



The Newsletter

THE VOICE OF THE VILLAGE

ISSUE
20

WINTER/
SPRING
2017

A NEW MEDICAL CENTRE AT MIDDLETON HALL



Over the last few months Middleton Hall has been in discussion with the partners at Felix House Surgery about the future of the Middleton St George practice. Following little progress on the proposed new site, Middleton Hall has stepped in and offered to provide a site for a temporary GP surgery to ensure a medical practice remains in Middleton St George. The temporary surgery would be provided in portacabins alongside a new car park in the field on the east side of

the back drive for a period of up to two years. The practice would be accessed via this Yarm Road entrance opposite the Virginia Estate and the driveway would be widened creating a two lane drive and safe pedestrian access.

This has now been agreed in principle by all parties, subject to a temporary planning application. The NHS is working with us to potentially have this in place as early as April 2017.

We have also agreed with the NHS,

CCG and the partners of the practice that Middleton Hall would be a great location for a permanent medical practice. This provides an opportunity to develop an innovative medical centre to meet the future needs of the local community, resulting in an improved medical service for our own residents, as well as interesting possibilities for working collaboratively with the surgery in the future. With support, planning permission for this will be applied for in 2017.

WHAT'S INSIDE



Celebrating 20 years at
Middleton Hall



Progress on Middleton Oaks



The Launch of the
Lavender Girls



MIDDLETON OAKS TAKING SHAPE

The construction of Middleton Oaks, the new £1.5m family style living centre continues to progress well. The team from Walter Thompson, the contractors for this project has been extremely busy over the winter period and the centre is really beginning to take shape.



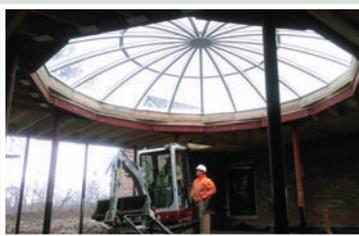
The project has caused minimal disruption to Middleton Hall except for a few large wagons on the driveway from time to time. The Middleton Hall team has worked closely with Walter Thompson and staff have been able to visit and tour the site to see its progress. An in-house

project team covering all the different disciplines meets regularly to discuss and co-ordinate the many decisions required for the new centre.

Middleton Oaks is due to open in late spring and will provide 2 households with 8 en-suite bedrooms each. The retirement village which currently employs 160 people, aims to recruit another 10 members of staff. A major recruitment drive took place in January looking for people who share our values to be part of this innovative service. New staff are planned to be in post by April to undertake a month of familiarisation and specialised training.

Open events for visitors will be organised when the project is completed for people to view the new centre and all that it offers.

Middleton Oaks will provide opportunities for active participation and the chance to live and thrive in a similar manner to the way they



Construction of the Winter Garden

would at home. This way of living is particularly suitable for people with dementia.

Individual support is achieved by having a maximum number of eight residents with a high staff to resident ratio. Residents are involved in their own cooking, housework and

gardening activities as well as recreational hobbies such as baking and growing their own vegetables.

Residents regain their self-confidence and independence by focusing on what they can still do, which gives people a sense of pride and achievement, no matter how small the task.

Jeremy Walford, managing director of the retirement village, said;

"We're always keen at Middleton Hall to see the person first and we do this by collaboration with the family and resident, getting to know all about their life, goals and aspirations. Having a family environment enables residents to live in a more relaxed, nurturing environment, not bound by routines or times".

Doreen Dowson, a family relative described her thoughts on this mode of care.

"All residents are encouraged to help in the daily running of the household, with staff helping each resident according to their abilities and level of help required. Middleton Hall's commitment is that you can live well with dementia and residents certainly do that. The staff are truly dedicated to their happiness and well-being at all times."

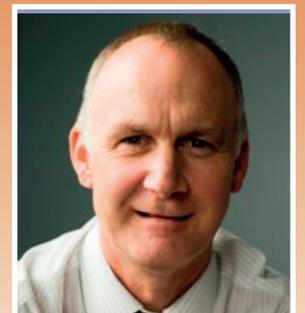


MIDDLETON OAKS
Family Style Living

NEW CONSULTANT APPOINTED

From January, Middleton Hall has acquired the services of an experienced consultant to help with various new projects including the proposed new medical practice.

Lance is a very experienced Nurse who has previously been Group Chief Executive of Care Plus, a large organisation running a wide range of care services. Lance's experience will help Middleton Hall to develop new services planned for 2017, one example being domiciliary care. His previous experience includes working as a Director of Care for a PCT and setting up a Primary Care Practice. Lance has already shared areas of innovative outstanding best practice which coupled with our customer and staff feedback helps shape our service improvement plans for 2017-18.



Middleton Hall Value: Customer Service - Continually improving quality and service to deliver excellence and innovation in all we do

www.middletonhallretirementvillage.co.uk

Tel: 01325 332207



THE BLUES WERE BANISHED AWAY

Staff and residents took it upon themselves to ensure they were not party to the overwhelming gloominess that is normally associated with the third Monday in January, known to many as Blue Monday. Notoriously known as the most depressing day of the year, staff decided to banish the blues in their own unique way.

Staff dressed up as Smurfs and any thoughts of sadness were removed immediately, to be replaced with a little disbelief, huge grins and loud laughter.

All the staff and residents had been asked to compose their own little funny ditties or limericks with the aim of putting a smile on everyone's faces. The pastry chefs and bakers paid their own special tribute to Blue Monday by baking and decorating some Smurf cakes.



The most laughs, after the dance performance by the Smurfettes, were when the limericks and poems composed were shared.

'Middleton Hall is a fab place to be, especially when you are over 50

Lots to do and lots to see, nice food for lunch, great snacks for tea'

LOTS TO CELEBRATE IN 2017

There's a lot going on in 2017 at Middleton Hall with the completion of many projects including the new kitchen, completion of The Waterside, the opening of Middleton Oaks (our new purpose built centre for small group, family style living), the opening of the new Orangery shop, the community centre and the new covered walkway.

It's also the 10th anniversary of the opening of Middleton Court and Middleton Woods.

...How time flies.

FITTER AND HEALTHIER IN 2017

If you are 50 or over, you may be interested to know that Middleton Hall Retirement Village is offering a limited number of monthly Spa and gym Memberships to non-residents.



Membership is £38.00 per month and the benefits of membership include:-

- 10m swimming pool
- Jacuzzi
- Well equipped, air conditioned gym and studio
- The Atrium – an attractive, relaxing seating area
- Beauty therapist offering a wide range of treatments
- Hairdressing salon
- The Orangery, serving a range of drinks, nutritious snacks and light bites, with Wi-Fi access
- Monthly newsletter and What's On leaflets
- A Rewards and Benefits scheme

The Spa is open 7 days a week. You will also be able to take part in Pilates and Tai Chi classes (both for a small extra charge) and enjoy the Middleton Hall grounds including the Woodland Walk and bird hide.

If you would like further information or to arrange a no obligation show round of the Spa facilities, please contact a member of the Spa team on 01325 332207. They will be very happy to help.

Doreen Graham who has been a member for around 7 years commented *"It has been a life changer for me - apart from the fabulous pool and gym, it has turned out to be a very sociable place to be. I've made many friends and we enjoy a chat and a good laugh whilst keeping fit, plus a meal or snack in the Orangery. Last but not least are the staff who are second to none, always welcoming and nothing is too much trouble."*



Middleton Hall Value: Living Well - Ensuring that our community is *living well*

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MIND FULL OR MINDFUL

Throughout life, everyone experiences to a degree situations of stress, anxiety or sadness. This can be experienced whilst supporting partners, relatives and friends through illness or other testing times. In fact three in four people experience some symptoms of poor mental health in their lives. Middleton Hall believes it is essential to support staff and residents well-being.



In autumn 2016, a successful visit was made by two representatives from Darlington MIND who guided both staff and residents through sessions of Mindfulness and the benefits it can bring to our everyday lives. Private sessions were also available to anyone who wanted to speak in confidence about their own experiences. Further meetings have been organised this spring for all our residents and staff to attend. A thank you to Roberta and Christina for their valued input and support.



BRAVING THE ELEMENTS

David Richardson, Alan Grainge and Carolyn Howe did Middleton Hall proud in a show of solidarity when they supported Brian Jones, Mayor of Darlington in his Boxing Day dip.

All three staff members braved the icy waters of the North Sea in Hartlepool for the annual fundraising dip. Hard to believe for some, they all said how much they enjoyed the experience! There was lots of laughter and a great atmosphere as the Mayor and other fearless dippers sported various different costumes.

David Richardson deserves special mention. He raised £230 for the Mayor's charities by completing his own personal challenge. During 2016 he set himself the target of running a very impressive 1,000 miles. The final, thousandth mile was completed as he ran into the sea. A fantastic achievement.

The goal of Living Well is always encouraged at Middleton Hall and David, Alan and Carolyn have gone to extremes to prove it!



FIRST SWIM AFTER 73 YEARS

Kitty Nicholson, 91, came to live at Middleton Hall in April 2016. Throughout her life, Kitty has always been active, working her whole life as a nurse.



Since moving to Middleton Hall she has continued in this active lifestyle and is a shining example, proving to us all that you are never too old to try something new.

In fact Kitty has made full use of our Spa facilities and was delighted to dip her toe in the water once more, after not having swum since she was 18. She is also a regular at the weekly Tai Chi Group and enjoys a daily walk, her favourite being the Woodland Walk around the grounds. One of her favourite events was the fortnight-long Middleton Hall Olympics, held last summer commenting "Ohh yes, I flung myself into that!"

Kitty also loves the challenge of a good jigsaw, plays Scrabble and card games with friends and is pleased to have so many opportunities to socialise such as at coffee mornings, Film Fridays and Wine and Cheese evenings. She feels that having a strong nursing background and having lived in many places around the UK, she is happy to try new experiences, make friends and in turn welcome others to her community. "I think it's lovely. I think we all do"





A STAFF CELEBRATION

With a break in tradition, our annual celebrating success evening was held off site. Not only have the company staff numbers outgrown our restaurant facilities, it also allowed our kitchen and Front of House teams to have a night off and enjoy the evening. The event celebrates the highlights and achievements in 2016 and also recognises our long serving staff. Over 140 years of long service were celebrated this year, with Verna Pritchard, carer being recognised for 30 years long service. It was also 20 years since Jeremy and Lesley came to Middleton Hall when the village began its real journey to making Middleton Hall the special place it is today. The event is one of the ways we thank our staff for all their effort and the fantastic contribution they put in to making it the characterful and friendly place it is. The pictures say it all, capturing what was a great night enjoyed by everyone. Well done to Kirsty for her outstanding efforts of hand free After Eight eating.

INVESTMENT IN OUR STAFF

2017 will see another year of investment into all our staff. Training, upskilling and continual personal development is essential and encouraged for all staff whatever their age. This year will see over 24 staff members committing to professional Diploma training.

Sue Jenkinson, 64, Middleton Hall's Night Team Supervisor has embarked on her Level 5 Diploma Qualification, illustrating that at whatever age it is key to keep on developing and learning new skills to enhance not only personal achievement but the service to our residents. Congratulations to everyone who has committed to this training.



WHAT'S ON?

This year has seen the launch of Middleton Hall's quarterly What's On brochure. This details the range of special evenings in our restaurants, put on by our very talented kitchen team, led by Alan Chambers. If you would like to receive one of these brochures quarterly please contact Caroline Soullier on 01325 332207 or go to our website for more information.



BEST EMPLOYER OF THE YEAR – NATIONAL FINALISTS

In December, Middleton Hall was notified of some excellent news. We are one of just four organisations to be named as national finalists in the Skills for Care Accolades awards.

The awards (specifically ours is for the Best Employer of between 51 – 249 staff) showcase social care organisations that deliver the highest quality care. In mid-November, Skills for Care representatives visited Middleton Hall to assess our practices, policies and results. There was lengthy discussion of how we show an effective approach to recruiting the right people, developing staff to meet the needs of the people they support and how we demonstrate leadership and management best practice. Fingers crossed for a winning outcome.



Middleton Hall Value: Future - Thinking, acting and planning for the *long term*

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INTRODUCING THE LAVENDER GIRLS

At Middleton Hall Retirement Village, we provide homes to older people who wish to live independent lives in a vibrant, safe, stimulating and secure, caring community. The Helping Hand Service provided by the Lavender Girls is a new service offered to our independent residents who need a little helping hand to maintain their independence.

The Lavender Girls offer bespoke packages and provide reliable and flexible services depending on the residents' needs.



THE LAVENDER GIRLS CAN PROVIDE BESPOKE PACKAGES TO SUIT YOUR NEEDS.

SERVICES OFFERED CAN INCLUDE:

- CLEANING (e.g. Oven Clean)
- SHOPPING
- MEAL PLANNING/SNACK PREPARATION
- CHANGING/MAKING THE BED
- LAUNDRY AND IRONING SERVICE
- TIDYING UP
- COMPANIONSHIP - NON CARE
- SEWING (e.g. Small Items)

WILDLIFE AND GARDENING CALENDAR

Set in 45 acres of woodland, parkland and landscaped gardening, it's not surprising that our grounds are one of the reasons why people enjoy Middleton Hall so much.



Much pleasure can be gained from the great outdoors and David Richardson, Head of Facilities and Estates is always keen to share his vast wildlife knowledge and to promote nature talks and walks to all. With 2017 now in full swing and the first sniffs of spring in the air, the calendar of monthly wildlife, fauna and flora events has been announced. Organised by David Richardson and his Estates team, a calendar of events including talks on bats and butterflies, bird watching, bat walks and once again the visit from the Kirkleatham Owl Centre is available to all residents.

BUDDING AUTHOR KEEPS NEW YEAR RESOLUTION

Lily Lister, who moved into Middleton Grove, our supported independent living apartments in 2016 regularly attends the weekly current affairs group. One of the topics was "New Year Resolutions" raised by Jeremy who leads the group. Lily who likes to actively participate in many of the groups and clubs at Middleton Hall informed Jeremy that she wished to write some short stories and from

this Frederick, the Friendly Dragon was born. Lily who always loved to make up stories for her own grandchildren is hoping to share some of the Friendly Dragon's adventures with some of our younger friends of Middleton Hall. Our Knatty Knitters are also bringing Frederick to life making a crocheted Dragon.



Residents enjoying a trip to the Mayor's Chambers.



'Somewhere Over the Rainbow' taken by resident David Gaskell



Enjoying a venetian carnival style coffee morning



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Middleton Hall
Retirement Village

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