

### *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 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.

**Trudi Gillespie**  
**General Manager**

## Dates for your Diary

### September

1<sup>st</sup> Book Club  
3<sup>rd</sup> Go Green litter picking  
10<sup>th</sup> Now that's what I call music  
12<sup>th</sup> Dementia Café  
15<sup>th</sup> Veterans Coffee Morning  
17<sup>th</sup> Tractor Visit  
23<sup>rd</sup> Virtual Indian Miniature Painting  
24<sup>th</sup> Cycle without age  
24<sup>th</sup> Napa – Art in care homes  
25<sup>th</sup> – Trip to Newcastle football club  
26<sup>th</sup> World's biggest coffee morning

### October

1<sup>st</sup> – International coffee day  
3<sup>rd</sup> – Mount Vale Oktoberfest  
7<sup>th</sup> – Chris Gilly  
18<sup>th</sup> – National cupcake day  
22<sup>nd</sup> – Knit and natter  
23<sup>rd</sup> – Therapy dog  
29<sup>th</sup> – Barchester big quiz  
31<sup>st</sup> – Halloween Party

## A photograph of a woman and an elderly woman. The woman in the background is wearing a brown cowboy hat and a red and white checkered shirt. She is smiling and holding a pair of glasses that are shaped like two acoustic guitars. The elderly woman in the foreground is wearing a dark blue jacket over a blue and white patterned top. She is also smiling and wearing the same guitar-shaped glasses. The background shows a room with wooden paneling and a doorway.

The spirit of the Wild West filled the air as we enjoyed classic country and western films — after all, who doesn't love a good John Wayne movie?

The highlight of the afternoon was a fantastic live performance by Paul Sowden, whose incredible voice and guitar had the room buzzing. He treated us to a wide selection of country hits — including *The Gambler*, *King of the Road*, and *Country Roads* — along with songs from legends like *The Mavericks*, *Billy Ray Cyrus*, and *Tommy Steele*. Paul sure knows how to put on a show!

We're thrilled to share that Mount Vale Care Home has donated two large boxes of books to Friends of the Friarage, a wonderful local charity that has supported the Friarage Hospital and community for nearly 70 years!

## A collection of various pens and pencils, some with colorful erasers and decorative elements, displayed in a clear plastic bag. The pens and pencils are arranged in a way that shows their different colors and designs, including some with erasers and others with decorative caps. The bag is made of clear plastic and is filled with these writing instruments.

Residents and families have been busy crafting handmade pens for Arosa Caravan Park's annual fundraiser. This year, all proceeds will go toward supporting the local food bank — a vital resource for many in our community.

## Family Fun Day Success!

We were treated to a wonderful performance by the Northallerton Bell Ringers, who played a wide range of songs, filling the air with beautiful music. A huge thank you also to Encore Dance Studio, who delighted us with a variety of dance performances, including a lively 60s medley that got everyone tapping their toes!

# LET'S TALK *facebook*

Don't forget to follow us at  
@ BarchesterMountVale

## Our best story this month had 30 likes

We were proud to welcome our incredible emergency services, nurses, teachers, and armed forces for a well-deserved treat – hearty bacon and sausage sandwiches, hot drinks, refreshing juices, and freshly baked scones!

There were smiles all around as our residents enjoyed chatting with our special guests and even got a close-up look at the ambulances and police cars.

It was a fantastic way to bring our community together and show appreciation for those who give so much every day. Thank you to all our local heroes – we're so grateful for everything you do!

## NEWS FROM IN AND AROUND Mount Vale

### A Trip Down Memory Lane with the Royal Mint

We were delighted to welcome the Royal Mint Memory Box to our community recently, and it proved to be a thoroughly engaging experience for residents, relatives, and staff alike.

This interactive collection—on special loan—sparked joy, curiosity, and meaningful conversations. Residents enjoyed exploring historical items, learning fascinating facts, and handling artefacts that brought back memories of days gone by.

There were plenty of smiles as everyone reminisced about the era of “old money,” discovered the surprising fact that the Royal Mint once made chocolate, and examined currency from across the globe that the Mint has produced over the years.

Perhaps most special of all were the personal stories that emerged memories of life events, travels, and even medals proudly earned. The session brought people together in a truly heartwarming way, reminding us of the power of shared history and storytelling.

A huge thank you to the Royal Mint for providing such a meaningful resource—it was an experience that will be fondly remembered.

## Thank You

From all the team at Mount Vale we'd like to say a big thank you to you all for all your support and understanding over the last few months. We'd love you to leave us a review if you haven't already at

<https://www.carehome.co.uk/carehome.cfm/searchazref/20004020MOUA>

### CONGRATULATIONS BELL

We're incredibly proud to share that Bell has been awarded her Level 2 Adult Care Worker! Her dedication, hard work, and commitment have truly paid off. Bell has been working tirelessly to achieve this milestone, and we couldn't be happier for her.

Well done, Bell – your achievement is well deserved!



Mount Vale Care Home

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*Celebrating life*