

# NEWSLETTER

Springkell House - March 2025

**Springkell**  
HOUSE CARE HOME

Wood Road, Hindhead, GU26 6PT

**Tel:** 01428 605509

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

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



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## Update from Penny King, Interim Home Manager



Welcome to the latest newsletter from Springkell House and my first as Interim Home Manager. For those of you who may not know me, I have been working with Beritaz Care for over 20 years, starting my career at Springkell House in 2004 as a Care Assistant, before being promoted to a Senior Care Assistant and eventually Deputy Manager. I then moved on to manage Springkell's sister home, Robertson Nursing Home in 2011.

In 2021, I was promoted to Group Care Operations Manager, providing support to all the homes across the Beritaz Care group. I am very happy to have returned to Springkell House full time as the Interim Home Manager with the support of Anne-Marie, Jogi, Danka and the rest of the team.

The team here at Springkell House are very organised, caring and kind, it is a pleasure to work alongside them. I am continuing to get to know all the residents of the home and their relatives. I look forward to meeting you all at some point soon. I am also supported in this role by Theresa Pitter, who has worked at Beritaz Care for over 8 years. Theresa will be assisting us with resident care plans, supervisions and staff appraisals.

Thank you to everyone who attended the last relatives meeting, as we mentioned in the meeting Theresa and Anne-Marie will imminently be making appointments for relatives who wish to discuss their loved one's care plan. These appointments

usually take about 1 ½ hours and will give you the opportunity to check that we have the correct information for your family member, ensuring we are providing them with the right care suited to their needs. We hope to schedule these appointments during March and April, please get in touch if you would like to book yours.

In other news, we are continuing with refurbishments and improvements around the home with the help of Ken, our maintenance person. We are also planning to introduce protected mealtimes from next month, allowing our staff to focus on medication and assisting residents with meals during these times. You can read more about this later in the newsletter and I thank you in advance for your support with this.

We are all looking forward to spring arriving at the home and hope to arrange several trips out for residents using our minibus. The residents enjoy exploring the local area and have mentioned some ideas for these minibus trips, such as a shopping trip to Godalming and visiting a garden centre.

I hope you enjoy reading more about what has been happening recently at Springkell House and our plans for the home in 2025.



# HOME NEWS

We have had a great start to 2025 at Springkell House Care Home, following a wonderful Christmas shared with our staff, residents and friends of the home.

Thank you to everyone who joined us for our open day last autumn. We were delighted to welcome visitors to join us for cakes and refreshments, fun activities and the chance to get a glimpse into life at Springkell House. This was a fantastic opportunity to show what life is like for residents at the home, as well as answer questions from our visitors who were interested in discovering more about our person-centred approach to care.



We had a wonderful Christmas at Springkell House. In December, the team participated in Christmas Jumper Day, arriving at the home in their best Christmas knitwear, all in the spirit of festive fun and to raise money for Save the Children, a very deserving cause. We all had a lot of fun and the residents loved seeing everyone dressed up in their Christmas clothing.



On Christmas Day, our team members were busy handing out presents to the residents and spreading Christmas cheer throughout the home. We enjoyed a delicious Christmas lunch, pulled crackers and shared lots of laughs. It was a lovely Christmas day and it was so much fun to celebrate with our residents and staff.



We were excited to begin this year by welcoming Penny King back to Springkell House, who will be supporting us as Interim Home Manager. As you will have read in her update at the start of this newsletter,

Penny has been with Beritaz Care for many years, having begun her career with the company at Springkell House and currently works as Group Care Operations Manager. We are delighted to have Penny with us at Springkell House once again.

This year has already seen positive improvements to the home, with new curtains being hung in our lounges and communal areas, which help to create a cozy space for residents to enjoy spending time in. We are also continuing to redecorate bedrooms around the home whenever we are able, ensuring they feel fresh and comfortable for the residents who will occupy them.

Thank you to those who attended our recent relatives meeting in February. For those who couldn't attend, you should have received the meeting minutes via email. During this meeting we discussed upcoming plans for the home as well as all recent home news. We also took the opportunity to share details of the new laundry system being introduced, helping us to reduce missing items with effective labelling. Please speak to a member of our team if you would like more information.

In order to ensure a smooth dining experience for our residents and staff, we have made the decision to introduce protected mealtimes at Springkell House, starting 1st April. We ask that you avoid visiting the home between the hours of 12:30 – 14:00 and 17:00 – 18:30.

This change will allow our staff to give their full attention to residents during medication rounds and mealtimes, providing any support required to residents without other distractions. We appreciate your understanding and cooperation with this new policy, we are always looking for ways we can make daily activities easier for our residents and further improve the care we provide.

We are fortunate to work with some wonderful service providers who visit the home to offer additional wellness support for our residents. Our chiropodist, Ian, visits the home every three weeks to work with the residents on their foot health. The residents always enjoy Ian's visits and having a chat with him during their sessions.

Many of our residents also look forward to their weekly visit from our fantastic hairdresser, Karen. Having the chance to be pampered and have their hair done, all within the comfort of the home, is something our residents appreciate and helps them to feel their best.





We would also like to share our appreciation for the Community Care Home Matrons, who visit the home every month to support our staff and residents. These visits give the team the opportunity to reflect on any issues and ask for advice, as well as receiving training on key care issues. We have also booked in some additional training sessions with the Community Care Home Matrons over the coming months, which we expect will be very beneficial to the team.

in their personal lives. Both Razin and Sukhman welcomed their beautiful babies last year, and we are looking forward to more additions to the Springkell family in 2025.

Shanna is now on maternity leave and we are eagerly awaiting an update on the new arrival. Kellyshae has also announced her pregnancy, we were all thrilled to hear the news. Congratulations to all our team members and their families.

We are always thrilled to see our staff grow and thrive during their careers at the home and we aim to do everything we can to support their development. This includes regular training, keeping the team up to date with current best practices and ensuring our residents are receiving a high level of care. Recently the team have taken part in moving and handling training, safeguarding training and fire safety training, all of which are key skills that form an important part of our care service.

## STAFF NEWS

We have seen some changes to the Springkell House team recently and, after a period of transition, we are incredibly proud of the team we are building at the home. In addition to welcoming Penny as our Interim Home Manager, new team member Aneena joined us as a Senior Care Assistant in January. We have also welcomed two new members of staff to our domestic team, Delbar and Amith. We are glad to say all new staff members have been settling in well.

We are fortunate to have a great team of staff at Springkell House, many of whom have been with the home for many years. Recently we celebrated the work anniversaries of two long-serving members of the Springkell team, Mihai our Care Assistant, who has been with the home for 9 years and Marta, who joined the home in 2009 and now works as a Chef in our kitchen team.



During this time, we have sadly had to say goodbye to some valued members of our care team. Sita, Amal and Manoj have left the home to move on to new career opportunities. We wish them the best of luck in their new adventures and hope they will keep in touch with their friends at Springkell House.

Amongst all the hard work our team are doing, we make sure to make the time for staff social events and team bonding activities as often as we can.

Throughout last year we held various international staff events celebrating and learning about the cultures of our staff members. Towards the end of the year we held our Indian-themed event, giving the team the chance to learn about Indian culture and see some of our staff members in their traditional dress. Our fantastic staff members worked together to cook an array of delicious dishes for everyone to share and enjoy.

There have also been some exciting changes within our existing team. Gozar is a member of our care team working on the night shift and has recently been promoted to the role of Senior Care Assistant. Anemona's role within the domestic team has also changed to focus on laundry full-time. She is very hard-working and organised, so she is the perfect fit to oversee the laundry services for our residents.



As well as professional accomplishments, it has also been an exciting time for some of our team members

In December we held our annual staff Christmas party, where we came together as a team alongside the senior management of Beritaz Care, to celebrate another fantastic year at the home and to say thank you to our staff for their continued dedication.



We are looking forward to another fantastic year for our team and are incredibly appreciative of all the hard work they put in every day to ensure that the home is running smoothly and our residents are comfortable and happy.

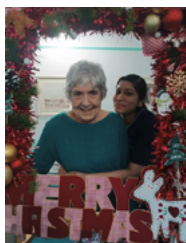
## RESIDENT ACTIVITIES

The residents of Springkell House enjoyed a jam-packed schedule of festive-themed activities and events towards the end of last year. Thank you to everyone who joined us for our festive celebrations over the Christmas period.

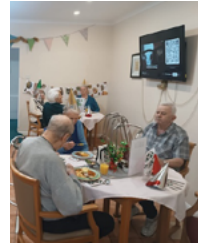
From festive arts and crafts sessions, making decorations to display around the home, to baking and decorating Christmas gingerbread biscuits, every week of December was full of fun activities to help the residents get into the Christmas spirit. They enjoyed playing festive games together, like snowman bowling and throwing a hoop on the reindeer antlers. It was fun to put a Christmas spin on some active games that help the residents practice coordination and fine motor skills.



We also welcomed the Carousel Theatre Company who put on a Christmas pantomime of Little Red Riding Hood. It was a fantastic festive show which everyone really enjoyed. The residents had so much fun watching the performance and getting involved with the audience participation. Following the pantomime, we held a Christmas party for the residents where everyone had fun taking festive photos and enjoyed a Christmas party buffet.



After a wonderful Christmas Day celebrated with residents and staff, and a fun festive period with lots of visitors at the home, we welcomed in the new year with a party for our residents. They enjoyed some tasty food and raised a glass of bubbly to say 'cheers' to the arrival of 2025.



After all the fun of Christmas and New Year celebrations, the residents spent a few days at the start of the year taking it easy with relaxing activities. Some residents decided to get creative with crafting projects while others enjoyed a chat over a game of chess or other board games, some of our residents chose to spend their time catching up on their reading.



In 2025, we have been busy creating an engaging activities calendar featuring all our residents' favourite pastimes, as well as some fun new hobbies for them to try out.

Flower arranging has continued to be a popular activity with many residents, they have been getting creative with their floral displays and enjoying seeing their creations on display. Filling the home with fresh flowers is a great way to bring some colour and nature into the rooms, helping us to banish those winter blues while we wait for spring to arrive.



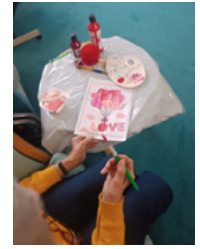
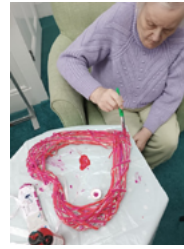
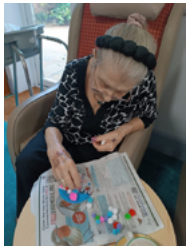
Our regular cooking club gives residents the opportunity to have fun doing a practical activity, encourages them to get excited about food and also gives them a sense of independence. The residents enjoy getting involved with preparing food, choosing their favourite ingredients and making something they know they will love to eat. Recently they have been making fruit snacks, baking cookies, making pastries and enjoying lots of other tasty treats.





The residents have been showing off their artistic skills within our arts and crafts sessions this year. Whether they are creating their own pictures to display, crafting something beautiful out of household items, or decorating handmade games for everyone to play, residents have been enjoying getting creative. We always have a good supply of materials for whatever project they want to take on.

We celebrated Valentine's Day at the home with some themed arts and crafts. The residents enjoyed creating some beautiful heart-shaped decorations which we then put up around the home to celebrate the day. They also made personalised pictures to give to their loved ones.



Residents celebrated Burns Night in January with some fun activities themed around the poet Robert Burns, including designing their own tartan pattern, reading poetry and taking part in a group discussion. It was a great way to share a love of poetry and learn about one of the great poets.

This year we have been sure to make the most of the amenities on our doorstep by taking residents on trips into the local village. They have enjoyed visits to the local Italian bistro, and several trips to The Hub, a local community café. The residents usually sit down for a cup of tea or coffee while having a chat in the lovely café, before spending time browsing the gallery featuring art from local artists. We love to support businesses in our local village and are looking forward to more visits in the next few months, particularly as the weather improves.

The residents were also enthusiastic to welcome in the year of the snake and learn about the traditions surrounding Chinese New Year. They took part in quizzes and shared facts about the festival, they also had fun finding out which zodiac animal represents the years they were born.



February marked Dignity Action Month, so we took the opportunity to talk about the importance of dignity within the relationships between our staff and residents at Springkell House. We asked each of the residents to think about what dignity means to them and write their thoughts on paper leaves. They then decorated their leaves and added them to their very own dignity tree to display in the home.

We have lots of fun activities and seasonal celebrations planned for the coming months. Later this month, we will be welcoming back the Dusty Tracks band to Springkell House for another performance, and Paul will be joining us as our in-house DJ for some fantastic musical entertainment. We are also looking forward to helping our residents celebrate Mother's Day at the home, where we will be joined by Natasha who will be singing for everyone.

This was a great opportunity to contemplate what dignity really means and how it can be upheld. Having this tree on display helped everyone at the home consider how we can uphold people's rights to dignity, respect, kindness and compassion.

Plans for Easter celebrations and themed activities are already taking shape, and we are all very excited to welcome spring at the home. Our annual summer party will be taking place once again which is always the highlight of the season for both residents and staff. We will be sharing more details on this and other events at the home soon, we look forward to seeing you there.

# RESIDENT SPOTLIGHT

Mr & Mrs Poynter are a wonderful couple who we are delighted to have as part of our Springkell House community.



Roy came to the home at the end of last year, before being joined by his wife Jean a short while after. This lovely couple have been married for 68 years and we are overjoyed that they were able to be reunited at Springkell House.

They were married in 1956, the same year Roy joined the Air Force, and spent their married life travelling and exploring the world together, including adventures to New Zealand. Jean worked as a shorthand typist and Roy as a chartered electrical engineer, after he left the Air Force.

According to the wonderful couple, the secret to a long and happy relationship is that they have always been good friends, they have always shown each other understanding and can't remember a time when they argued.

After a period of adjustment as Roy settled into his life at the home, with our care staff monitoring his wellbeing and doing everything they could to help him feel comfortable, he has been thriving at Springkell House.

When he arrived at the home Roy had a catheter fitted which caused him a great deal of anxiety and discomfort. Thanks to careful monitoring by our staff this was able to be removed, which has had a very positive impact on his daily life. Roy enjoys a good night's sleep and spends his days in the main lounge with the other residents.

After seeing his positive experience at Springkell House and the care he has received from our team, Roy's family made the decision to also move Jean (his wife) into the home. This move has brightened Roy's days and enabled the couple to be together in the same home, which has been very positive for them both. This also meant they were together to celebrate Roy's birthday last month.



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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>