



MIDDLETON HALL
RETIREMENT VILLAGE



The Newsletter

THE VOICE OF THE VILLAGE

ISSUE
21

AUTUMN
2017

CQC OUTSTANDING



Middleton Hall Retirement Village was delighted to be awarded the coveted 'Outstanding' by CQC (Care Quality Commission) following a three-day, unannounced inspection earlier in the year.

Only 0.5% of care homes have achieved 'Outstanding'. But Middleton Hall achieved something more impressive - in that we achieved the very rare feat of being rated as outstanding in all five key areas that CQC inspects.

As a result, we have been busy receiving visitors eager to find out what it is that Middleton Hall is doing right. As well as South Bank University and the

Lord-Lieutenant, we have had visits from both Debbie Westhead (CQC Deputy Chief Inspector) and Andrea Sutcliffe (Chief Inspector). Both asked me how I felt about our outstanding achievement. They were slightly surprised when I said that, in honesty, while delighted that the hard work of all our team was being recognised, I had some mixed feelings. Because I was worried that people might confuse this achievement as being the destination rather than a step on our journey.

You see, I truly feel that Middleton Hall can improve much further and that we still have far more work to do. No sitting on our laurels - this newsletter highlights a

number of new initiatives and services since that inspection. As Andrea Sutcliffe tweeted after her visit: "A special place and so many great ideas".

Those great ideas include the opening of the new Medical Centre, Middleton Oaks and the significant changes to Middleton Gardens.



As Sir Clive Woodward, World Cup winning England Rugby coach used to say: "Getting Better Never Stops".

Jeremy

Middleton Hall Value: Teamwork - Contributing to our *passionate, dedicated and engaged* team

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PLEASED TO MEET YOU

Middleton Hall welcomed several influential visitors who are keen to see 'Outstanding' for themselves. We are becoming a benchmark for a successful model of a retirement village and an innovative approach to care itself. We enjoyed visits by ...

THE LORD-LIEUTENANT SUE SNOWDON

Councillors Brian and Doris Jones, Mayor and Mayoress of Darlington for 2016-17 were instrumental in inviting Mrs Sue Snowdon, Lord-Lieutenant of Durham, to Middleton Hall. Mrs Snowdon was a great support to them during their tenure and they wanted to repay her by arranging a visit to a successful local business on their 'home turf'.

They said: "We were impressed that the Lord-Lieutenant took such an interest in our ward during our mayoral year, so it's very apt that she agreed to pay us a visit."



Mrs Snowdon made a tour of the village and heard an update on the many improvements and innovations that have been carried out in recent years. She was particularly impressed by the small group living centre, Middleton Oaks.

LONDON SOUTH BANK UNIVERSITY



A team from London South Bank University, led by Professor Rebecca Malby of the School of Health and Social Care, visited Middleton Hall as part of their research into:

"What does it take to care well with and for older people?"

They were advised to come to Middleton Hall, a current example of what 'Outstanding' looks like. An account of the findings can be seen on our website by searching 'London South Bank University Visit'. It includes summary points such as: *"It was nice to see a "thinking out of the box approach" and "challenging conformity."*

"It feels unique, I certainly feel there are lessons to be learnt from the advancements made at Middleton Hall."

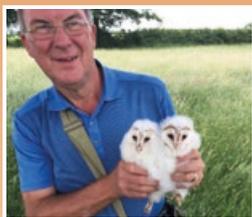
ANDREA SUTCLIFFE, CHIEF INSPECTOR FOR ADULT SOCIAL CARE AT CQC

Amidst her busy schedule, we were delighted that Andrea Sutcliffe was able to spend time visiting Middleton Hall. Her role as Chief Inspector for Adult Social Care is a challenging one, but she was delighted to experience a place that is contesting traditional care models and reaping the results for residents and staff.

Following a tour of the village, Andrea enjoyed lunch in the Restaurant with a group of residents. Together they shared thoughts about lifestyle and culture. As Andrea was actually brought up in Darlington, they did have much in common!



FLOCKING TO LIVE AT MIDDLETON HALL



Middleton Hall attracts feathered friends too!

What a delight to watch not only tawny owls once more making their home here to breed, but for the first time – a barn owl pair too. Residents and visitors were literally able to watch

as the tawny owls nest box has a web cam so was beamed onto the screen in reception. As in previous years, residents were able to follow progress from eggs to owlets.

Colin Gibson of the Tees Valley Wildlife Trust put metal rings on the chicks' legs, which records their origin, a unique code, date of ringing and the details of the person who put the rings on.

The Trust supports us in other ways too. Sarah Barry has made regular visits throughout the summer to deliver talks and workshops on dragon and damselflies, bats and butterflies.

PHOTOGRAPHY GROUP THROWS DOWN THE GAUNTLET!

Invigorated by their wonderful 'Coastal Nostalgia' project, which exhibited at Middleton Hall earlier in the year, the brave members of the Photography Group next put out a call to ask residents and staff to think up challenges for their next venture. With no topics off limits, the group is now tackling its new project with its usual relish. We look forward to seeing the results on display in late Autumn.



Mandy Adams, winner of the 'Coastal Nostalgia' competition is presented with her chosen print.

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

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MIDDLETON GARDENS LOOKS TO THE FUTURE

Following the success of Family Living and its purpose-built successor, Middleton Oaks, it is clear that many residents thrive with the opportunity to be as independent as possible. Middleton Gardens is soon to offer a similar service.

Work is underway to split Middleton Gardens into two distinct residential care services from November:

MIDDLETON GARDENS

SUPPORTED LIVING WITH CARE

12 RESIDENTS

“Designed for residents willing and able to plan their days independently”

Supported Living with Care meets the care needs of clients to encourage them to have a more independent lifestyle. It will provide a more homely, informal atmosphere with two communal areas - a kitchen/dining room and a separate living room. Initially there will be eight rooms in the refurbished area plus four additional rooms when they become available.



It is likely that at least two main meals will be provided but the remainder of the day's food will be primarily 'help yourself' (breakfast, snacks, coffee, afternoon tea etc.) with encouragement for preparation and baking. We are also hoping that residents will take up gardening opportunities to grow some of their own vegetables and maybe even keep chickens as Family Living did in that area.

MIDDLETON GARDENS

HOTEL LIVING WITH CARE

16 RESIDENTS

“Flexible hotel style care service to suit individual requirements with restaurant meals”

Hotel Living with Care is a service with a smaller, more intimate number of residents with more communal space. The style of service will be very much hotel-based with a similar service to the restaurant at lunchtime for example. We will also offer (for additional cost) some room service options – tea trays, breakfast etc.

There will be opportunities to view the new facilities. Please contact Caroline Soullier on 01325 332207 if you are interested in knowing more about the services we will offer.



Julie Binks, Middleton Gardens Manager

A NEW 5 STAR KITCHEN AT THE HEART OF MIDDLETON HALL

Head Chef Alan Chambers was proud to conduct residents and staff on tours of the new Middleton Hall kitchen. This exceptional facility, which opened in August, is a significant investment that brings clear opportunities for the kitchen team.



Said Alan:

“The superior quality of the new equipment and the much-enlarged space mean that the flow of work around the kitchen is enhanced, a wider range of dining options can be offered and to more people at any one time.”



This is a 5 Star kitchen for a 5 Star establishment – somewhere a Michelin starred chef would be proud of”.

CHEQUE MATES!



Following various, often imaginative and sometimes plain wacky fundraising activities by residents and staff, it was a pleasure to present a cheque for £5,824 to Brian and Doris Jones.

The sum was the total raised for Brian and Doris as they fulfilled their roles as Mayor and Mayoress of Darlington 2016-2017. They both show fantastic support to Middleton Hall year in, year out, and we in turn were keen to support the Mayor's charities.

As well as regular fundraising at events such as the annual fun day, Christmas Fair, and coffee mornings, other endeavours have included a sky dive, a coast to coast walk and a Boxing Day dip into the icy North Sea waters! As always, the energy of folk here astounds and inspires us.

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

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A SUMMER OF CELEBRATION

A CELEBRATION LUNCHEON FOR MIDDLETON WOODS AND THE WATERSIDE

During the summer of 2017, two significant points in time for our retirement village were recognised. Ten years ago, the first residents moved into Middleton Woods, marking the beginning of Middleton Hall's transformation from an historical care home, first established in 1900. July also saw the completion of The Waterside development, now 36 dormer bungalows, believed to be the first carbon neutral retirement properties in the UK.

"Two years ago, we did not know anyone that is here today! Where else would we have made so many friends?!"

To celebrate, a lavish luncheon was held in a marquee for more than 80 people living in The Waterside and Middleton Woods.

Said Jeremy: "It took some courage from customers ten years ago when we first opened Middleton Woods as we were asking people to buy into a vision of Middleton Hall as one of the foremost retirement villages in the country, offering an aspirational lifestyle.



"A wonderful day in a wonderful place. Long may we all continue to enjoy life here."

"It's been wonderful to see how so many have enjoyed living well in their own homes here with all the opportunities that the facilities of the retirement village provide."



Marion Pickersgill, who was the first resident to move into The Waterside development in 2013, said: "I've made many friends since I moved to the village and lunch has been a lovely occasion. One of the good things about living here has been the community feel but I've got my own space too. It's the best decision I have made in later life."

MIDDLETON COURT 10 YEARS ANNIVERSARY

Middleton Court celebrated its 10th anniversary in style. A lunch served for residents and their families was a happy point in time to recognise the contribution Middleton Court has made to the quality and breadth of care offered by Middleton Hall.

In keeping with the record of change and progress seen during the past 10 years, reception drinks were served for the first time in the new dining room, with guests spilling out into the sunny courtyard. Jennifer Ascough, daughter of the most longstanding resident Elizabeth Ascough, did us the honour of cutting the ribbon to officially open the new area.



MIDDLETON OAKS OPENS ITS DOORS

Middleton Oaks, the £1.5m small group living centre has opened and become established as home for sixteen residents.



Small group living has proved a successful model for those who want to achieve independence as far as is possible, with support. Many people want to continue to carry out daily activities such as food preparation, laundry, and gardening. Our highly qualified staff work with residents so that individual needs and wishes are known and facilitated on a one-to-one basis.



TEEPA SNOW TRAINING OPPORTUNITY

Debby Lamont, Head of Care and Quality, jumped at the chance to be one of only 26 people to attend Teepa Snow's 'Positive Approach to Care' trainer's course in the UK. Teepa is a renowned American expert in supporting people with dementia and their families, teaching them practical skills to use every day.

Debby is now working towards her own Trainer's Certificate so that soon she too will be able to deliver this specialist help to others.



Middleton Hall Value: Sustainability - Looking after our *environment* and *community*

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A NEW HOME FOR ST GEORGE'S MEDICAL CENTRE

On Monday 18th September, the newly named St George's Medical Practice officially opened for business – in its new home on the Middleton Hall estate.

The doctors' practice, formerly Felix House Surgery, found itself in a difficult situation when Dr Adrian Marshall recently retired. The working space was integral to his family property and the surgery was to be left homeless when the space was reclaimed.

With no realistic options elsewhere, Middleton Hall stepped in and offered to provide an area for a replacement surgery to be built. Initially, this is a temporary construction. In due course, it is hoped that we may be able to provide a permanent facility to provide wonderful premises for the long term, giving wide ranging benefits for local residents.

Pictured here is the Practice Manager Liz Stewart, with the first of our residents to visit the centre.



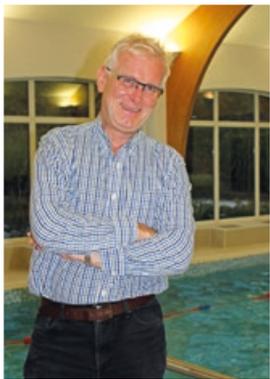
THE WATERSIDE VISION IS REALISED

The Waterside is now complete. Final touches to landscaping and paths have been made and after 5 years, the site cabins and construction team have left the site. The final Waterside property – 26a, has been completed and reserved. A waiting list is already building up - please contact Caroline Soullier if you would like further information or to join the waiting list.



TRUST HIM – HE'S A DOCTOR!

Our recently retired GP, Dr Adrian Marshall has found a great way to spend his additional leisure time! Adrian has been a Middleton Spa member since he retired, as well as a regular visitor to Middleton Hall in his official capacity for over 30 years.



These days, he is regularly found swimming lengths in the pool and chatting with staff and other members.

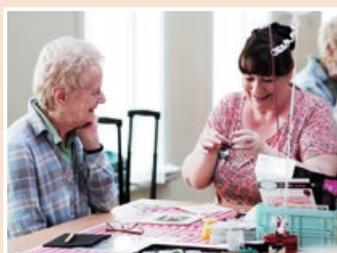
He said: *"I am definitely enjoying the health benefits of more regular exercise. Middleton Spa is a great*

facility, convenient to visit, with friendly staff and nice, warm water! I am glad to have a good reason to continue visiting Middleton Hall - a special place, the like of which I have not come across before."

The team at Middleton Spa has grown with the addition of Jennifer Thursfield, Remedial Massage Therapist. Jennifer offers massage treatment to help the aches and pains of injury, stress and chronic conditions such as arthritis and osteoporosis. Appointments are available on Mondays and Saturdays, bookable at Reception.



The theme for the 2017 National Care Home Open Day was Friendship and Community – something that our residents know a thing or two about.



Following the Yellow Brick Road - residents, staff, families and friends flocked to the Wizard of Oz inspired annual fun day.



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



EXCITING AWARDS NEWS



Presentation of Finalist certificate at the Skills for Care Accolades Awards ceremony with actress Samia Ghadie (standing third from the left) & CQC Inspector Andrea Sutcliffe (seated on the right)



We are proud to be shortlisted for not one but three Caring UK awards- Retirement Village of the Year, Best Outdoor

Environment and Commitment to Training and Development. Whilst this in itself is an achievement, the winners of these categories will be announced at an awards ceremony in York in December.



Earlier in the year, it was an honour to be shortlisted for the Skills for Care

Accolade Awards, in the category **Best Employer 51-249 staff**. This recognises the investment in our employees and the commitment they show. A starry awards ceremony provided a valuable opportunity to meet people from other organisations that also aspire to excellence. We may not have won, but it was an inspiring experience that only spurs us on further... and let's see what 2018 brings.

The Estates team triumphed once more, with a **Northumbria in Bloom Gold Award** for the seventh year running!

Middleton Hall achieved a gold medal in the **Best Kept Grounds of a Care Centre** category in the competition, and were the overall winners for this category for the sixth time in seven years.



The judges cited the landscaped grounds of Middleton Oaks as an example of a management style that is both proactive and reactive in its provision for the residents. They said: *"This is a highly impressive retirement facility in every sense of the word and the staff are to be congratulated on its high standards."* David Richardson, the retirement village's Head of Facilities added: *"I am delighted for all those that have been involved in accomplishing the projects."*

Residents have been involved at every step of the way, planting and even weeding as well as helping shape the designs."

CHRISTMAS IS COMING!

The festive season will soon be upon us. Why not pay Middleton hall a visit?



There is plenty going on!

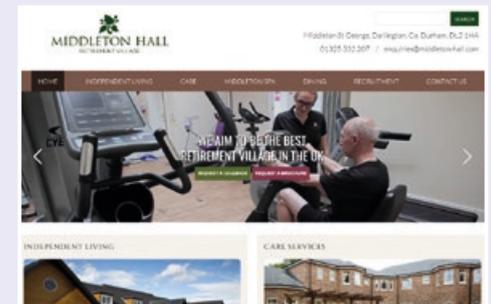
You could arrange a visit to see the recent developments, and stay awhile for a **Festive Afternoon Tea**.

Get into the Christmas spirit at the popular **Christmas Fair on 18th November (11.00am – 3.00pm)** or book for one of the Christmas Dining events.

All the seasonal events are detailed in the **What's On** and the **Middleton Hall Christmas brochure**, available now at Reception and online on our website.

WELCOME TO THE NEW WEBSITE

A new website has been launched with the same address as previously – middletonhallretirementvillage.co.uk. It features more pages, more information about current events and activities, and more links to other useful sites.



It was designed in consultation with residents, staff and others who know Middleton Hall best and who use the website as a regular reference point. As the site is dynamic and intended to evolve to fit our constantly changing organisation, we therefore welcome all feedback and comments.



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