

Middleton Hall

Retirement Village



www.middletonhallretirementvillage.co.uk Tel: 01325 332207



REFLECTIONS ON 2013...

It has been a momentous year for Middleton Hall Retirement Village – new facilities, new services and some new faces.

For much of the last year and a half, visiting the Waterside has been a spectacularly muddy experience. Walking round the duck pond to visit the first residents now living in their new retirement homes without wellies or hard hat is quite a feeling.

The opening of The Waterside, the first zero carbon retirement housing in the UK, has been the result of 18 months of hard work on site and three

years' research before that. Seeing our new clients enjoying their homes has brought a warm glow to all the team involved (as well as the residents themselves, given the remarkable insulation standards of the properties).

However, much else happened in 2013 including the new Orangery, new rooms in Middleton Gardens, a new reception and corridors refurbishment to mention a few.

And most importantly, as Middleton Hall has grown, we have attracted some new talent to join our staff and enthusiastic new residents to the retirement village.



...AND PLANS FOR 2014

In case anyone thought 2013 was an unusually busy year, 2014 promises plenty more.

Following the unexpectedly high demand, we are already well on with Phase Two of the Waterside, due to open in early summer.

We have also applied for planning permission for new communal recreational facilities. A new shop, hairdressing salon and library will run alongside an art studio and new facilities for Middleton Spa.

See inside for more information about Independent Living plans and availability.

IN FOCUS

The talents of the Middleton Hall Photography Group were fully appreciated by many at the first exhibition that took place in the Orangery at Middleton Hall.

The Photography Group was established in April this year due to the keen interest of residents and staff who wanted to learn and develop their photography skills. Audra Hunt, Living Well Manager and keen photographer commented, "We are delighted with the turnout at our first exhibition and believe the Middleton Hall photography group will go from strength to strength. Many of the photographs were sold on the evening and there has been a lot of positive comments from many interested in joining the group."

Interestingly, a recent study in the USA led by Dr Denise Park of over 200 people aged 60 and over showed that learning and developing a new skill such as digital photography improves long term memories and keeps the mind sharp.

If you are interested in joining the Group, please speak to Audra Hunt.



Middleton Hall

Retirement Village



INDEPENDENT LIVING

Middleton Woods

WOODS SPORTING TRIUMPH

Even the weather could not dampen the spirits when Middleton Woods residents took to the greens for the annual sports day challenge.

Bowls, boules, putting and pitch and putt were the challenges laid down to the 7 teams that took part.

David Richardson refereed the day to ensure no foul play took place!!! Fun was had by all and laughter echoed around the greens throughout the day. In a drinks reception in the Orangery, the players finally learnt their fate. Geoff Walker and Dave Kelly were overall champions on the day.



Winners Geoff Walker (L) and David Kelly (R) being presented with the trophy by Jeremy Walford, Managing Director.



Middleton Woods residents competing during the annual sports day.

COMING ONTO THE MARKET SHORTLY...

...a unique apartment with three bedrooms.

This is our only three bedroom apartment which offers spacious and well equipped accommodation with two balconies

...One of the very few one bedroom apartments, with a sunny patio facing into the courtyard. A good value, nicely proportioned apartment.

If you might be interested in either of these apartments, please register your interest before the two apartments go on the market.

INDEPENDENT LIVING

The Waterside

ZERO THE NEW HERO

There were some who wondered about the wisdom of a new development during a recession in the UK, however any such doubts have been well and truly put to one side by the outstanding response to the launch of the first zero carbon retirement housing in the country.

During September and October we showed a steady stream of interested people round the show property who were quite taken aback by the fabulous setting and space that the properties provide.

Middleton Hall's newest service, the Waterside, has proved to be a remarkable sales success, even before

we actually started selling the properties.

Phase One was fully reserved before launch and five are now occupied. The remaining one property is reserved, pending a house sale.

At the launch of Phase One, we also released prices for Phase Two properties, due to be ready in summer 2014. All but two of those have already been snapped up.

As a result of the high interest levels, we have started taking plot reservations now for later phases to follow in 2015 onwards. Over half of the properties have now been reserved.





INDEPENDENT LIVING *Middleton Grove*

MEET THE FIRST WATERSIDE HOMEOWNER

STYLISH retiree Marion Pickersgill is settling into her new eco home as the first resident of our pioneering new sustainable development for older people.

Marion, 71, was attracted to her two bedroom eco dormer bungalow for the space and security it offered after downsizing from her previous three bedroom home.

The Waterside's minimal energy costs were also a big factor in snapping up her new home given that she has a wood burning stove; triple glazed windows and electricity generated from PV (photovoltaic) panels.

"I had the cost of running a bigger home to consider before I downsized but I didn't want to downsize into anything too small. The space was really important so it's lovely that I can get that without having to think about the energy bills," said Marion.

"I was born on a farm so I also love the rural aspect of it. Being able to look out at trees and see the birds and wildlife around here is wonderful."



Our premier Middleton Grove apartment will be available when refurbishment is completed. Boasting views to the east, south and west, this spacious apartment occupies a grand setting in the original Georgian part of the hall. With a generous living room, double bedroom, bathroom and kitchen it offers space with all the services of Middleton Grove available.

Our standard hotel style package includes one meal a day, housekeeping and laundry, membership of Middleton Spa and transport, with the option of adding more support as required.



In addition to the positive feedback from residents and people who have looked round, the Waterside has also received rave reviews from people normally associated with finding fault in new properties:

Our Building Inspector has stated that they are the best build quality of any property that he has ever inspected....

...the Sound Engineer found the Waterside to have the quietest homes he has ever tested....

... and finally our Energy Assessor pointed out that they are the most energy efficient buildings he has ever assessed.

Praise indeed.

If you are interested in seeing for yourself what the Waterside offers, please let Caroline Soullier know (01325 332207).

HEALTHY STAFF

Following the two previous awards for Better Health, Middleton Hall has been awarded a Better Health Gold Award.

The awards are for the work that has gone into improving staff health and fitness over the last three years. Following various successful initiatives there has been a stronger focus on nutrition over the last year, which has included nutrition workshops and a number of staff having detailed nutritional assessments from a highly qualified nutritionalist who has been working with us in 2013.

We also ran the first workshops for residents during the year.

AWARDS *Middleton Hall*

There has been a steady stream of accolades for Middleton Hall over the last 12 months.

PINDERS

Middleton Hall Retirement Village was commended in the national Pinders Healthcare Design Awards 2013 for its Middleton Woods apartments. Middleton Hall Retirement Village was one of three finalists in the 'Regeneration – Independent Living' category and received praise for the 'conversion and extension of a care home to create a village community offering apartments, family-living and nursing care, plus a spa, cafe, shop, bar and bowling green.'

The Pinders Healthcare Design Awards have been running for 14 years and aim to promote and recognise the best developments in all types of care-related property.

Jeremy Walford, managing director commented: "The Pinders awards are one of the biggest national events of the year for the care industry so we were delighted to make it to the final."



NORTHUMBRIA IN BLOOM

Middleton Hall Retirement Village has, for the third year running, been awarded the Gold Award in the 2013 Britain in Bloom Regional Competition.

Dean Lazenby, Head Gardener, Alan Langburn and Nicole Ince collected the award at a Gala Presentation at the Stadium of Light from local TV personality John Grundy.

Middleton Hall not only won the Gold Award for all their hard efforts but were winners of the "Best kept Grounds of a Care Home, Residential or Convalescent Home, also for the third year running.

Congratulations to all the Gardening Team who have worked extremely hard to win this accolade once again for Middleton Hall.



ANOTHER BLOOMIN' SUCCESS

Three community gardening projects from Middleton Hall were put forward by the Northumbria in Bloom judges for Assessment by the Royal Horticultural Society, "It's your community" scheme.

The three community projects were

- Mrs Brunstrom's Border
- The Family Living Group Garden
- The Monthly Gardening Group

The projects were assessed on community participation, environmental responsibility and gardening achievement. Mrs Brunstrom achieved the accolade of "outstanding" for her work in creating a wonderful herbaceous border.

Family Living Garden and the Monthly Gardening Group were praised on their

thriving projects and strongly encouraged to inspire more residents to join in the healthy and sociable pursuit.

Pictured here are residents, Sheila Brunstrom & Sonia Wade and staff Gail Jones and Dean Lazenby, delighted with their awards after the short ceremony on November 13th 2013.



RETIRES DISCOVER THE IMPORTANCE OF 'SUNSHINE' VITAMIN

TAKING vitamin D supplements and eating more oily fish are just two of the ways older people's health can be boosted, retirement village residents heard recently.

Sophie Leicester, of Nutrition in Sheffield, and Ruth Ker, who has a masters degree in nutrition, visited Middleton Hall, to deliver food and health workshops to residents.

Sophie said many older people didn't realise they could be deficient in vitamin D, levels of which are boosted by exposure to sunshine.

"As we get older our bodies find it more difficult to convert sunshine into vitamin D and older people often tend to cover up or not go out in the sun enough," she said.

"Research shows it can be associated with conditions from diabetes and heart disease to osteoporosis, depression and inflammatory diseases.

"We talked about the importance of vitamin D and how the NHS recommends that people over 65 should take a vitamin D supplement every day."

As well as vitamin D, residents heard how eating more oily fish and vegetable proteins, such as legumes and beans, would boost health as well as hearing about foods which lower cholesterol.

Staff also received nutritional one-on-one sessions to help improve their health and wellbeing.



Now that we have seen the importance of nutrition for residents and staff, we have recruited a new member of the Middleton Spa team, Nicky Morse who is a qualified nutritionist.

The home made energy bars in the Orangery are just a taste of things to come...

CHARITY FUND RAISING

Over the last year, Middleton Hall has supported Durham Wildlife Trust and raised over £1650 for the very worthwhile local charity that works hard to protect our local flora and fauna for the future.

Events have included charity concerts, The Woodland Walk fund raising day, The Great North Run and coffee mornings amongst others.



For 2014, Middleton Hall has pledged its support to a very different charity - The Alzheimer's Society.

Everyone knows someone whose life has been touched by Alzheimer's or some form of dementia. Since setting up our Family Living service two years ago, we have learnt a lot more about the disease and how people live with it.

Finding a cure and better ways of supporting people living with dementia is a national priority. Without significant progress, the UK faces a long term crisis – in human and financial terms.

There will be a number of fundraising events during the year – please help us raise money for such an important cause.

It is rumoured that a senior person at Middleton Hall has been slipping into his trainers for rather longer runs than usual and is in training for a rather arduous and well known run in April. Watch this space...

The first major event of the year is a Charity Concert by Sharp Intake on Saturday 1st March. Sharp Intake have twice before played their mix of contemporary and traditional jazz to sell out audiences at Middleton Hall. This time, they will be joined for a few numbers by Middleton Woods' own country and western star, Mr Brian Richards.

Tickets will be on sale in February. Please let reception know if you would like some reserving.

Alzheimer's Society | Leading the fight against dementia

EVENTS

Middleton Hall

THE MIDDLETON HALL CAKE OFF

TELEVISION'S no-nonsense principal Jill Harbord made a special appearance to judge Middleton Hall's charity version of the hit show The Great British Bake Off.

The Great Middleton Hall Cake Off saw five residents team up with five members of staff to bake their favourite cakes, as part of the World's Largest Coffee Morning in aid of MacMillan Cancer Support on Friday September 27.

Jill became renowned for her formidable style on ITV's *Ladette to Lady* where, as principal of the fictional finishing school at Eggleston Hall, in County Durham, she taught uncouth youngsters how to become ladies.

Staff and residents had spent most of Thursday demonstrating their cake skills ready for Jill's judging. Offerings included a courgette and lemon cake; Guinness and chocolate muffins and a traditional Victoria sponge.

But resident Hilary Gibbon and Pauline Kwok, a care assistant in Family Living Group, were announced as star bakers and won a meal for two in the village's restaurant with their strawberry roulade.

Jill said: "The standard was very high, however the winning strawberry roulade was wonderful. The sponge was light and the fact that they'd manage to roll it was a big accomplishment.

"Overall, this has been a fantastic event in aid of Macmillan Cancer Support. The standard of all of the cakes was very professional and many were beautifully decorated."

Jeremy Walford, managing director of Middleton Hall Retirement Village, said:

"It's brilliant when you get the older residents demonstrating their skills to the younger generation. We have residents who regularly teach staff how to knit and bake which is fantastic."

As well as selling the cakes after the judging, residents and staff also held a raffle to raise additional funds for the charity. Over £500 was raised for Macmillan.



MIDDLETON SPA

Over the last four years, we have worked in partnership with Age UK providing use of Middleton Spa for Age UK members under the "Fit as a Fiddle" initiative for over 50s. Sadly the funding for this scheme has ceased.

Middleton Hall has agreed to offer in its place, a limited number of external membership for local people aged 55 and over. Age UK members who have been regularly using the facilities have been invited to join. As with Age UK, membership also allows use of the Orangery and Restaurant.

If you are interested in membership please contact a member of the Middleton Spa team.



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THE MAFTA'S AWARDS EVENING

Middleton Hall Awarding Fine Talent Annually

The most important ingredient at Middleton Hall is not spacious accommodation nor the beautiful surroundings. It is the people.

At a glittering event in December, Middleton Hall celebrated a successful year with the staff. The management team served food and drinks to a packed restaurant of elegantly turned out staff and from the corner podium, the senior management team presented awards to 25 staff members for Long Service and Training.

A new category of award was introduced and presented by Jeremy Walford, Managing Director. Staff had been asked to nominate colleagues for four brand new awards, based on four of Middleton Hall's vision and values.

There were no less than 35 nominations for almost 20 individuals or teams. As Jeremy explained, it was very hard to judge as there were so many outstanding candidates.



Dean, Sandra, Jeremy, Abby and Kirsty at the MAFTA's

The winners were:

"Going the Extra Mile"
(Outstanding Customer Service)
Sandra Maychell, Middleton Grove

Sandra for her big heart, endless patience with staff and residents. Helping individual residents achieve hopes and dreams.

"Bright Spark"
(Innovation and Excellence)
Abby Weighell, Middleton Spa

Abby commenced a new role this year in the Spa and has fully embraced the Living Well Philosophy for both residents and staff – has showed her initiative and creativity in all the projects she undertakes. She motivates and encourages others to get involved and has come up with innovative ideas for staff to get fitter - a real asset to Middleton Hall.

"Achievement Award"
(Meeting Goals and Vision)
Kirsty Wilson, Family Living Group

Using lots of her own time as well as working full time to complete her NVQ 3, lots of hard work and effort put into it – always putting 100% into her work and showing residents true love.

"Sustainability Award"
(Thinking about the future)
Dean Lazenby, Estates

Dean has encouraged and developed with the gardening team a range of initiatives based on re-cycling, re-using and re-building ie baskets for gardening groups, trellis and floating islands to name a few.



Long service awards



NEW FACES BEHIND THE SCENES AT MIDDLETON HALL

We welcomed some additional members of the management team in 2013, who have all settled into new roles. It is vital that Middleton Hall only recruits the best for all members of the team and our managers have a vital role in supporting the staff to deliver top quality service.

Fiona Green

Fiona joined Middleton Hall from the NHS with a background of marketing into an interesting new role as Marketing and HR Manager. An unconventional combination perhaps, but residents and staff join us in a curiously similar route and method – we aim to recruit staff who really want to work for Middleton Hall and residents who really want to live here.

Nicola Patterson

Nicola joined us as Finance Manager to allow Lesley to focus on her role as the director responsible for the operational side of the business. We have reached the stage of needing to introduce new systems to ease the work of the accounts team and Nicola has proved to be another great asset to the business.

THE NEW "FACES" OF MIDDLETON GARDENS

Middleton Gardens had three new "faces" of significance during 2013 – a new manager and two new unique rooms.



Emma Burrow has been appointed as Residential Care Manager. Emma joined the team with previous experience as a Deputy Manager of a care home.

We have also added two rooms on the ground floor in place of our former cafe and shop. Both rooms feature their own private sunny terraces leading to the gardens. In common with most of Middleton Hall's care rooms and suites, each has its own en-suite shower room.