

# NEWSLETTER

Avonwood Manor Nursing Home ~ Autumn 2017



**Beritaz Care**

*Care You Can Trust*

## Update from Chris Walsh, Acting Manager



I hope you have all had a good summer, I have my fingers firmly crossed for some good weather as we head into Autumn.

I have seen some relatives recently, but please don't hesitate to come and see me when you're next at Avonwood if you have any queries or things you would like to discuss with me.

Many of you kindly filled in our Quality Survey last month. The results are displayed in the entrance and I will be following up on the comments and suggestions in the next couple of months. I will keep you all updated on this, but please contact me if you'd like further information.

Many people looking for care look on the website [carehome.co.uk](http://carehome.co.uk) for information and reviews of homes. I'm delighted to say that we have a score of 9.2 on the site, with some lovely comments from families of current and former residents. Reviews which are older than 12 months no longer count towards the scores, so if you would like to do a new review for us, this would really help others looking for care. I lead a wonderful team at Avonwood Manor and would love this to be reflected in an even higher rating on [carehome.co.uk](http://carehome.co.uk). The review card is enclosed and there's no postage to pay.

All of the post for our residents is stored safely in the Office. Please remember to pop in and pick up any post each time you visit to avoid receiving delayed post.

Chris



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NURSING HOME

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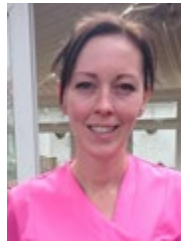
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## Spotlight on Becki Stewart

### Activities Co-Ordinator and Dignity Champion

Recently Mandy, Debbie and I have become dignity champions within Avonwood. One of the reasons I wanted to do this was because I want to make a difference to people on a daily basis and this gives me huge job satisfaction. I take a lot of pride in promoting dignity and respect. Supporting people and treating everyone how you would like to be treated are principles everyone should adhere to.



We are now fully fledged Dignity Champions and all have access to lots of useful resources on the 'Dignity in Care' website! Every month we hold a 'Digni-tea' afternoon with our residents where we have cream teas and discuss dignity. Any issues which arise are then discussed in staff meetings. We've also recruited for a new role at Avonwood of Care Companion which supports the work of the Activities Team by delivering additional activities and support to residents who may need additional time for one-to-ones.

I love to travel and experience different cultures. I enjoy cooking for friends and family as well as beach and forest walks. I couldn't live without music in my life, but I could quite happily live without the gym – I hate it! Christmas is my favourite time of year and I'm busy saving for a pre-Christmas trip to New York.



Becki's Digni-Tea Cakes

## Gift Foods



It is important to make sure any foods given to residents as gifts or donations are safe for them to eat.

We kindly ask that should you wish to bring in food products for your loved one or friend you follow the advice below or speak with a senior member of staff.

### THE REASON:

We cannot be sure foods given as gifts and donations are safe for our residents to eat, for example:

- Some foods can interact with medications
- Some foods may have an adverse effect on a residents health e.g. Diabetes, Crohn's disease etc.
- Some residents may have food allergies
- Foods could be inadvertently contaminated during preparation, cooking, storing and transporting

## Safe Foods

We do not wish to deprive your loved ones of your generosity and therefore ask you consider food gifts of the following:

- Washed fresh fruit
- Biscuits
- Chocolate
- Fruit/Sponge Cake (without icing)

### STORING:

It is advisable to store foods in sealed containers and label the container with "Best Before" Dates and resident's name.

Should you bring in a food which needs refrigerating can we ask that it is either eaten on the day or passed to staff to store?

We sincerely thank you for your cooperation, should you wish further information or advice on bringing foods into care homes please follow the link.

<https://www.food.gov.uk/business-industry/caterers/sfbb/carehomes>

## Update on Relatives and Residents Meetings

A Relatives and Residents meeting was held in August. Chris will be sending out the notes and feedback from the meeting and letting you know the date of the next one.

## Recent Resident Activities

Recently we had a beach trip with an outing to Harry Ramsdens, a trip to the aquarium and a visit from the Guinea Pig Ranch. Our residents have tried their hand at Cake Decorating and we've also had Coffee and Wine Tasting.



The two new entertainers who have visited us were a big hit with residents.



Becki has been talking with our residents and finding out the sort of things they'd like to do. One of the things suggested was a visit from an Aromatherapist and we've arranged for one to come to Avonwood Manor which the residents are looking forward to.

## Summer Fair

A great day was had by all despite the damp and drizzle. We raised £300 which will go towards residents' activities and outings. Becki will be chatting with residents in the coming weeks to find out what else they would like to do (in addition to the visit by the Aromatherapist).

## Recruiting and Inspiring our Teams—what makes Beritaz the Employer of Choice?

When we recruit for all of our homes, we always have in mind our core values of Caring, Trusting and Choices and it's vital that all of our staff share these. Our new initiative of Employer of Choice is to ensure that we are the first choice for those looking to develop a career in the care sector.

Beritaz Care aims for a high performance culture in all its homes and is achieving this through increased staff engagement and participation.

The process starts with a day of off-site induction training, including:

- An introduction from our Chief Executive explaining the values and history of Beritaz Care.
- A presentation from the Beritaz consultant, who supports our talent management programme.
- Our Quality Assurance Manager, Chris Walsh, explains how we ensure that the care given at our homes is just the sort of care we would like for our own family members.
- One of our Managers talks about their role and responsibilities to residents and to their staff team. They explain how their career developed, what staff members can expect from their manager and what managers expect from their employees.
- An existing member of staff will outline their career progression and what working for Beritaz Care means to them.
- We also have a session with a relative explaining what they looked for when selecting a care home and what their expectations are once their loved one has been admitted.

The induction training is only the beginning of our training and development. No fewer than five of our current Beritaz Managers have been developed and appointed from within the group. All home managers, their assistants, deputies and senior staff have attended a tailored leadership development programme and learned a variety of leadership techniques including different styles of management, coaching skills and so on. Following on from this they work with every member of their team to assess their competencies and build a Personal Development Plan to show each employee how and where they can progress should they wish to do so with a clear development framework. This process also ensures that we identify rising stars speedily and they are provided with appropriate support to nurture and develop them further and retain them within the organisation.

If staff do not appear to be reaching our basic criteria for the role we have a Performance Improvement Plan with

a clear timeline to improve coupled with appropriate support and guidance.

Other initiatives to support our staff include an employee forum for expressing their ideas and suggestions, a reward and recognition scheme and wellbeing initiatives.



The Avonwood Team participating in induction training

## Sixty Seconds with Avonwood's Chris Walsh

*What was your first job?*

I was a Nursing Assistant for people with learning disabilities working in a long stay institution. This started my lifelong commitment to delivering great care

*What's the skill you'd most like to have?*

I'd love to be able to bake and decorate cakes – I've been inspired by the skills on Bake Off

*What's the best advice you're ever been given?*

Onwards and upwards and the new day brings new opportunities to achieve

*What's your greatest work achievement?*

Moving 50 people with learning disabilities out of the long stay institution they were in, into small community homes and setting up the very first Supported Living service for people with learning disabilities in Southampton. It made such a difference to them.

*What are you passionate about?*

I'm passionate about people and making sure our elders continue to receive both the dignity and the respect they deserve.

*What's the best thing about your job?*

Getting to know people – both our elders and the staff team who care and support them.

*What would be your perfect day away from work?*

I love spending time with my family, grandchildren and dog, going for long walks, especially in the autumn and the spring.

*And what's your favourite quotation?*

Slow but sure wins the race!

# Dates For Your Diary

## December

We're beginning our planning for Christmas festivities, both for the day itself and for celebrations in advance – we're looking forward to hearing from our residents and their families about what they'd particularly enjoy.

## 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:

[admin@avonwoodmanor.com](mailto:admin@avonwoodmanor.com)

## Introducing iCare at Avonwood

iCare, an electronic health record system, is being implemented at Avonwood Manor in October. This system, already in use in other Beritaz Care homes, is purpose built for care settings and means a move from a paper based system to an e-system which can be accessed by all care staff. This facilitates involvement by residents and relatives in their care, for example in the preparation of care plans, as well as also ensuring that residents' health records are updated at once and are available to all staff involved in their care. With iCare, if a relative has a query, this can be speedily answered by all members of the care team, without the need to access paper records in a central location. The system also generates a variety of charts for each resident so that, for example, any changes in weight or fluid intake can be very quickly highlighted and acted upon.

Avonwood staff members with their colleagues from other Beritaz care homes at the final iCare Training Session.



## Beritaz Care Mission Statement

At Beritaz Care 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.

**We know that Beritaz Care is the best place to work – particularly with the implementation of our Employer of Choice Initiative (see article above).**

We're always interested to hear from outstanding, warm and caring people who'd like to join our team.

We really care about our clients but we also care about our team of staff - we want them to love their job and in return we'll pay them a good salary, give them great benefits and support them to develop their career within the Beritaz Group.

All our vacancies in our care homes in Dorset, Hampshire and Surrey are listed on our website: [beritazcare.co.uk](http://beritazcare.co.uk).

Enclosure with this newsletter:  
Carehome.co.uk review card  
Recruitment card



The Avonwood Team relished their iCare training and were all excited about the move from paper records to the cloud based system. If you have any queries about the new system, please contact Chris Walsh or Sue Knights.