

S P R I N G 2 0 2 0

# St. Bernards Post

*Your quarterly digest to all things new at St. Bernards Residential Care*

**SPRING:  
A LOVELY REMINDER OF HOW BEAUTIFUL CHANGE  
CAN TRULY BE**

## Biddle set out to solve the St. Bernards riddle



*Emma Biddle, New Deputy Care Home Manager*

St. Bernards Residential Care is proud to announce that Emma Biddle will be the new Deputy Care Home Manager. With over 22 years of experience in the care industry, she will be a highly welcomed member of the Management team. Tracey (Care Home Manager) is thrilled to have Emma -

on board and looks forward to all the great changes the duo can do together for the home and residents. Like many in the care industry, challenges are faced, but we are confident the new management structure will have a positive impact to not only the residents but the staff as well.

Emma is particularly passionate about the mental wellbeing of the residents and has been involved in a recent initiative called 'ENGAGE'.

*Turn over to find out more.*

## Save the Date!

**Family Forum:** Held every first Thursday of the month. This is an opportunity for residents' families to air any concerns or news they may have in a friendly open environment. Tracey Chester hosts the forum, and the next meeting will be on the **2<sup>nd</sup> April 2020 at 6.00pm**

### **Special Note:**

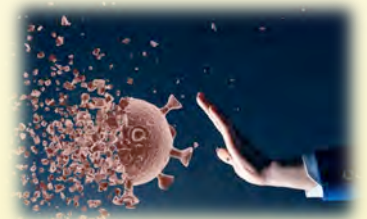
All staff are encouraged to make time with the residents in light of many external activity vendors being cancelled due to Coronavirus. Please turn over to read more about Engage

## Putting our residents first: *Coronavirus*

Self isolate or not too? This has been the main topic in the global news for the past few weeks. The containment of the Coronavirus has failed and spread across all parts of the world. The United Kingdom is no exception. We have been warned the elderly and medically vulnerable are most at risk to this virus. As a Residential Care Home provider, it is by no surprise we are taking the strictest precautions to limit our residents and staff exposure to this virus. The very nature of St. Bernards is to care for the elderly, so we require very limited visitors entering the home and mindful that our residents do not have the immunity to fight this virus.

Please follow government guidelines by visiting:

<https://www.nhs.uk/conditions/coronavirus-covid-19/>




When entering the home, please use the hand sanitizer immediately upon arrival. If you are ill, or show any symptoms of a cold or flu please wait until you are fully recovered before visiting. You can find our full instructions on:

<https://www.stbernardscare.co.uk/news/>



## Engage at St. Bernards

"EVEN ON THE  
BUSIEST DAY, I  
STILL PAUSE TO  
THINK OF YOU" 

### Our warm welcomes and goodbyes:

We would like to announce Catherine Griffith will be sadly leaving St. Bernards for pastures new, we wish her all the best for her future and thank her for all her support over the years here at our home.

There are a host of new arrivals at St. Bernards that have been carefully selected; here are a few newbies to the St. Bernards family!

Tina: Is an ex commonwealth athlete that is trained in a range of holistic therapies and has strong administrative experience. She will be reviving our beautiful Garden Spa (hurray!) and will also be in the reception team.

Kiri: Will be joining the care team, she is already an established member of staff, and will be using her kind natured presence in an area she feels passionate about.

Zoe: Has a wide background in personalised customer service and will be assisting in all areas of hospitality.

Summer: Educated to degree standards in hospitality and events, she will be an exciting asset to the team and will be an Engage Ambassador

Rachel: She has worked all around the world and will bring an injection of 5 star customer service to the reception team.

A new phase has entered the shores of St. Bernards, and it's all about positive, meaningful interactions between the residents and staff. Once upon a time, the term 'activities' was limited to just a few members, but not this time. 'Engage' is a project that is already live in the home, whereby ALL staff have the pleasure of spending time with the residents which includes admin, housekeeping, hospitality and care staff. The time spent with the residents is protected and given the utmost respect. A designated lounge gets appointed on each shift that allows the residents and staff, time and space to enjoy each other's company.

Special training was offered to staff, about the importance of mental interaction with our residents. The sessions were a huge success and we are delighted to carry this initiative forward.

## THE GARDEN SPA

### ... Returns

We will be developing services at the spa very soon concentrating exclusively on residents, family and friends and staff.



Welcome all new staff, we are looking forward to the journey ahead!