

THE BURLINGTON POST



10
Review score by
residents and families
on CareHome.co.uk



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Santa's Burlington Grotto Brings Festive Magic to the Community

On Sunday, 15th December, The Burlington Care Home was transformed into a winter wonderland for Santa's Burlington Grotto, a magical festive event that brought together residents, families, and children from the local community for a day of Christmas cheer.

Throughout the day The Burlington welcomed excited children who eagerly met Father Christmas, shared their Christmas wishes, and received a special gift to take home. Families enjoyed seasonal refreshments, festive decorations, and heartwarming moments spent alongside The Burlington's residents, who were delighted by the joyful energy throughout the day.

Margie Gonzaga, Home Manager at The Burlington, reflected on the day: "The smiles on the children's faces and the joy they brought to our residents made this event truly magical. Christmas is about togetherness, and seeing generations coming

together to celebrate was truly a beautiful moment for all of us."

Residents and families alike embraced the festive spirit, with plenty of laughter, photos, and stories shared. Santa, comfortably seated in his grotto, creating cherished memories for all who attended, proved to be the highlight of the day.

Kirsty Ford, Admissions Manager at The Burlington, added: "It was wonderful to see our home filled with so much joy and excitement. Santa's Burlington Grotto created connections, not just between families but also with our residents, who thoroughly enjoyed the festive atmosphere. A big thank you to everyone who joined us!"

The Burlington team ensured every detail of Santa's Grotto created a welcoming and joyful environment, complete with twinkling lights, a beautifully decorated tree, and holiday treats. This event demonstrates The Burlington's commitment to creating opportunities for residents to connect with the wider community.

Perfect 10 out of 10 on Review Site Carehome.co.uk

The Burlington Care Home by Boutique Care Homes, has achieved an exceptional rating of 10 out of 10 on the independent review platform carehome.co.uk. This accomplishment places The Burlington as the number one rated care home in Shepperton and Spelthorne and among the top four of over 350 care homes across Surrey. This prestigious rating reflects The Burlington's dedication to excellence across all aspects of care, from personalised support and a warm environment to enriching activities.

Carehome.co.uk is a trusted platform where residents, families, and professionals share honest reviews about their experiences at UK care homes. As a leading source of independent feedback, it provides invaluable insights for families seeking quality care for their loved ones. Reviews on carehome.co.uk hold particular importance as they offer a transparent, real-world look into the quality of care and lifestyle provided, with ratings based on criteria such as facilities, care, activities, and environment. The 10/10 rating is a testament to the consistent quality and satisfaction that residents and their families experience at The Burlington.

Ameet Kotecha, Founder and Managing Director of Boutique Care Homes, shared his pride in the team's achievement, "This recognition is a testament to the dedication, compassion, and expertise of our team at The Burlington. At Boutique Care Homes, we are committed to setting a new standard for quality care, ensuring our residents feel safe, supported, and truly at home. It's incredibly rewarding to see the positive impact we have on families and to know that our work makes a meaningful difference."



The Burlington Collaborates with CREST Cancer Support

The Burlington is proud to announce a partnership with CREST Cancer Support, offering free use of its Therapy Room once a month for the charity's Supportive Therapy sessions. This collaboration will allow a beauty therapist to provide Indian head massages, enabling those in need to enjoy a relaxed and peaceful environment as part of their care.

CREST Cancer Support stands out in the charity sector by offering vital support not only to cancer patients but also to their families and carers. This holistic approach recognises that the emotional and psychological toll of cancer extends beyond the individual diagnosed, and CREST's volunteer-run services are dedicated to improving the quality of life for all affected.

Kirsty Ford, Admissions Manager at The Burlington, expressed her enthusiasm for the partnership, stating, "Supporting invaluable local services like CREST is essential in our mission to foster community wellbeing. By providing a dedicated space for their therapy sessions, we can play a role in enhancing the lives of those impacted by cancer and offer them a sense of comfort and care within our home."

Karen, a volunteer at CREST Cancer Support, added, "We here at CREST Cancer Support feel so fortunate to have been contacted by Kirsty. Her offer to host our monthly Indian Head therapy sessions is invaluable. Kirsty is such a warm and generous person, and we are looking forward to sharing a long relationship with both her and The Burlington team."

For more information about CREST Cancer Support and the therapies offered, please call 01784 613 971.



Life Story

The Incredible Story of our Resident: Jennifer Roberts

Jennifer Roberts was born on 16th February 1936 in Shanghai. Her early childhood, particularly the first four years, was a privileged one as the firstborn child of expatriates living in China at the time.

In 1940, Jennifer and her family were forced to leave Shanghai just before the arrival of Japanese forces. They left behind many treasured possessions and boarded one of the last passenger ships to pass through the Suez Canal before its closure for the remainder of the war.

Upon arriving in England, the family settled in Dorset, near Jennifer's maternal grandmother, while her father was stationed elsewhere until the war ended. In 1943, her sister Carolyn was born, and shortly after, the family moved to Walton-on-Thames. Jennifer and Carolyn attended school in nearby Weybridge.

After completing her schooling, Jennifer spent time in Switzerland at finishing school, where she became fluent in French. On her return to England, she pursued a foundation course in Art at Guildford, which led to her first role at Asprey's on Bond Street in London. At that time, Asprey's had an interior decorating department, and Jennifer greatly enjoyed assisting clients with decorating choices for some of London's grandest homes.

In 1959, Jennifer married her husband, Kenyon, at St Erconwald's Church in Walton-on-Thames. Kenyon had trained at the Royal College of Music and built a successful career working with ITV in its early days, composing music for advertising and BBC drama throughout the 1970s and 1980s. The couple set up their home in West Byfleet, where they remained for many years.

had three children: Lucy, Tim, and Peter. The family only moved once a couple of years before Kenyon's death in 1998 from prostate cancer at the age of 75.

While raising her children, Jennifer took on various roles, including working in a local restaurant and a China shop. Later, she secured a position with a company transporting shipping containers across the Irish Sea. This role required frequent travel, including visits to transport managers across the South East and research trips to seaports. Despite the challenges, Jennifer excelled in this role.

Today, Jennifer's daughter Lucy lives in Worcestershire, has four grown-up children, and works part-time as a specialist in the treatment of problem scars. Tim works in risk management for a large building society and lives in Hertford, while Peter is a designer based in Central London. Her sister Carolyn is now retired and resides in Odiham, Hampshire.

Jennifer has been an active member of the Catholic Church throughout her life, including leading her parish's flower arranging group for many years. Her faith remains deeply important to her. Classical music was ever-present in the Roberts household, with every family member playing an instrument. Jennifer also maintains a deep appreciation for the Royal Family and beautiful things, and she continues to find immense joy in reading newspapers and magazines.



Team Recipe: Grace Palmers's

Vanilla Cupcakes



 30 mins

INGREDIENTS

Vanilla cupcakes x12

- 220g softened butter
- 220g golden caster sugar
- 4 eggs
- 5 teaspoons vanilla essence
- 5 teaspoons bicarbonate
- 220g self-rising flour

Butter cream

- 500g softened butter
- 1 teaspoon vanilla essence
- 300g icing sugar
- 3 tbsp milk

METHOD

For the cupcakes:

1. Heat oven to 180 c
2. Whisk softened butter and golden caster sugar together until smooth, then add in the eggs, vanilla essence self-raising flour and bicarbonate
3. Continue to whisk all together till the mixture is smooth
4. Then spoon into your cupcake holders
5. Bake for 15 mins until golden brown

For the butter cream:

1. Whisk softened butter, vanilla essence, icing sugar, and milk together
2. When the cupcakes cool down you, can decorate with the butter cream



Celebrating Long Service at The Burlington

Congratulations to our team members who have recently achieved long service milestones. Thank you for your ongoing dedication and commitment. The following members of the team have been awarded their 3-Years Service Award from The Burlington:

- ★ Jianhong Guo, Care Assistant
- ★ Bobby Pereira, Head Chef
- ★ Joy Clark, Receptionist and Admin Assistant

Congratulations



Spreading Festive Cheer in Our Community

Christmas is the season of giving, and at The Burlington, we believe in spreading kindness and festive cheer throughout our community. Over the festive season, our Admissions Manager, Kirsty, dedicated her time to delivering beautifully curated goodie boxes, carefully prepared to bring smiles and joy to those around us. These thoughtful gestures reflect our commitment to giving back and sharing the true spirit of the season with everyone we connect with.



A Magical Visit from Santa Claus

Santa paid a special visit to The Burlington, filling the home with smiles, laughter, and festive cheer. Residents and team members enjoyed the magical atmosphere as Santa spread joy and created heartwarming moments. It was a special day, reminding us of the simple happiness that comes from sharing the festive season together.

Magical Handcrafted Nutcracker Creations

Our residents have been busy elves, creating stunning nutcrackers entirely from scratch. From painting to assembling, every detail was crafted with care, creativity, and plenty of festive spirit. The proud smiles on their faces say it all—it's been a joyful and rewarding project. A huge well done to our talented residents for bringing these wonderful creations to life!



The Burlington is a true gem. After having worked in many care homes in Australia, I can truly say The Burlington is one of a kind. Words cannot describe the kindness of the staff, from the warm welcome at the reception to the carers you meet. I really hope this is the future of care homes and I truly believe there is hope for our elderly population with this standard of care.

Granddaughter of Resident



Recognition Awards for our Outstanding Team!

Thank you to all of our team members for your ongoing dedication in ensuring the wellbeing of our residents. The winners at The Burlington are:

- ★ **Outstanding Care & Compassion**
Marie Benham(Days) & Tania Molai (Nights)
- ★ **Outstanding Customer Service**
Zoe Coates
- ★ **Outstanding Contribution**
Hyacinth Dongayen
- ★ **Outstanding Leadership**
Andreea Lupu
- ★ **Values Ambassador**
Pallavi Pallavi

Big Boutique Bake Off Winners



Our Big Boutique Bake Off showcased incredible creativity, teamwork, and a shared love for baking, bringing residents, families, and team members together for a delicious celebration. From cookies and cupcakes to stunning showstopper cakes, every entry told a story.

- ★ **Best Cookies & Biscuits**
The Burlington – Cookies
Brampton Manor – Biscuits
- ★ **Best Cupcakes & Muffins**
The Burlington – Cupcakes
Brampton Manor – Muffins
- ★ **Best Showstopper Cake**
Brampton Manor – Winner
The Burlington – Special Mention

A huge thank you to everyone who took part—the creativity and teamwork was truly inspiring. For the full highlights, please visit boutiquecarehomes.co.uk.

Upcoming Events At The Burlington

January

- **Monday 20th**
Brew Monday Afternoon Tea
- **Monday 27th**
Live Performance from Singer, Nate

February

- **Friday 7th**
Charles Dickens Day
- **Friday 14th**
Valentines Day Live Performance

March

- **Thursday 6th**
World Book Day
- **Sunday 30th**
Cheese and Wine Afternoon

For event details and timings or upcoming Relatives and Residents Meetings, please contact The Burlington.

Coffee Connections

Third Wednesday of the Month (10am - 12pm)
Delicious cakes, hot beverages and a chance to make new friends



7 Days a Week
Blues and Brews Coffee Drop In
Refreshment breaks for busy healthcare professionals and emergency services



Dementia Friends Cinema Club
First Friday of the Month (2:30pm - 4:30pm)
Reminisce and unwind, watching timeless classics, evoking fond memories.

THE BURLINGTON

BY BOUTIQUE CARE HOMES

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