

# Middleton Hall

## Retirement Village



[www.middletonhallretirementvillage.co.uk](http://www.middletonhallretirementvillage.co.uk) Tel: 01325 332207



## DEVELOPMENT PLANS

MIDDLETON HALL RETIREMENT VILLAGE HAS BEEN GRANTED PLANNING PERMISSION FOR A MAJOR EXPANSION OF ACCOMMODATION AND FACILITIES ON THE SITE, FOLLOWING TWO YEARS OF RESEARCH AND CONSULTATION WITH RESIDENTS, RELATIVES, STAFF AND LOCAL RESIDENTS.

The development will add to the existing facilities for Independent Living, Assisted Living, Residential Care and Nursing Care backed up by a range of services including Middleton Spa, Restaurant, Bar, Cafe, Library, Bowling Green and award winning gardens.



The long term development plan includes:

- Independent Living Bungalows
- A new style of Care Facility
- New cafe, bar and shop
- Re-building of gatehouse at main entrance
- Extensive landscaping to add to the existing grounds

The bungalows are expected to be the first zero carbon retirement homes in the UK.

The retirement village is aiming to set new standards for the UK as well as the north east. Jeremy Walford, Managing Director, explains. "The development is the backbone of our five year business plan to establish Middleton Hall as the leading retirement village in the UK. The independent living bungalows will provide the highest standard of accommodation and services in the UK for older people.

The new cafe, bar and shop will expand the popular central village facilities for residents and guests and also include a farm shop selling produce grown at Middleton Hall and local organic farms.

The new gatehouse at the entrance to the retirement village will improve site security and management by having a member of staff living on site with overall responsibility for the grounds and buildings.

The final part of the plan involves building a care community where residents will live active lives in small households and contribute to the running of the community with the support of staff. This will allow residents to live the lifestyle that they have always been used to. This new style of care is likely to be suitable for people with dementia as well as those wishing to maintain an active lifestyle.

The first part of the plans to be implemented will be the gatehouse followed by the independent living bungalows.



# INNOVATION &

# excellence



## INDEPENDENT LIVING BUNGALOWS

As a result of considerable interest, Middleton Hall is planning to start building the first phase of independent living bungalows this year, ready for sale in spring 2013. Prior to this, the gatehouse at the bottom of the drive is being built as a "prototype" bungalow to ensure that the demanding standards are met.

The bungalows will provide spacious accommodation with the options of dormer rooms on the first floor and either garages or parking alongside. There are a variety of different designs with spacious living/dining rooms, two bathrooms and at least two bedrooms all on one floor. The larger bungalows can have a very generous sitting room or a separate study.

As part of the development, the area where the bungalows are being built will be landscaped to provide a lake, wetland area and village green surrounded by a new area of parkland.

Further details will be announced in due course, including phasing of the building programme and prices which are expected to start from around £260,000.

As zero carbon houses, the bungalows will have particularly low running costs. Owing to the very high levels of insulation, the houses will need minimal heating and will generate their own electricity to compensate for the electricity used for heating, hot water and lighting. Solar panels on the roofs will help provide domestic hot water and photo-voltaic panels alongside the development will generate electricity.

The properties also benefit from being free of stamp duty under the government scheme to encourage zero carbon homes.

People interested in the bungalows are invited to register their interest to receive early information and an invitation to preview events.

## "ZERO CARBON"... AN EXPLANATION FOR NON SCIENTISTS!

What does "Zero Carbon" actually mean?

Essentially, zero carbon means that a property does not generate carbon emissions over a year. In other words, any use of energy is off-set by energy generated on site.

In practice, this means very highly insulated, low energy using homes that also generate their own energy. In the case of Middleton Woods Bungalows, this will involve generating electricity that can either be used in each property or sold back to the grid, benefiting from the government's feed-in-tariff scheme.

## AWARDS

Middleton Hall has scooped a glittering array of awards in the last 12 months culminating in being judged to be the Best Continuing Care Retirement Community in the UK.

The achievements include the Investors in People Gold (IIP) Award – putting it in the top 200 IIP accredited companies in the UK – following an in depth three day assessment. Measuring up to the exacting standards required by the top award in the UK is considerable, but Middleton Hall scored one of the highest assessment scores in the UK.

IIP assessor, Sheila Warren, said Middleton Hall Retirement Village's approach to managing and developing its people was a fantastic example of best practice.

"It was great to see its employees' pride and passion for the organisation," she added.



Middleton Hall's gardening team also received a Gold Award as well as the Ron Grubb Memorial Trophy at its first time of entering the Northumbria in Bloom Awards.

The Hall's 20 acres include a wide range of gardens with varied planting and greenhouses that provide produce for the kitchen, including an abundant supply of tomatoes last summer.

"To achieve the highest accolade with the gold award as well as the overall prize for our category, when we were up against almost 70 others across the whole of the north east, is fantastic." commented Middleton Hall's Head of Operations David Richardson who is incredibly proud of the recently announced awards.

The awards added to Middleton Hall's previous achievements when it became north east Care Employer of the Year in the Great British Care Awards and also achieved the Better Health at Work Award.

However, the most prestigious award came at the Over 50s Housing Awards, run by Seniors Housing which is a world-wide organisation that comments and predicts trends in the retirement sector. Middleton Hall was judged as the Best Continuing Care Retirement Community in the UK. The judging panel said about Middleton Hall:

*"The focus of the awards is to reward innovation and market prescience. It is very easy to sit on early success. It takes courage to risk an existing successful formula and innovate, change and refashion. The commitment to continuous improvement and innovation is rare. That the Middleton Hall community continues to evolve and grow is directly attributable to that enduring philosophy"*





## MIDDLETON WOODS APARTMENTS

Despite all reports about the ill-health of the property market, the first apartments to be re-sold in Middleton Woods have sold very well and have all increased in value since the development opened in 2007/8.

There has been considerable demand for apartments and Middleton Hall now maintains a significant list of people wishing to buy apartments in the future, when they come on the market.

The community has proved very successful and residents have been delighted by the services provided within the retirement village.

*"Without exception, every single member of staff has been kindness personified – nothing, even the smallest request being too much trouble – this has made our move to Middleton Woods as perfect as possible."* (Middleton Woods Resident)

## "FAMILY LIVING" - CARE HOME NEWS

Following a successful trial project as a new style of care service in Middleton Gardens, Middleton Hall is maintaining Family Living as an ongoing service for a small number of residents.

As an alternative to the hotel service offered to residential care clients, residents can now opt for the Family Living service.

Residents in Family Living take an active part in the daily routine, similar to that in their own home – helping with meal preparation, baking, washing up as well as housekeeping and laundry tasks. The concept is ideal for people who wish to take a role in household tasks as part of a small community.



## MIDDLETON GROVE - ASSISTED LIVING NEWS

Over the last year or so, the refurbishment of Middleton Grove's suites has been underway with new, well equipped kitchens being fitted. This has been combined with new service packages starting with housekeeping and one main meal a day to give residents greater flexibility.

One of the first residents to benefit from a newly refurbished suite was Mr Ralph Appleton:

*"Middleton Hall Retirement Village is, I know, a lively and immensely cheerful place to live. The standard of caring throughout is, I consider, to be exceptional."*

*The Hall has the standards of a first class hotel. It provides a happy, serene and enjoyable way of life. There is a great range of activities which are available to your choice."*

*Before making the move, it is easy to fear for the future as your own home becomes impractical – Middleton Hall has solved this worry for me completely."*

*I am 92 years old and in short, to my great surprise, I am more happy and content than I imagined could be possible. I am therefore genuinely grateful to be at Middleton Hall."*

## MIDDLETON COURT - NURSING CARE NEWS

Middleton Court is celebrating its 5th Anniversary this year. The new service opened in 2007 at a time that many care homes were withdrawing from offering nursing care. The bold move by Middleton Hall to invest over £1M in a brand new, purpose built facility has been a great success.

The new facility was designed to have spacious, well equipped rooms with easy access en-suite shower rooms and, combined with an outstanding team providing a range of high quality care, is now a highly regarded and popular service.

### MR JACK HATFIELD - MIDDLETON COURT

*"I came to Middleton Hall, having been extremely ill in hospital for eight weeks. The only place I considered was Middleton Hall partly due to its excellent reputation and partly, having been a very keen sportsman all my life, the possibility of swimming again in Middleton Spa."*

*Middleton Court has helped me recover from a very poor state of health to an active life where I swim 40 lengths every day."*

*I am very happy at Middleton Hall and enjoy all the extra services, especially the Terrace Cafe where I entertain family and friends. The food is brilliant and the staff are just perfect."*



## AVAILABILITY

At the time of publication we have one good sized suite available in Middleton Grove following refurbishment:

*A generously sized south facing first floor apartment, overlooking the main gardens and with views over the Cleveland Hills. The suite includes sitting room, kitchen, bedroom with fitted furniture and bathroom with bath and level access shower."*

For further information on Middleton Grove and availability throughout the Retirement Village, please contact Caroline or Reception.



## MIDDLETON SPA

Since Middleton Spa was opened by World Record holder Jo Jackson in 2009, it has proved to be a considerable asset to the retirement village.

Starting with one part time member of staff, the Spa is now run by two full time Healthy Living Co-ordinators who provide a personal training service to all residents. This has perhaps been the key to the success of the service.

Members of Age UK's "Fit as a Fiddle" initiative for local over 50s now have access to the swimming pool, gym and spa pool for specific sessions most days. Age UK report that having previously run the programme in other locations, Middleton Hall has maintained a considerably higher retention rate of their members and the sessions continue to be well used.

Anyone over the age of 50 living locally can contact Gill Watson at Darlington Age UK (01325 362832) or Middleton Hall's reception for further details of "Fit as a Fiddle".



## RESTAURANT NEWS

Since Sunday lunches were changed to a carvery style service, they have proved very popular with the restaurant often fully booked. A range of roast meats and vegetables are on offer for customers to choose from.

The Terrace Café is regularly full since Head Chef, Gary Puckrin introduced a wider range of menu choices. The bar tends to be busy before restaurant nights and Sunday lunches.

As a result, a new larger cafe will be built as part of the new development. This will be situated in what is currently a courtyard area between reception and the kitchen and will have more space for a larger shop and a new bar.

## CUSTOMER FEEDBACK

Customer feedback is very important to Middleton Hall. We continually strive to find ways to improve our services and the views of our customers are an important element of our annual business plan.

As part of this process the retirement village conducts an annual Resident Satisfaction Survey filled in either on line or questionnaire by residents and families.

The level of customer satisfaction has always been high at Middleton Hall which of course makes improvements hard to achieve. The latest survey has shown again a high level of overall satisfaction with 95% of residents and families rating Middleton Hall as "Excellent" or "Good".

There are a numbers of suggestions for improvements including a larger cafe and shop as well as a croquet lawn and golf putting – both these are now part of our plans. We are also looking at means of increasing the size of changing rooms in Middleton Spa.

We will be discussing the results and actions to be taken with residents and families during the annual resident reviews.

### Some general comments:

*"I have said it before but will repeat it. Staff training has resulted in a skilled, helpful and courteous staff that look after us so well. I cannot praise or thank them enough".* (Middleton Woods resident)

*"The general opinion of my friends and family is what a lovely relaxed atmosphere is present and how visitors are greeted with a cheery smile"* (Middleton Grove resident)

*"Friendly, helpful caring staff who go the extra mile. I am always confident that my mum is being well cared for"* (Middleton Gardens family)

*"You cannot gild the lily!"*  
(Middleton Court resident)

## HOLIDAY PACKAGES AT MIDDLETON HALL

We are pleased to offer holiday breaks for short stay guests in Middleton Grove (Assisted Living) and Middleton Gardens (Residential Care).

Included in your visit can be a selection of the following:

- Swimming pool, spa pool or gym sessions with one of the Healthy Living team
- A "well being" assessment
- Therapy session (half an hour) with one of Middleton Spa's therapists
- Trip out on a residents' outing
- Bowling and Boules
- Library with internet access
- Woodland walks and bird watching in Middleton Hall's own bird hide

To discuss holiday breaks please contact Caroline or Reception

**Middleton Hall**  
Retirement Village 

Middleton Hall Retirement Village, Middleton Hall,  
Middleton St. George, Darlington DL2 1HA

Tel: **01325 332207**

Website: **[www.middletonhallretirementvillage.co.uk](http://www.middletonhallretirementvillage.co.uk)**