

Highview House

NEWSLETTER



General Manager Focus



Coming Soon

We're pleased to announce the Tell Barchester Annual Survey is coming soon!

This will be the 5th year for our annual customer satisfaction survey which will be live from 8th of September. The survey gives you and our residents the opportunity to tell us how you feel about the experience here in our home and helps us learn and improve as well as celebrate positive feedback with the team.

The survey will be sent to you via email and be open for five weeks giving plenty of opportunity to complete, it's quick and simple and there's space to add further comments on your experience to give us more detailed feedback if you wish.

If we don't have your email address and you would like to take part please give it in at reception, or you'll be able to complete the survey when you visit if it is easier as posters will be displayed in homes with the details – just ask at reception or check in with activities, and the team can help you.

But if in the meantime you have feedback you would like to share you can come and talk to me at any point, my door is always open.

Elsbeth Russell
General Manager

Dates for your Diary

Some of the activities highlights coming up...

September

2/9 Sounds Familiar

4/9 Spokes 4 Folks

9/9 Margaret
Thompson Band

16/9 The Coffee Corner

19/9 Seagull Trust
Cruise

September

24/9 Hugh Dent Sings

26/9 Football Memories

26/9 Seagull Trust
Cruise

Please note that all of our activities are open to residents from across the home, and are free of charge unless otherwise indicated. To sign up or find out more, email highview.activities@barchester.com



Summer Fun!

Wow! What a summer we've had in and out of the home. Over the next few pages, we'll be looking back on the highlights of our summer calendar.

From the first annual summer fete, to international music and owl handling, residents at Highview have been on the go all summer long. And as we gear up for our autumn season, let's look back on the best of our summer fun...

SPOTLIGHT ON...

... Cath the singing hairdresser! Every Wednesday and Friday, Cath can be seen (and heard) entertaining residents (including those on Memory Lane) while indulging in some beauty therapy. Please see reception for a price list



What we've been up to...



Seagull Trust Cruises

Say hello to Captain Jack!

On board the Seagull Trust canal boat, Highview residents sailed up the Caledonian Canal, past the luxury yachts and out into Old Inverness. With views of the city and local wildlife, our residents went on no fewer than four cruises this year – with several more planned in 2026.

Summer Fete Shenanigans

This summer saw Highview residents open their doors and host their first every summer fete.

With fish and chips, stalls, games, and even a visit from the fire brigade, it was a huge success, raising over £700 for the residents' fund and making sure our resident feel part of the wider Inverness community.



LET'S TALK *facebook*

Don't forget to follow us at
@barchesterhighviewhouse

Our best story this month had 35 likes

It was (almost) a case of the African Queen as residents at Highview took to the ocean waves (well, Caledonian Canal) with our good friends at The Seagull Trust.

With help from carer Selene and activities coordinator Sharon, Captains June and Jack took helm and lead the cruise ship up the canal. Margaret Thompson accompanied the trip with a few sea shanties on the accordion. A fabulous nautical time was had by all.

To find out more about the fine work that the Seagull Trust Cruise do, visit their website below.

<https://seagulltrust.org.uk/highland-branch/>

NEWS FROM IN AND AROUND Highview House

Christmas Planning Already?

With Inverness still enjoying warm weather, it seems crazy to be talking about Christmas already. Yet here we are.

One of the busiest times of the year at Highview House, the activities calendar is always crammed full of activities – from the annual pantomime to arts and crafts, and from the Christmas puppet show to the big day itself.

If you, or anyone you know, would like to be involved in our Christmas organising committee, please drop the activities team a line on 01463 711331 or by email on highview.activities@barchester.com

Thank You

From all the team at **Highview House** we'd like to say a big thank you to you all for all your support, and particularly to all who volunteered their time to make the summer fete such a success.



CELEBRATING SUCCESS

We'd like to take this opportunity to pass on a hearty congratulations to well-known Highview stars Paul Cranston and Ellie McPhee who, at the time of writing were just two weeks away from completing the third and final year of their nursing degrees.

Well done, you two! Residents are in safe hands with you both on the team!

Highview House

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