MOUNT VALE

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 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

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

October

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

31st – Halloween Party



Cowboy Day Round-Up!

We saddled up for a rootin'-tootin' good time on Cowboy Day, and what a memorable day it was! Staff, residents, families and volunteers all joined in the fun, dressed in their best western gear — cowboy hats galore and big smiles all around. A photo prompt helped us capture plenty of wonderful memories throughout the day.

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?

Our day was full of toe-tapping fun as everyone took part in movement to music sessions, with lively country tunes and even some line dancing! Yeehaw!

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!

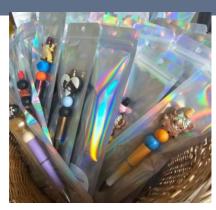
The room was alive with singing, clapping, and dancing — a true celebration of music, community, and cowboy spirit!

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!

The books — including everything from non-fiction to romance and thrillers — will be sold in the charity's onsite shop, helping to raise vital funds for patients, staff, and visitors.



What we've been up to...



Residents and Families Get Creative for a Great Cause!

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.

It's been a wonderful display of creativity, teamwork, and generosity, all in the spirit of giving back. Thank you to everyone who has contributed their time and talent to make this fundraiser a success!

Family Fun Day Success!

Residents, staff, and families all came together for a fantastic afternoon of fun at our recent Family Fun Day!

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!

The event featured a tombola, cake stall, mystery bags, handmade cards, and a second-hand DVD and book stall—something for everyone to enjoy! We couldn't have done it without the help of our amazing volunteers: Denise, Annette, and Biddy—thank you for your time and support.



LET'S TALK facebook

Don't forgot 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/20 004020MOUA

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

Yafforth Road, Northallerton, DL7 8UE

Tel: 01609 775444 • www.barchester.com



@ BarchesterMountVale

