



Windsar Care *Connect*

Traditional values, modern standards



Published by Compliance and Risk Consultancy (CRC)

Issue 01 - March 2023



Celebrating Alice's 103rd Birthday

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Editorial

Connect: A New Interface With Your Care Provider

Windsar Care Ltd (WCL) is pleased to launch *Connect*- our first newsletter which will appear four times a year.

Connect, as its name implies, will ensure the connection between what's happening in the Care Centres that we operate and our target audience- stakeholders, including families and relatives of residents, all the relevant borough councils, commissioning agencies, NHS, social services, health care professionals and the public in general.

“We hope Connect will serve as a conduit to disseminate relevant information of particular interest to our stakeholders and supporters”

Connect aims to foster and promote dialogue between the care centres and those who have a vested interest in seeing the centres operating and offering services at the very highest standards.

As an effective communication tool, *Connect* will inform stakeholders about who we are and how we deliver the services to through our care centres, what we value and how we do business.

Our objective is to use *Connect* as an effective communication medium to vehiculate important information of great interest to our readers and target audience.

Hope you will enjoy reading our first and subsequent issues.

Management Team
Windsar Care Ltd

WCL Appoints CRC As Its Customer Services Provider

Desirous to push its performance standard higher and dedicate more time to improving the service quality of its care centres, WCL has appointed Compliance & Risk Consultancy (CRC) as an independent company to manage its customer services operation.



This includes complaints handling and overseeing regulatory compliance to ensure that all care centres meet CQC regulations. It is expected this new initiative will significantly improve satisfaction level of residents and their relatives.

While CRC will provide an entirely flexible, independent and methodical approach to resolving complaints, WCL will still keep control over the entire operation of its care centres.

A new Complaints-Handling Procedure (CHP) protocol has been drawn and agreed by both parties. CRC has undertaken to:

- Carry independent review of complaints logged at each Care Centre.

- Identify the nature of the complaints.
- Consult with all parties involved or mentioned in the complaints.
- Investigate the complaints and prepare a full response, by addressing each issue raised.
- Make recommendations how to avoid the recurrence of complaint of similar nature.
- Provide quarterly and annual reports on complaints investigated, including trends and root cause analysis.

With its dynamic team of legal, risk and compliance professionals across various industries, CRC will put its wide experience, in dispute resolution, litigation and contractual disputes at the service of WCL.

Raising The Status To Outstanding

Determined to turn things around after successive disappointing inspection reports from the Care Quality Commission (CQC) in 2022, Windsar Care Ltd (WCL) has since, left no stone unturned to achieve a big turnaround.

While we accept that CQC findings were not unjustified, it must be pointed out that these inspections came at a time when our care centres were just coming out of the traumatic Covid19 pandemic sequel that hit us all very hard.

We have set the bar high, and we are working strenuously towards achieving an “Outstanding” rating for all four Care Centres under our administration.

Taking the bull by the horns, we have undertaken complete review of all existing policies, processes, and procedures to address and fix the areas where some weaknesses were identified during the CQC inspections.

We have hired professionals to assist with re-writing and implementing a comprehensive, fully workable and coherent compliance regime.

(Please see the next page **Immediate actions already taken include:**)



Dental care advice to carers

CQC confirms QECC Is No Longer Rated “Inadequate Overall”

CQC about QECC: “We saw improvements to person-centred care, permanent staffing team knew people's individual needs well”.

The Care Quality Commission (CQC) has removed Queen Elizabeth Care Centre (QECC) from “Special Measures” following their inspection of the Centre on 26 January 2023. QECC is no longer rated 'Inadequate Overall' and the embargo on the centre has also been lifted by the local authority.

Priority improvements actions were focussed on ensuring that the Care Centre is safe, staffing level is proportionate to the number of service users, staff training is up to date, and all Care Plans are person centred. All of these have now been completed. The centre no longer relies on agency staff and all its staff are fully trained.

More effective Infection Prevention Control and a robust audit management tool

for risk assessment are now in use at QECC.

Additional Activities Coordinators have been hired to cover weekdays as well as weekends at QECC.

Anna Iljina, the Care Manager said that she is 'somewhat disappointed that the overall rating has not yet reached Outstanding, though Good would have been acceptable'. However, she is pleased that the CQC Inspectors have noted the recent progress the Care Centre has achieved.

She is confident that at their next Inspection, CQC will give the QECC a much better rating overall.

As an immediate outcome since the embargo was lifted, QECC has been receiving new admissions.

New Digital Solution to Improve Care and Efficiency

WCL opts for PredicAire holistic care management system

WCL has opted to use the software developed by PredicAire as digital solution to save time, enhance staff efficiency, and provide improved care for its residents.

Since November 2022, all care centres operated by WCL have undertaken the transfer of all their paper-based data to PredicAire new artificial intelligence technology.

Staffs have received training on how to use the new technology and they have also been provided with tablets to upload all person-centred care plans and other data on the system.

More information on this new system will appear in the next issue *Connect*.

Immediate actions already taken include:

- A dedicated Compliance Team recruited from Westminster-based firm *Compliance and Risk Consultancy Ltd*, is now in place.
- The compliance team is working with our senior management and frontline staff assisting and overseeing how they comply with regulatory obligations.
- Appointment of new Care Managers in two care centres- Queen Elizabeth and Heathlands.
- Recruitment of additional carers and RGNs to address the staffing level issue and ensuring that our care centres are less reliant on agency staff.
- Audits and other important information are now kept under a bespoke digital
- All Care Plans have been reviewed and uploaded on e system with active participation of service users and their relatives, making them more person centred. These care plans are hence forth updated routinely in Realtime.
- The Quality Assurance file has been updated. Modern effective, and consistent management techniques are being introduced gradually in the Care Centres.
- Face to face staff training is scheduled for the whole year and involves staff at all levels- carers, cleaners, RGNs, managers etc.
- The above are just some of the salient actions that have been taken and which are already showing positive outcomes.



Janet Dyer-Vass: Keeping Her Shoulder To The Wheel

Former senior Technical Advisor at ICI (Imperial Chemical Industries) where she spent 43 years working in various key roles, Janet Dyer-Vass joined the admin team at Salt Hill Care Centre (SHCC) in 2016, and today she oversees the admin of four care centres and WCL.

As a disciplined and well-organised person, Janet ensures the safe keeping



of data and confidential files. Working along with the Accountant and Financial Controller, Janet helps with payroll for the care centres, paying invoices and dealing with resident's fees.

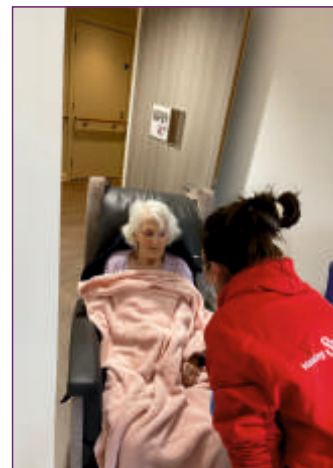
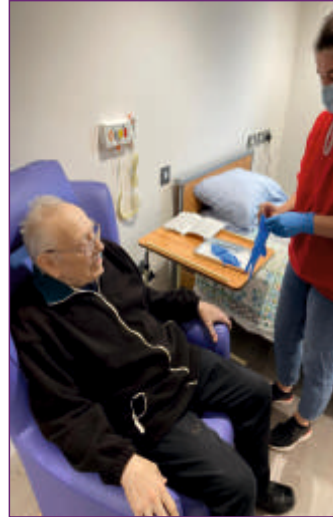
One of the recent responsibilities assigned to Janet is to be the Super User for the new digital system under PredicAire that she has greatly helped with the rollout, inputting and uploading data. Janet also assists the General Manager in his interaction and liaison with Stakeholders, including CQC and the Local Authorities.

Dental Check Ups: A Regular Bi-Annual Exercise at all WCL Care Centres

A team from Abbey Dental Surgery led by Dr Pradeep Anand was at Heathlands Care Centre to carry out dental check-ups for the residents. All residents were checked by the Dentists

and Therapists as shown on the photos. The team was also involved in dispensing oral hygiene training for staff, while residents were also given advice on dental care.

To be noted that this is a regular exercise's is that happens in all four care centers at least twice a year





Salt Hill Care Centre

Adjacent to Salt Hill Park, the four floor 53-beds Care Centre is located just five minutes' walk to Slough town centre. It is designed to meet a wide and diverse range of needs and offers excellent and affordable care.

Some of the features and facilities include:

- Ensuite rooms
- Profiling beds
- Large lifts
- Nurse bell
- Hoist assisted bath
- Speciality meals and diets catering for resident's preferences
- Laundry Service and housekeeping
- Church Service
- Home visits by: Dentists, GPs, Opticians, Podiatrist

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Deputy Manager

Sharan Kaur “I enjoy working with people and help solving problems”

Holder of a master's degree in Palliative Care from the University of West London, Sharon Kaur has been working as Registered General Nurse for hospitals and nursing homes for over seven years before joining Salt Hill Care Centre (SHCC) as Unit Manager.

Having demonstrated her leadership qualities and management skills, Sharon has recently been promoted to Deputy Manager.



After careful perusal of the CQC report in which SHCC was rated as 'Inadequate', Sharan has set herself the mission of working on a perception change. *'I want to get feedback from staff and relatives of residents so that I can carry out a reorganisation of how we do things at SHCC'* said Sharan. *'Many things need to change so that people's perception about the SHCC gets better'*, she said.

Sharon first priority is to start with staff clinical meetings after each GP round to ensure continuity of care and improve the quality of life of residents.

Residents Happily Involved In Activities at SHCC

Keeping residents busy and encourage participation in some leisure activities seems to be the leitmotiv at SHCC.

Using their knowledge and experience of the kind of activities suitable for residents with mental health conditions, the Activities coordinators have introduced a variety of

simple games and drawings to enable everyone to get happily involved in a cosy and relaxed environment. The activities are meant to stimulate mental and physical exercises.

These photos give a glimpse of the level of involvement of residents in the activities.





Windsor Care Centre

Owned by healthcare professionals, WCC offers a comprehensive approach to its residents that support their lifestyles. It assists them in developing and maintaining their social interest in a relaxed and comfortable environment.

Features unique to WCC include:

- Gender specific ensuite rooms
- Hoist assisted bath
- Lounge and TV room
- Music and Bingo nights
- Call bell in each room
- Passionate Chef accommodating to residents' nutrition
- Laundry Service
- Home visits by: Dentists, GPs, Opticians, Podiatrist

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Deputy Manager

Marc Amron Deputy Manager: “I strive for excellence in care”

Appointed as Deputy Manager at WCC six months ago, Marc Amron is a kind, energetic and enthusiastic person who is much liked by his staff. Marc who has been personal carer to his late mum for 17 years, has also served in domiciliary care and Care Homes for 11 years.

NVQ level 5 qualified in Leadership and Management (Health and Social Care), Marc's hands on experience enabled him to acquire a vast knowledge in Dementia, Mental Health Conditions, Challenging Behaviours.

Marc has impressive inter-personal skills. Though he is



perceived as someone who likes talking, Marc is also a good listener and always ready to take up challenges.

'I am a member of Team GB master's Athletics and compete regularly both here in the UK and internationally' he told Connect.

Following his dad step, he proudly said: *'I am heavily involved in local government politics where I live in Hertsmere'*

'I want to make Windsor Care Centre a great place to be live for all residents', aspires Marc.

Moments of Happiness at WCC

Eating and drinking in style, as depicted by these snaps taken at WCC. Residents are certainly finding happiness and great joy in this moment of sharing nicely prepared foods in a convivial atmosphere.

The mood, the ambiance and general feeling of being cared seem very homely as can be seen in the photos below:





Queen Elizabeth Care Centre

Formally declared opened by Queen Elizabeth on Monday 10th April 1989, QECC is the Queen's mother's Care Centre. Great care from beginning to end. The service at QECC begins and continues with great care.

The facilities include:

- In house hair dressing and beauty salon
- Ensuite bedrooms
- Daily laundry and housekeeping
- Large lounge/dining area
- BBQ and garden
- Large lifts
- Nurse bell
- Hoist assisted bath
- Regular Day out for residents
- Home visits by: Dentists, GPs, Opticians, Podiatrist

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Head Chef

Junie Wayland: The pioneer of Catering Department at QECC

Pioneer of the Catering Department at QECC from the first day the Care Centre started its operation, Chef Junie Wayland plays a pivotal role of ensuring that residents and the staff are not only provided with a varied set of menu every day, but also takes great care to maintain the kitchen in a top notch state.



brings to them".

Junie also ensures that the kitchen meets all health and safety regulations and her team observe the highest hygienic standards.

"I have a very supportive team that enables me to manage challenging times", said Junie, and she added: "we encourage and empower each other to reach our full potential".

Junie takes great pleasure meeting and talking to residents and their families and get to know their different dietary needs so that she can satisfy them.

Besides cooking, the QECC Chef also enjoys getting involved in activities with the residents and even dancing with them at times.



Junie said: *"It makes me feel happy to see the joy it*

Care Manager

Anna Iljina: "Meeting Standards of Care Is My Passion"

Having worked for 19 years in the care industry, Anna Iljina is very familiar and well acquainted with the ins and outs of running a Care Centre. She brings her extensive experience regarding care management to Queen Elizabeth Care Centre. Anna has already demonstrated her avid interest to deliver on her professional commitments as Care Manager.



"I am passionate about meeting standards of care and providing the best quality of life for our residents" she said.

Anna is a woman of action, and she means business when it comes to taking decisions. The staff love and respect her. The residents feel happy when she does her round to talk to them personally.

A recent inspection of Surrey Quality Team at QECC revealed that Staff and families were happy and made very good comments about the Centre.

"My main speciality is Dementia and turnaround management. I am experienced, qualified, and dedicated to my job", Anna said.

The Inspector is reported to have acknowledged and recognised the improvements that have been made.

QECC Celebrates Alice's 103rd Years with Great Pomp



Alice Tidburys turned 103 last week. The care manager and her staff took the opportunity to mark the occasion by a grand Birthday Party.

The highlight of the day was an Entertainer booked for the day. The residents and Alice's family enjoyed it. He sang Alice's favourite songs from the 40's 50's from sounds of music and musicals.

Residents from both ground and first floors joined in to make the day very special for Alice. They had lots of fun. The floor was decorated with banners, balloons and tablecloth.

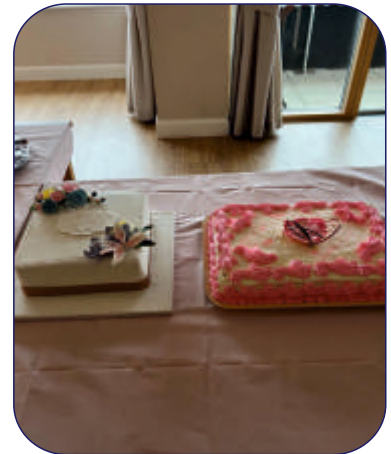
Alice's grand daughter who was also present on the day, sang for her. A member of staff also played the drums for the family.

A big, personalised birthday card signed by all residents, as well as a big bunch of beautiful flowers were presented to Alice.

Anna, the care manager said that *"the family was very happy with the organisation and felt the warm welcome and enjoyed every minute of the celebrations"*. *"It was so lovely to see our residents also singing along and dancing too"*, she said.

The Chef and her assistants made a beautifully decorated cake and organised a buffet set for everyone celebrating, including the family members. Hot and cold drinks were also available.

The photos below give a glimpse of the celebrations.



Dear Francis & team,
 Thank you so much for making my Alice's 103 birthday so enjoyable.
 We, as a family, appreciate all you did, and do, for Mum, with special thanks to Poornam and Theresa.
 Love Susan, Brian & Sarah



Dear Anna & team
 Many thanks for making Alice's 103rd birthday so enjoyable & memorable. Special thanks also to the caterers for the lovely spread and cake. All the family enjoyed the afternoon especially singing along with copy & listening to the drumming. She was certainly spoilt by you all.
 Love Susan, Brian & Sarah



Heathlands Care Centre

Bracknell based in Berkshire, this purposely built 46 beds, Heathlands Care Centre offers Nursing Dementia care. HCC pride itself of three custom-built floor each with their own lounge and dining rooms, colour coordinated, large lifts. The centre has also a spacious, flat level landscaped garden with barbecue area.

Heathlands Care Centre offers:

- Cinema room
- Reminiscence area
- Large ensuite rooms
- Daily Laundry and housekeeping
- Home visits by: Dentists, GPs, Opticians, Podiatrist
- In house grooming room
- Large lifts, Call bell
- Dedicated chef providing à la carte menu
- Hoist assisted bath

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Care Manager:

Dr Lola Olanrewaju: “I Am Hands-on And Accessible”

Lola Olanrewaju is the care manager at Heathlands Care Centre (HCC) and she understands that her role is to deliver compassionate care, promote dignity and respect within the care centre.

According to her profile, Lola has been involved in the frontline care services as early as 2004 and holds



a Doctor's degree in Dementia Care from Lancaster University.

From the day she joined HCC, Lola has been the centre of attention because the expectations for her to put the centre back on the rail of progress was high.

Lola came at a time when HCC was rated as “Inadequate” by CQC. She

was given the mammoth task of turning things around and pave the way for a new CQC Inspection in four months.

Lola says she is '*committed to embedding the core principles of empathy, care, compassion and integrity into HCC*' and added that her door is always opened should anyone needs her assistance.

James Lathem: The Handyman!



James Lathem
Facilities Manager

This is James Lathem, the Handyman and Facilities manager at HCC on whom everyone relies daily, for the safety and smooth operation of the centre.

Before joining HCC, James was working in the construction industry for companies such as Kier, Mansells and Stepnells who built Heathlands.

Whilst with Kier, he was serving as handyman for the National Crime Agency.

Besides ensuring the maintenance of the HCC, James is responsible for several things, including being responsible for promoting and protecting the welfare of residents and systematically solving day-to-day problematical issues that arise.

One of his important tasks is to ensure that residents' rights are protected.

James also served as a gunner in the Royal Air Force and as pastime he enjoys listening to music and loves swimming.

A New Smile at the Reception Desk:

■ *Smitha Dey brings a breath of fresh air*



Talented and versatile, Smitha Dey was recently promoted to the position of Receptionist/Admin Officer by Lola Olanrewaju, the care manager.

Smitha joined Heathlands as Assistant Chef and was enjoying working along with Chef Kojo in preparing succulent dishes for the residents and the staff.

However, when she found an opportunity to move to a new role, She spoke to her manager about her interest in the position. After an interview and an assessment, she landed into the position of Receptionist/Admin officer.

Smitha's background is in marketing and social media



Smitha Dey
Receptionist/Admin