sessions during the year, in order to learn new skills and keep up-to-date with industry best practices. The team completed the Oliver McGowan Mandatory Training on Learning Disability and Autism, to ensure that we have the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability.

2023 also saw the introduction of the Immedicare system to Windsor Court, which was an extremely positive and beneficial move for the home. 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. You can find out more about this system on our website; <https://beritazcare.co.uk/utilising-technology-to-further-enhance-our-care-services/>



During 2023 we made several improvements to the home aimed at enhancing the experience of our residents and staff. We carried out renovations to our kitchen, installing a new gas cooker and other general upgrades throughout, in order to better equip our kitchen team. Our first floor dining room

was also decorated and updated to support resident independence during mealtimes.

The residents at Windsor Court enjoyed a variety of fun activities both within and outside of the home. We arranged trips in our minibus so the residents could explore the local area, paying several visits to local garden centres, as well as the Royal National Lifeboat Institute on Poole Quay.

Within the home, residents continued to enjoy our ever-popular clubs, with book club, poetry club and our comedy club being favourites with many of our residents. We welcomed many entertainers to the home, from singers to musicians and even dancers. Our residents were also visited by some birds of prey.



Throughout 2023 our staff arranged themed events for occasions such as Valentine's Day, Easter and Halloween. One of our favourite events of 2023 was our annual summer barbecue. Despite the party being moved inside due to the weather, everyone had a wonderful time listening to the live music performance, playing games and enjoying the delicious barbecue food.

The year concluded with some wonderful Christmas celebrations, with festive performances by the Salvation Army Band and the local school choir. We hosted a mince pie & mulled wine evening for residents and their families. It was a wonderful Christmas at the home, a lovely end the year.

2024 began with visits from musical performers and therapy animals, including a miniture horse. We also took delivery of the OMi Magic Table, an interactive sensory projector system. We have already used this for games and sensory experiences which the residents have really enjoyed.

Key Information

Joined Beritaz family: 2015

Care Provision: Care Home

Capacity: 37

No. of Employees: 35

Quality Standard CQC: Good

EHO: 5*

Carehome.co.uk: 9.7/10

Manager: Katherine Felton

Musical Entertainment



Coronation Parties



Armchair Exercise



2023
Highlights
 **Beritaz Care**
Care You Can Trust



Outdoor Activities

Summer Parties



Baking



Day Trips





Animal Therapy



Halloween



Bonfire Night

Afternoon Tea

Birthdays



Christmas



Arts & Crafts