

# Middleton Hall

## Retirement Village



www.middletonhallretirementvillage.co.uk Tel: 01325 332207

NEWSLETTER

No. 7

## INNOVATION & excellence



### DEVELOPMENT NEWS

NOT LONG AGO IT FELT AS IF MIDDLETON HALL HAD BEEN BUILDING, RENOVATING AND DEVELOPING FOREVER. IN REALITY IT WAS ONLY A FEW YEARS AND EVERYONE INVOLVED IS NOW VERY PROUD OF THE RESULTS – THE NORTH'S FIRST RETIREMENT VILLAGE.

Now we are in the middle of a deliberate period of not building new facilities – the grounds are flourishing, the services are running well and everyone is fully appreciating the tranquillity, quality and lifestyle at Middleton Hall.

However, we are still busy making improvements and planning for the future.

### THE ESTATE

Our Head Gardener, David, and his team have been hard at work making the grounds more accessible and ensuring residents have more opportunities to enjoy the wildlife and nature surrounding the retirement village.

The woodland walk has been planned and is being worked on. The full circuit is exactly one mile, although there are shorter sections. It loops through the woods immediately around the retirement village before crossing the field to the south, through two tree copses and into the newly planted woodland. After leaving the new woodland, it heads into the woods to skirt the east of the site. In due course we are



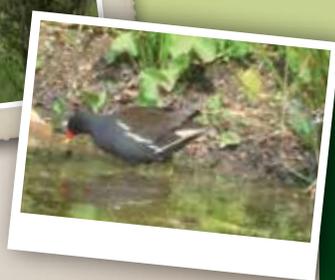
planning to make that section accessible by wheelchair. Currently, it tends to be quite muddy following any wet weather, but is a particularly interesting part of the walk.

The gardening team are planning signs for the walk to point out significant flora and fauna along the route.

The first wildlife walks around the grounds have taken place, including one featuring butterflies and moths in the wildlife area behind the sports green. This, along with the wetland garden has become a haven for interesting species, including red burnet moths, who prefer habitats rich in wild flowers – a good indication of the quality of Middleton Hall's wildlife areas.



# INNOVATION & *excellence*



## BIRD HIDE

We now have a bird hide and a bird feeding area at the east of the site overlooking one of the ponds in the wetland garden. It is accessed near the greenhouse and is open during weekdays. At weekends, the key is kept in reception. If you want close up views, please bring your own binoculars or borrow a pair from reception. Residents and the gardening team are keeping a spotting diary inside.

So far, residents and staff have spotted around 50 species including snipe, reed buntings, yellow hammers, kestrels and a barn owl.

Our first moorhen chicks hatched rather surprisingly, (given their normal suspicion of humans), on the large pond adjacent to the main entrance earlier in the year. Nesting here may have transpired because of a traumatic experience for one of the parents in a close encounter with a sparrow hawk in the wetland area. The chicks' very protective parents developed a regular pilgrimage to and from the wetland garden along the field hedge, whenever they felt that the main pond was rather more public than they wished. Indeed, they gave the slip to a dedicated resident who quietly staked out the pond all one afternoon in a bid for some photographs...

## TRANSPORT

To make sure that we have plenty of outings for all residents throughout the year, we have upgraded Middleton Hall's vehicles to include two minibuses – one for shopping and general trips out and one with far better wheelchair access.



Longer term, we would like to provide a greener form of transport, as part of our vision of being a sustainable organisation. We volunteered to take part in the electric vehicle trials currently taking place in the north east, (but were not selected), and subsequently looked into the possibility of purchasing an electric minibus. Technology is developing fast so we hope that in the near future we can at least change our petrol car to a plug in electric car. (In the long term this could even be from electricity generated on site.) For the moment, the Managing Director does at least drive a hybrid (petrol/electric) car to help our carbon footprint.

## MIDDLETON SPA

Since opening Middleton Spa in 2009, we have been delighted at how well it has worked. It was unknown territory for us and, in truth, we did not really know how much it would be used or in what way. We have found that with the right people running the spa, residents can benefit in all sorts of ways.

We now have two full time staff running Middleton Spa: David, appointed as Healthy Living Coordinator and now assisted by Charlotte. Between them, aside from the day to day operation of the swimming pool, spa pool and gym, they run exercise classes throughout the retirement village and work as personal trainers with residents and staff. As a result of the enthusiastic use of the facilities, the gym has been extended and additional equipment provided.

Following a very successful trial, Middleton Hall now hosts sessions for a programme called "Fit as a Fiddle" a national lottery funded programme run by Age UK (formerly Age Concern). "Fit as a Fiddle" Darlington is aimed at local people aged 50 and over to improve fitness, mobility and their overall health.

Gill Watson, the Fit as a Fiddle Co-ordinator for Age UK Darlington says

"We are delighted that Middleton Hall Gym and swim sessions are available to local older people to encourage them to make healthy lifestyle choices. The programme run by Age UK Darlington offers a host of activities across the town from Dance to Tai Chi, Pilates to historic walks.

However, participants agree that there is something very special about a visit to Middleton Hall. The welcome is warm and the Reception & Spa staff friendly and supportive; amongst the calm and relaxing surroundings."

To find out more, please telephone Gill Watson at Age UK on 01325 362832 or see our Fit as a Fiddle page on the Web site [www.ageukdarlington.org.uk](http://www.ageukdarlington.org.uk)



## SPORTS GREEN

Bowling has been going well and residents are benefitting from the all weather surface – the green has been used in all sorts of weather by some of our bolder residents so far!

The son of one resident who lives in France organised our second Boules Tournament (even bringing some pleasant French-like weather with him). 20 people took part for a thoroughly enjoyable day – with some highly competitive matches (even after lunch!).





## MIDDLETON GROVE – ASSISTED LIVING

Our first Assisted Living Suites in Middleton Grove opened in 2000 with additional suites added in 2001. Since then it has operated as a unique, high quality, hotel based service where residents rent their suite or apartment from Middleton Hall and have all meals, housekeeping and laundry services included as standard.

As part of our business planning process, the management team has reviewed Middleton Grove and decided to make changes to the service over the next few years to reflect the facilities that the retirement village now offers.

The most important change is that refurbished suites offered now will have galley kitchens fitted as standard. Coupled with a new range of service packages, this should prove ideal for more independent residents wanting this flexibility.

There will now be two main packages for clients to choose from:

**STANDARD.** The entry level service will include one main meal as well as housekeeping, laundry and some general staff time. Clients will then be able to choose from making meals in their own suites, (with groceries available from the Terrace shop), using the Terrace café, restaurant or opting for an additional meal in Middleton Grove's dining room. Weekly shopping trips and other organised trips are also included.

**FULL BOARD.** Residents will be provided with breakfast, lunch and dinner as well as housekeeping and laundry services.

In addition to the main service packages, residents can add other services:

**HEALTHY LIVING PACKAGE.** This includes dedicated, one to one time each week with David or Charlotte from the healthy living team. This could be spent in the pool or gym, as time on the sports green or taking a walk, mobility exercises or nutritional advice. Clients will also receive a monthly therapy of their choice from the range that our therapists provide.

**TRANSPORT.** Although trips out with other residents are included in all service packages, residents who do not drive can book our transport service for a reasonable cost for individual appointments – hospital or surgery visits, dentists etc.



## CATERING

The kitchen team, lead by Head Chef Paul, have been busy providing a wide range of meals and functions for residents and guests.

Restaurant nights have included fine dining evenings, buffets, curry nights, wine tasting and a beer festival. The kitchen team aim to source local produce wherever possible and free range or organic when they can. Local can mean very local – the greenhouse has provided a range of tomatoes, aubergines, courgettes, cucumbers, peppers, herbs and the fledgling orchard planted in 2009 will enhance this in years to come.

The Terrace cafe is now equipped with a coffee machine so the team can serve cappuccinos, lattes, espressos as well as Americano coffees. The blackboard menu has proved to be very popular and the Terrace now has many regular customers.

The skills (and competitive nature) of the catering team have been tested in a baking competition – judged, of course, by residents, who sampled the cakes and biscuits at a tea party.



### A LA CARTE MENU

#### Starters

Seared King Scallops, Black Pudding,  
Pea Puree with crisp Parma Ham  
A pressed Terrine of Ham Hock,  
Garlic Crisp, Orange  
Cinnamon Jelly with an Apple  
& Grape Chutney  
A Soup of Corn-fed Chicken with  
Wild Mushrooms & Tarragon Oil

#### Main

Pan Fried Halibut Steak, Red Pepper Mash,  
Buttered Baby Greens, Parsley Beurre Blanc  
Oven Roasted Fillet of Beef, Dauphinoise  
Potato, Forest Mushrooms with Madeira Jus  
Cannon of Lamb, Fondant Potato, Beetroot  
& Celeriac Gateaux, Beurre Rouge Sauce

#### Desserts

Cointreau and Dark Chocolate  
Pot with Fresh Raspberries  
Spiced Poached Pears, Vanilla Pod Ice Cream  
An Assiette of Strawberry Delights,  
Strawberry Milk Shake, Strawberry and  
Cream Jelly & Strawberry and Mint Delice  
Tea or Coffee & Mints  
Cappuccino Coffee

## INDEPENDENT LIVING – MIDDLETON WOODS

Middleton Woods sales have gone very well, despite the slow property market. At the time of writing, there is just a one bedroom apartment left for sale:

### Apartment 14

The last remaining one bedroom apartment left in Middleton Woods overlooks the landscaped area with its own patio. It is fully fitted with carpets, curtain rails and bathroom pack.

Please call to arrange an appointment to view.

We have also made our first re-sale on behalf of a client who has decided to move into another part of Middleton Hall.

We expect to have available for resale shortly one of our largest apartments in a prime position in Middleton Woods.

Further information and current availability can be found on our web site [www.middletonhallretirementvillage.co.uk](http://www.middletonhallretirementvillage.co.uk)



## CHARITY EVENTS

Middleton Hall has held two recent concerts to raise funds for local charities.

Almost 100 people enjoyed the singing of Eileen Davey, (one of our Middleton Woods residents), raising £1,000 towards Middleton St George's Community Centre as well as Cancer Care at James Cook Hospital. Following the success of this, Andrew Nicks, the well known professional organist who accompanied Eileen in the first concert, came back to do a music afternoon (with a guest performance from Eileen). This time we raised £1,750 for Friends of Darlington Memorial Hospital.



## FUTURE PLANS

The management team have been working on a new five year business plan. This started with a team building day at Carlton Lodge outward bound centre near Thirsk. Once our non swimming Head Chef had survived an outing with only a raft built by the team between him and the bottom of a lake, he certainly felt the business planning process would prove most straightforward!

### EXTENDING THE RETIREMENT VILLAGE

One part of the five year plan, is to extend the amount of independent living available. Although only at an early stage, we are submitting a planning application for a development of self contained bungalows, set in a new landscaped area adjacent to the current retirement village. If planning permission is granted, these would be "zero carbon" bungalows, offering very low running costs.

At the moment this is only a tentative plan and will be subject to planning permission in due course. Watch this space....

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

## SERVICE AND QUALITY

Our most recent Resident Satisfaction Survey showed very high levels of satisfaction across all services.

95% of residents and their families rate Middleton Hall as "Excellent" or "Good"

Amongst numerous kind comments about the service people receive from Middleton Hall were:

*"It is a home from home. We take great comfort from the knowledge that Mum is getting the best care in the best of environments"*

*"Security, safety, superb staff support, quality of facilities on offer, beautiful surroundings"*

*"Wonderful!!"*

*"We have been impressed with Middleton Hall throughout the 7 years that Mum has been there. It is not an institution but a welcoming, warm and friendly place with high standards of care and respect for its residents"*

*"It is exactly fulfilling (and more) what we envisaged"*

*"Your staff are just great – we love 'em all"*

*"I have not regretted for one minute my decision to come to Middleton Hall"*

The Care Home has just been inspected by the regulator, CQC (Care Quality Commission). The unannounced inspections for homes already rated by CQC as 3\* (Excellent), are only every three years – we were of course pleased to learn that we will continue with that rating from CQC.

The inspector had not been to Middleton Hall before and after an interesting start (she arrived at the trade entrance after ignoring the signs for reception and ended up in the laundry!) she commented that in 10 years of inspecting care homes, Middleton Hall was by far the best she had ever been in.

Copies of the report are available from the CQC web site [www.cqc.org.uk](http://www.cqc.org.uk)

Meanwhile, the kitchen had an inspection from Darlington Borough Council and retained its 5\* rating (again the highest rating) for food and hygiene.

Please send me a brochure. I am interested in:

- Middleton Woods (Independent Living Apartments)
- Middleton Grove (Assisted Living Suites)
- Middleton Gardens (Residential Care)
- Middleton Court (Complete Care)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Tel No: \_\_\_\_\_

Please send to Middleton Hall, Freepost NEA 5069,  
Middleton St George, Darlington DL2 1BR