



Birtley
House

House & Home

The Newsletter for Birtley House

Edition 2 • 2021

A *tranquil* life

We reveal
the hidden
secrets
that make
Birtley House such
a peaceful place to live

Residents' words of
WISDOM

*Summer
Garden Report*

WAS IT FATE?

The long distance story that led to Birtley

— THE LIFE OF A —
SURREY CHOCOLATIER



“Much like the swans that glide on our lake, a lot of activity goes on beneath the water’s surface at Birtley House”

Welcome...

to the latest edition of the
Birtley House Newsletter

The past year and a half has demonstrated quite a turnaround in terms of profile for the care industry – especially having long felt like the forgotten sector of the economy.

Government after government has brushed the problems and concerns of the care industry under the carpet, hoping that the next leaders will be able to provide an answer to the ever-growing issue of an increasing elderly population.

While it is frustrating that it has taken a worldwide pandemic to focus the minds of the politicians, it is now clear that the opinions of care providers across the country do make politicians listen – and it’s quite refreshing!

For example, we have been concerned about what we believed was an out-dated policy regarding new care home residents being forced to isolate for their first two weeks following admission.

This government policy was, quite rightly, established before so many of the adult population had been vaccinated and before the wide-spread use of lateral flow tests. We felt there was a strong case to review this as it affected new residents’ quality of life unnecessarily.

We tasked our Chairman, Simon, who is on the Surrey Care Association Board, to put the subject of reviewing this policy on the agenda at their next board meeting. It was heartily supported and pushed up the chain until, to our delight, the Prime Minister announced in June that the policy had been reviewed and the changes we had been seeking had been given!

But while we are prepared to stand up and make ourselves heard by the powers-that-be, to strive for the betterment of the care sector, a rather more peaceful approach tends to work best for creating the right type of environment for our residents to live in.

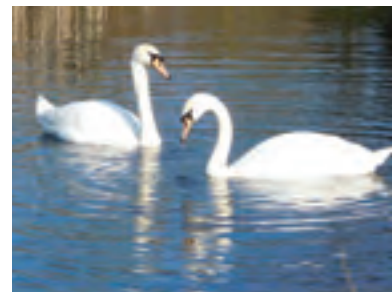
Much like the swans that gracefully glide on the Birtley lake, life is calm and tranquil here, while a lot of activity goes on beneath the water’s surface.

I am so proud of the whole team at Birtley House – our swans – for doing so much hard work in the shadows while displaying calm and excellence in the open.

Keep safe and well,



Frank Whalley
Director



“There’s a wonderful sense of
tranquillity
that flows right through the home...”

These were the words of a current resident of ours during a recent residents’ meeting and they really struck a chord with me. Once through the gates of Birtley House, there is a definite feeling of peace and calm which emanates from the surroundings and continues once one crosses the threshold.

During these last 18 months, living through the trials and tribulations forced upon us due to Covid-19, when life has seemed, at times, anything but ‘tranquil’ we have all learned to adapt. It has been imperative to take stock of what is around us and what can make us feel more optimistic and less stressed or anxious. Never has mental well-being been looked upon in such parity with physical health. The therapeutic benefits to being outdoors and in nature are well recognised. Being surrounded, as we are, by green space, fresh air and an array of colours can, and does, work wonders for our mental health, restoring a sense of inner peace and relaxation.

The gardens and grounds at Birtley, carefully tended by Matt and Sam, have offered an oasis of calm in what has otherwise been a very turbulent time. As our CQC inspector described the pandemic experience, we have all weathered the ‘same storm, just in different boats.’ The analogy is not lost on us here at Birtley. The calming waters of the pond and the lake provided a haven for us all, not merely the fish, swans, geese, and ducks who also call Birtley their home.

We continue to be heartened that we are able to share our stunning surroundings with our visitors, families, and friends once more. For some, an afternoon in the garden with their loved one can almost, but not quite, compensate for all the sacrifices we have had to make this last year.

Each day our staff work tirelessly to weave our core values of kindness, integrity, positivity, and adaptability into everything we do for our residents and families. We strive to make Birtley House a safe harbour and a home from home for all our residents.

We hope you have felt, and continue to feel, that there is no better place for your loved one to be than here with us.



Sinéad Whalley
Resident Liaison Director

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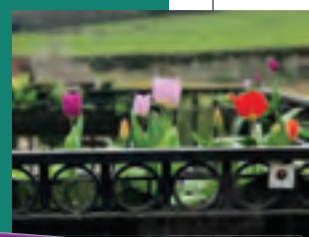
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The nurture of nature

I believe that the environment that we work in really matters. Where we live and work can really have an impact on our concentration, attitude, and whole wellbeing.

I love to explore the grounds at Birtley when I need to refocus and adjust my mood. Spending a few minutes in the open air, reflecting and recharging, always leaves me ready for my next challenge.

I have always enjoyed being surrounded by plants, green stuff, and nature – so Birtley is a perfect location for me. The meaning of my name, Sylwia, is in fact, “Wooded; from the forest” so it seems fitting that I love nature and a peaceful ambience. It feels like home here.

Not many people can say that about their workplace,

but I do, so I feel very lucky. And it's not only the green space that makes Birtley unique, but the people too.

Many of us have common characteristics – and one of them is to have a caring approach which seems to go hand in hand with a love and appreciation of nature.

Every day I hear comments from our residents, staff, and visitors about how calm and peaceful it is at Birtley House. It makes me proud to be here.

A sense of calm

Creating a calming atmosphere involves plenty

“I love nature and a peaceful ambience so Birtley feels like home...”



of sensory stimulation and the Birtley grounds deliver this. We have also been working on refreshing some areas of the building to bring in more colours. We have reinvented the staff seating area and our residents' activity room providing more sensory stimulation and bringing the outdoors indoors.

Bringing calm to the workplace through my own calmness is important to me. When I feel calm and I practice positivity, I feel more motivated, happier within my job and more connected.

It is especially important to



stay calm in our line of work because when we are calm, we can think more logically,

which helps us to make some of the more difficult decisions.

The power of positivity

A positive attitude makes such a difference. With a positive and calm approach, I find that I feel less stressed and more in charge of my day. When I drive into work, I enjoy spending a few minutes looking at the flora and fauna which we are surrounded by here. From my office window I am lucky enough to see the beauty of colourful plants and flowers. The grounds at Birtley create zen for me.

I try to create a mantra-like experience for my team and our residents too with motivational prints which are

displayed around the home via posters.

Daily interaction with phrases and images that promote peace, calm, and tranquillity for our mindset, can remind us to practice mindfulness at work. This is so beneficial for our team and our own wellbeing.

Sylvia Indycka
Registered Manager



Summer Activities

As an activities department, we're always prepared, whatever the weather. Come rain or shine, we love to keep our residents entertained. And this year, we've been more grateful than ever for our exceptional outside space at Birtley – enjoyed and loved by so many of our residents. Tina Bell, Head of Activities, looks back on the summer activities of recent months.

Gathering together and hosting our annual Birtley events once more has given everyone a boost this summer.

Summer Strawberryfest!

Every year we host our annual Strawberry Tea and this year the strawberries had never tasted sweeter! It was so lovely to gather in the Rose Garden again and enjoy some delicious treats with our residents, all made from hand-picked strawberries in our garden.

Enjoying the grounds

We have taken many walks with our residents, and many have enjoyed sitting quietly in the shade, soaking up the views, and enjoying a tranquil moment. It is so important for their wellbeing.

Crafts, games, and music

On rainier days, of which we've had many, we have run our normal schedule of crafts and games, and

“It was so lovely to gather in the Rose Garden again and enjoy some delicious treats with our residents, all made from hand-picked strawberries in our garden”



have added many other activities to our itinerary. It has been a joy to welcome musicians back to Birtley House – a pastime that our residents enjoy immensely. We recently enjoyed a piano performance by Kevin Jacot and it was wonderful to see so many happy faces watching on.

Poetry and the written word

Activities that spark memories have been a great success in recent months, as well as poetry recitals. We're so lucky that our residents enjoy reading to each other and being read to.

One of Social Activities Coordinators, Ann, reorganised

our library recently and made such a fantastic job of it, with everything logged and organised online.

We look forward to introducing more and more new ideas in the months to come and will strive, as always, to keep our activities programme fresh and appealing.

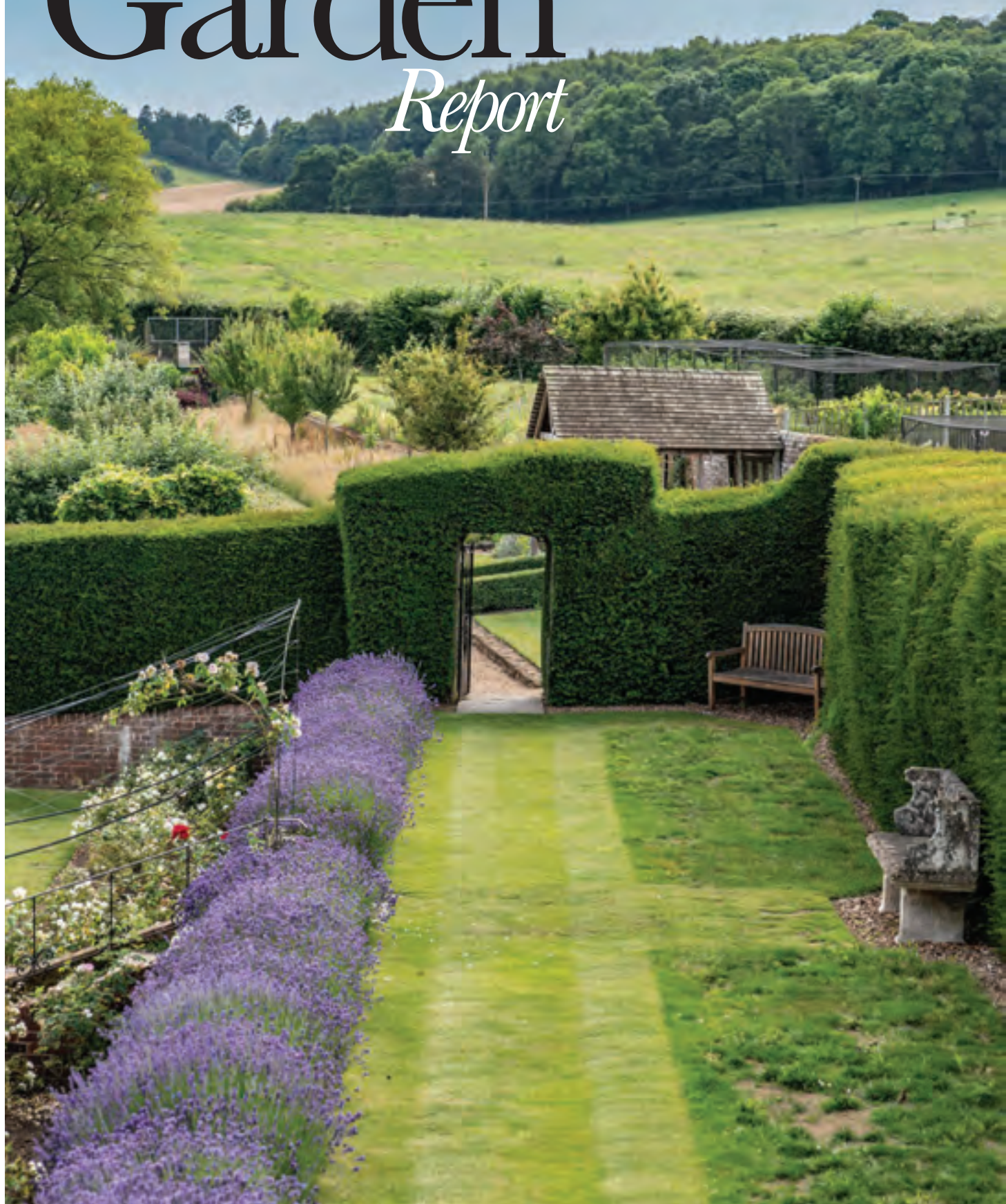
And for the remainder of the summer you'll find us taking more trips around our grounds, walking, and chatting with our residents in these beautiful surroundings.



Tina Bell
Head of
Activities and
Wellbeing



Summer Garden *Report*



Summer is our favourite time of year at Birtley House. The gardens never look better than when they are in full bloom.

In each edition of House & Home, Head Gardener, Matt Miller, updates us on the latest news from the Birtley House gardens.

In the middle of June and July, temperatures were in the high 20s and we were following the shade around the gardens to avoid working in the midday sun.

We struggled to keep up with the watering of our newly planted vegetables and the summer hanging baskets. Today, as I sit here writing this report, I'm watching torrential rain fall and small inland lakes forming all around the kitchen garden.

Welcome to the British summer time!

Despite the setbacks of this year's weather, one of the frostiest Aprils on record followed by one of the wettest Mays, all is as calm and as under control as it can be out in the gardens.

Gardening, on the whole, is about managing and controlling the uncontrollable. All is serene now, but a lot can happen in a garden in a week, particularly during this time of the year.

The last of our veg has been planted and we'll soon be harvesting the first of this year's new crops. The *halow* team has already picked hundreds of stalks of



rhubarb, spears of asparagus, and stems of purple broccoli. And they've done a fantastic job of planting up their new raised beds!

I've also widened the main grass path, making access to the top of the garden more wheelchair friendly. And I've tidied the area outside the polytunnel making a cleaner space for any residents wishing to come up and do some potting.

The gaps have been filled in the Long Walk with all the cuttings I've taken along with self-seeded plants that have been collected. It's all filling in nicely and we now have cane wigwams for perennial sweet peas to clamber up creating a bit more height. This autumn I'll be starting to reduce some of the larger clumps of herbaceous plants that are taking over as they wander about through the border.

Two years ago, new metal

archways were erected in the secret garden for the Wisteria to scramble across. To fit them in I had to prune the plants quite hard to reduce their top growth and now they're starting to grow up and over the arch creating a Wisteria Tunnel. The pendulous flowers hang down at head height so anyone walking through can fully appreciate their incredible scent.

Throughout the rest of the garden Sam and I continue to mow, edge, and weed to keep everything tamed – holding back the wildness for another few weeks. Even one missed day, like today's washout, can hamper our progress and suddenly we're playing catch up again.

But that's half the fun of it, safe in the knowledge that each weedy corner is being left this week to attract some insect life. It doesn't always have to be completely under control!



Matt Miller
Head
Gardener





sampling Sweet

Success



Sweet C's Handcrafted Chocolates is a Surrey chocolatier. We asked founder and owner, Caroline Hill, to tell us more about her enviable role in the world of chocolate.

What is the history of Sweet C's Handcrafted Chocolates?

I first started working with chocolate at the beginning of 2017 after I was given a chocolate tempering machine as a gift by my husband.

I enrolled on a chocolate course led by master chocolatier, Mark Tilling, where I learned a great deal about working with chocolate.

It was at this time that I formed my own chocolate workshop to try out various recipes inspired by my love for chocolate and baking.

Soon there were many volunteers, willing to taste my fruit, alcohol, and caramel chocolates.

Encouraged by family and friends, what started as a hobby became a business and Sweet C's Handcrafted Chocolates was born.

What did you do before starting your chocolate business?

My background is a world away from chocolate making! My previous job was in television production at the BBC, working on programmes such as Only Fools and Horses, Bread, Just Good Friends, and Alas Smith and Jones to name but a few. So, quite a career change!

But I have always enjoyed baking for our large family. One of our children was dairy intolerant, so I had baked using dairy-free recipes for some time. It's one of the reasons we offer dairy-free and vegan chocolate bars as part of our range today.

What do you love best about the work that you do?

Very simply, it is to watch what we have created giving pleasure to all our customers.

We are most proud of

our milk chocolate, and gin and orange chocolates. They give a great flavour profile and are very popular with our customers!

What is the secret to making excellent chocolate?

The secret is to get the tempering right.

This is the process where the chocolate callets (chocolate bars, chips or squares) are heated and cooled to produce perfect tempered chocolate. This gives the finished product a shine and snap that will not melt in your hand.

We ensure that our workshop has a humidity level no greater than 50% and a working room temperature around 20 degrees otherwise the chocolate will not successfully temper.

Where do you make your creations?

All of our creations are made in our chocolate workshop in Little Bookham where we spend each day tempering chocolate in both our tempering machines, filling moulds with chocolate and fillings, and packaging our chocolates for customers.

How did you become acquainted with Birtley House?

Sweet C's Handcrafted Chocolates first became acquainted with Birtley House when we created little chocolate hearts for the residents to enjoy for Valentine's Day. Since then, we have also delighted the residents with our Easter eggs and chicks – all handmade including the knitted chicks that sat on our eggs!



Caroline meeting HRH Prince Edward, The Earl of Wessex, at Birtley House

Sweet C's Handcrafted chocolates can deliver to your doorstep. If you would like to order from their delicious range, please email sweetc.chocolates@icloud.com or visit www.sweetc.co.uk



1

The Top 5 **Tranquil Spots** *of Birtley*

In this issue, we reveal our favourite spots on the Birtley Estate where we like to take a quiet moment, unwind, and relax:



2

1. **The Secret Garden** – everyone's favourite quiet spot, with the view down the wisteria-clad arches, through the hole-in-the-hedge and towards the pond.
2. **Under the Medlar Tree** – a handy spot to stop during your long walk along the Long Walk – just listen to all the bees!
3. **The Rose Garden** – Planted in memory of the Queen Mother, the Rose Garden is a beautiful place to sit and relax.
4. **Down by the Lake** – get away from it all and relax while watching our wildlife.



3



4



5

5. **The Summerhouse** – reached by the little winding path, this is one of the most popular spots to sit and take in the whole of the garden.

And for those more adventurous types, nothing beats the peace and tranquillity of a walk through the Birtley woodland – if you're lucky, you might even spot some of the deer that live there!

Mews Musings

Birtley Mews is a unique development of eight independent living apartments situated in a peaceful courtyard setting behind Birtley House.

In this edition of House & Home, our Mews Warden, Ianthe Wicks, shares the individual musings of our Mews residents on what they love about living at Birtley House.

- Two boiled eggs, and a cup of tea with the morning paper – and the golden pheasant comes to call.
- A gentle breeze flows through the flat to stir the curtains on a hot day.
- The mewing call of kites as they circle the grounds overhead.
- Potting plants to bring home-garden cheer for summer hospitality.
- A regular morning walk, perhaps allowing a rest on a bench to contemplate the expanse of the view.
- Morning coffee, toast, and marmalade in the freshness of a half-open balcony door.
- The constant source of entertainment from feeding birds at abundant bird tables and balcony contraptions.
- A quiet reading spot outside, sunhat on, in the afternoon sunshine.
- The spotting of a solitary deer grazing in the long farmland grass.
- Watching the sunset display, unique to the day, as it travels across the horizon throughout the year.
- Sharing afternoon tea and cake on the comfort of shaded garden furniture.
- Relaxed pre-lunch chat over drinks and canapés on a Sunday.
- Time to sit a little longer to listen to Alexa's infinite music selection.
- Friendly interaction as people pass by through the flower-tended courtyard.



Was it destiny?

Caroline Whalley, director at Birtley House, has been a part of the Whalley family for fifty years. In this edition, Caroline shares the heartwarming story that brought her to Birtley House.

Growing up in South Africa, I was aware of Birtley House and the Whalley family in England ever since I can remember; writing thank-you letters to my godmother June (Whalley) for sending me presents.

And indeed, the Christmas card from the Whalley family was usually one of the first to arrive each year and had prime position on our mantelpiece!

Simon and I joke about our arranged marriage but with our 50th wedding anniversary next April, we can confidently say it's worked! My mother, Biz, and Simon's mother were very best friends having first met up at First Aid classes run by

Dr Lloyd Driver (founder of the Nursing Home).

During the war, June lived at the original Nursing Home in Loxwood. With Dunsfold Aerodrome nearby, the young June met Dick Whalley who was in the Canadian Air Force. My mother was a guest at Dick and June's wedding in Alfold Church in 1944, and when Simon was born in 1945, she was asked to be his godmother. By this time, the Nursing Home had moved to Birtley House with Simon's grandparents in charge. Several family members playing their part in the business – a common thread that runs through each generation!

Seven years later and Mum had emigrated to South Africa where she married

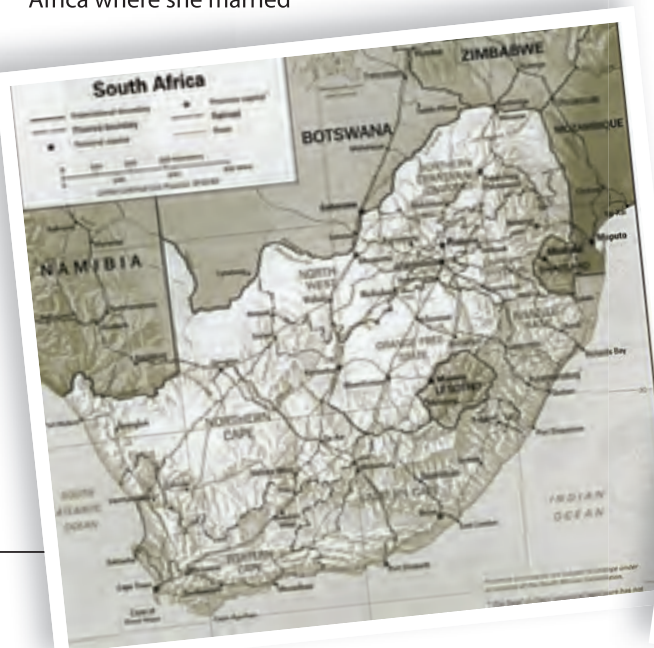


“It wasn't until I was 11 that I first set eyes on Birtley during a family holiday to the UK.”

Francis Baker. When I was born, not surprisingly, June received a letter asking her to be my godmother – with the comment “Now I have a daughter for your son!”

It wasn't until I was 11 that I first set eyes on Birtley during a family holiday to the UK. I do recall being rather annoyed that, as the eldest, I had to look after my sister and brother while my parents took Simon and his brother out from boarding school for a meal. I wasn't

Simon with his mother and brother Nigel



allowed to meet them yet!

Fast forward to 1970, and I was rising 18, when godmother June invited me to come to Birtley for six months where she would teach me to cook; I would go to Scotland with them, and Simon and his brother would escort me to various events and be my "big brothers!"

This all sounded too good to be true and I was able to experience an English Summer and a white Christmas which I had always hoped for! I really didn't want to leave but somehow knew I would be back one day!

During the next year and a half, Simon travelled to South Africa as much as he could but otherwise, we had to be content with letters. The result? The next time I arrived at Birtley, I was Mrs. Whalley!

For 25 years Simon and I lived in Wiltshire where we brought up Frank and Tim who you all know well! We returned here for Easter,



Caroline as a baby with her mother, Biz (above) and a young Caroline (right)

Christmas, and family occasions, and it was always that very special place that we all loved coming to.

When in 1997, having always firmly said I would never work in the Nursing Home, we came back to support Simon's father, who had been widowed for many years, it was a light-bulb moment for me as I suddenly realised what I could do to help the business.

Activities were only just being introduced into care homes and with my background in teaching, I

found that very similar skills encouraged our residents to participate in meaningful and imaginative activities.

I can honestly say that the whole journey of developing the activities department with, of course, the help of wonderful colleagues along the way, has been extremely fulfilling and rewarding.

Twenty-four years on and having passed the baton for the activities department to our very capable Tina Bell, with whom I have worked for over nine years, it's time to move direction slightly. I do so confidently, knowing that our residents will always be entertained, stimulated, and occupied in a way that is special at Birtley.

But you know that I won't be able to keep away entirely, so I envisage my role to be more as a companion to anyone who wishes to have a chat over a cup of tea or a walk around our gorgeous gardens.

I shall enjoy all the special events and, in keeping with the theme of this newsletter, maybe my role will be a more tranquil one!



Caroline Whalley
Director





"Enjoy and be happy with whatever you have got so 'make the most' of your circumstances. Let simple things capture the mind and go outdoors as often as possible!"



"Always be forgiving. We have all done things we have later regretted, so please forgive any injury done to you. Life is too short to go through it with grudges or hate in your heart"



"Some people imagine things that are good and bad, and it is easy to just focus on the bad things going on in the world. We should shine a light on the good things more often"



"If I had my time over again I would learn another language"



"One of the most important things is to travel and to step outside your comfort zone as often as possible"

words of wisdom

We are passionate about helping others to build their careers at Birtley House, so we were delighted when the granddaughter of one of our residents approached us about a temporary opportunity. We asked Molly Mclean to share her experience of working at Birtley House and divulge some of the wonderful insights she has gleaned from our residents during her time with us.

I am thoroughly enjoying my time working at Birtley. Everybody is so friendly, and the atmosphere is lovely. And of course, the gorgeous surrounding grounds make it a beautiful place to work. My Grandma has been a resident here for a few years, and loves staying here, so I knew I would be in good hands working here.

I am currently taking a year out before starting university in September. After managing to travel before Christmas, I was looking for a job and Birtley kindly offered me one as Admin Support Assistant. The role entails a variety of responsibilities. In the mornings, I help Lulu on reception; answering phone calls and emails, checking in visitors, as well as lots of little jobs whenever they come up. Lulu has a hugely creative side as well so she has showed me the ropes on making signs and posters, which I have found

extremely helpful.

After lunch I assist Tina, Head of Activities at Birtley, with the games and exercises that she plans so brilliantly for the residents. There is such a wide range of activities, and I very much enjoy exploring my (extremely talented) artistic side when doing arts and crafts! I love getting to know the residents and having a good chat with them over a nice cup of tea.

This led me to have an idea for a little project I wanted to start. I have always been fascinated by other people's perspectives, so I thought it would be interesting to ask each resident for their life advice to younger people. The residents at Birtley have all lived full lives, so I wanted to see what pearls of wisdom they had gained over the years.

I have received some great responses. If I had to pick a favourite quote it would be this one: *"Always be forgiving."*



Molly Mclean

We have all done things we have later regretted, so please forgive any injury done to you. Life is too short to go through it with grudges or hate in your heart".

I have gained so much from my work in reception and have learnt a lot in a short amount of time. And I have grown more confident in my customer service skills – my heart no longer jumps when the phone rings! I thrive when I am working with lots of people, so I am extremely grateful to Birtley for taking me on and allowing me to be part of such a great team.

Thank you to all the staff for welcoming me into the Birtley family.

Molly Mclean



Wildlife in abundance at Birtley House; roe deer doe and fawns, badgers, goldfinches, and a slow worm

Going wild at Birtley

Birtley has a long history going back to at least the 13th century. It occupies a sheltered spot right on the northern boundary of the Weald, surrounded by the greens and hills of the Surrey Hills Area of Outstanding Natural Beauty.

The 48 acres of the Birtley Estate comprise a wide range of habitats which in turn provide homes for many different species. Although the site is busy with many different activities, there is sufficient space and cover for many to breed successfully. We are connected to areas that have a continuity of good habitat (and mindful owners) that help foster the sense that we are in a very special place.

The gardens are well cared for but not over manicured with many areas left with wildlife in mind – recognised when we won a Gold Award for *Wildlife Gardening from*

the Surrey Wildlife Trust in 2019.

The main house and outhouses provide numerous habitats with a summer festival of house martins nesting under the eaves (where they compete with house sparrows for the best sites). Both species suffered a decline around the turn of the century but have made a comeback. The range of small birds has dropped nationally, and we have seen many of the finch species decline.

Thankfully, the gorgeous goldfinches are still very active here and we have recently seen a few bullfinches return. There are always some chaffinches around too. My parents reported one hawfinch in their bedroom in the 1960s but not to be seen again.

Predatory birds are numerous at Birtley and include breeding kestrels

and buzzards, regular visiting sparrow hawks, red kites, peregrine falcons, and occasional hobbies, ospreys, and goshawks. Combined with a surplus of the crow family (including occasional ravens) this does make life hard for many of the birds and smaller mammals.

The mammal population is very strong here with a large badger sett at the southwest corner of the wood and many others in neighbouring areas. My wife and I see badgers regularly at the Lodge. Foxes and roe deer are also frequently spotted. Other predators include stoats, weasels, and mink and, recently, polecats which we think have been re-introduced as the nearest natural population is in Wales!

Our grey squirrels are a bit of a pest as they damage tree bark and although we no longer have water voles, we do have several species of voles, mice, and shrews. Dormice have been seen over the years but not recently.

The lake is well populated with trout, American crayfish, and a good range of aquatic species, many ducks, geese, moorhens, coots, and occasional little grebes and water rails. Toads, frogs, and newts do occur as do slow worms and grass snakes – but no adders.

The insect life is very varied with many old trees (especially the 400+ year old oak in the parkland) fostering a wide range of species – some found by the Surrey Wildlife Trust which had not been seen in Surrey since the 1970s!

As my family know, I could go on about our wonderful wildlife for hours, so I had better stop and tell you more another time!



**Simon
Whalley
Chairman**



Our 400+ year old oak tree



The value of diversity

In a social care environment, equality and diversity are extremely important. Every resident and staff member is an individual person and their broad range of backgrounds and life experiences can enrich a care setting. Tim Whalley, Nominated Individual, explains how diversity is embraced and celebrated at Birtley House.

Whilst the ethnicity of Birtley's residents is almost entirely predictable (and reflects the fact that our borough of Waverley had more than 90% of its population identify as White British at the last census in 2011), the fact that so many of you and your families have lived abroad for periods of your lives brings a wealth of interesting experiences, knowledge, and perspectives to our Home.

Staff diversity

Likewise, we benefit from the diversity of both age and cultural background amongst our staff. Of the 84 staff employed across the Home and Mews, we currently employ 38 staff from nationalities outside the UK and have 13 different nationalities represented. Our staff range in age from 19 to 70-something (he says tactfully).

This diversity brings its own challenges from the point of view of building a

team and living together in a close-knit community. For example, with a significant number of staff who speak English as a second language, it is essential that patience and understanding are at the heart of all our interactions. Nevertheless, I feel strongly that we must nurture and celebrate all our differences as this is a fundamental part of what makes Birtley the vibrant and special place it is.

A team to be proud of

That well-known phrase variety is the spice of life which gives it all its flavour, springs to mind and whilst I could go off on a tangent and talk about Steve and the fantastic team in the kitchen (as recently interviewed for Radio 4's The Food Programme), my intention is to reflect on the importance of respecting each person's individual background and life experiences and to recognise the strength that



We must nurture and celebrate all our differences as this is a fundamental part of what makes Birtley the vibrant and special place it is

this diversity brings to our community.

I recognise that each generation holds on to certain prejudices that can be hard to let go – I, myself, find the current debates around gender identity complicated to say the least – and accept that an equal degree of tolerance will often be necessary to maintain a happy and healthy community.

If we take a moment to consider this remarkable concentration of wisdom, life experience and cultural diversity in our Home, I'd challenge us all not to miss out on the opportunity to share these perspectives with each other, to embrace all our core values, especially Kindness and to continue to make positive changes in ourselves - whatever stage of life we're at.



Tim Whalley
Nominated
Individual

The Birtley Bulletin

News and celebrations
from Birtley House

Congratulations to...

Monica Bejan, Senior RGN, who gave birth to baby boy Gabriel on 6th May

Mirela Simion who was promoted from Senior RGN to Clinical Lead Nurse.

Sylwia Indycka, our Registered Manager celebrated her three-year anniversary with Birtley House in early July.



Sylwia said, "This month marks my three-year anniversary at Birtley House, and what an incredible three years it has been. Special thanks go to the amazing owners of Birtley, who make this place so unique.

The support of staff and residents at Birtley House has been remarkable – especially for the ideas and innovations that I have introduced to the home.

Each person plays a very special part in my day-to-day work and my achievements as a manager at Birtley, for which I am most grateful.

Thank you!"

... and the very best of luck to:

Jo-Anne Pimenta - Care Assistant

April Hutchinson - Housekeeping Assistant

Melinda Derecho - Care Assistant

Steph Parker - Care Assistant

Debbie Coster - Care Assistant

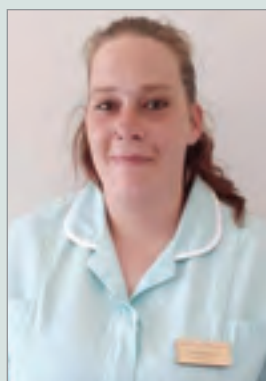
Becky Wichmann - Care Assistant left 30th June

Wendy Parsons - Receptionist and Mews Warden

A warm welcome to:



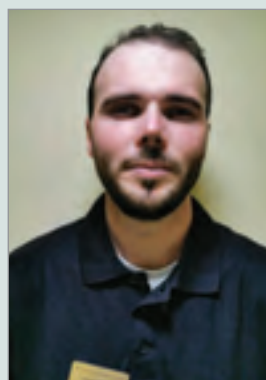
Edinah Zulu - RGN, who has joined Birtley as a permanent member of staff. Edinah has worked with us for the past year as an agency nurse.



Anne Hopkins -
Care Assistant



Anna Wasiak -
Housekeeping Assistant



Mitchell Staite -
Household Support
Assistant



Debraj Gurung -
Care Assistant



Birtley
House



KINDNESS • INTEGRITY • POSITIVITY • ADAPTABILITY

House&Home

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www.birtleyhouse.co.uk

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