

Ouse News

NEWSLETTER

General Manager Focus



Hello,

I hope you are enjoying the last few days of summer before we step in to September – the doorway to Autumn! Inside you'll find our latest plans for August and upcoming dates for your diary.

I always like to start by welcoming all the new residents and staff to Ouse View. It's a delight to meet you all and we're looking forward to getting to know you. I truly hope you all enjoy being here and are excited to join in the celebrations - what a wonderful month we've had at Ouse View.

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.

Rebekka Richardson – General Manager

Dates for your Diary

August

18/08 - Railway Museum

19/08 – Community Coffee Morning

20/08 – History Talk

23/08 -Dynamic Brass Band

27/08 – St Oswalds Coffee Morning

September

2/09 – Professional Lunch

9/09 – Emergency Services Visit

10/09 – Burnby Hall Gardens

16/09 – Worlds Largest Coffee Morning for Macmillan

21/09 – World Alzheimer's Day

25/09 – Live Entertainer Julie Fox

October

7/10 – Joe Exotics Mobile Zoo

20/10 – Live Entertainer John Kellow

31/10 – Magic Show



Festival extravaganza at Summer Bash

Thank you to everyone who supported us and attended our recent 'Big Summer Bash' it was fantastic to see you all!

Everyone had a fabulous time from start to finish and we are still on a high. Thank you to all of our stall holders for their time and to York Stage School Choir and Yorkshire Voices Choir for their live performances.

The hospitality team whipped up a treat with a delicious buffet, washed down with refreshing Pimm's. There were lots to do for all the family from tombola, raffle to cake sale and much more!

We were honoured to have Sue Sheriff, our local vicar, officially open the event. Thanks to everyone who joined us—residents, family members, stall holders, community friends, and staff. We raised an amazing £412 which will go straight to resident fund.

Date For Your Diaries

Our next Fair will be Ouse View Christmas Fair on the 6th December 2-5pm! You can expect stall holders, raffle, tombola, minced pies, mulled wine, Santa's grotto and much more!



What we've been up to...



Summer Loving with Filey Beach Visits

Over the summer months we have enjoyed 'seaside escapes' like no other with fun filled trips to Filey Beach.

We enjoyed the beautiful scenery and coastline and of course indulged in some good old fish and chips and ice-cream!

What wonderful days they have been sharing stories of our memories as children and with our families spending time on the beach - the weather was truly on our side (sometimes!)

York Open Top Bus Experience

22 of our lovely residents joined York City Sightseeing Bus for a trip exploring some of York's most iconic sights, including Clifford's Tower and a scenic ride over the River Ouse. We were even treated to a personal guide who shared fascinating stories and history about our beloved city. There were smiles, stories, and lots of reminiscing — a truly wholesome and heart-warming experience for everyone involved. This trip was also held in loving memory of a dear resident who first shared this idea with us. It was an honour to bring it to life in their memory.



Let's Talk Other Business

Fulford and Heslington Ward

How can we improve
Fulford Parish Field?



Please tell us if
and how you
use it and what
you'd like to
see there.

We'd love to hear from you, especially if you have a view on how public spaces can be made safer and more welcoming.

Join in the survey at:
www.york.gov.uk/FulfordPlayingFieldsConsultation
before 25 October 2025.



Please place your opinion on what you would like to see on the Fulford Parish Field by scanning the barcode or visiting the website.

★ Barchester Care Awards – Divisional Winner ★

Our winner is and congratulations to.....

And our winner is... Sue Phillips crowned Deputy Manager of the Year for the North East & Scotland division. Next stop...the nationals!

Over 5,250 incredibly high-standard nominations were received this year.

Sue will join winners from across the UK at a special awards event in October to celebrate their outstanding achievements and see if they've won a national award.

Huge congratulations!

#BarchesterCareAwards2025

#DivisionalWinner



Thank You

We strive to make sure every experience is 5-star and we really appreciate you taking the time to review us. If you haven't written a Carehome.co.uk or Google review and have the time we'd really appreciate it. These reviews not only help others when looking for suitable care homes in the area but are greatly appreciated by all staff at the home.

Pick up a card in the home when you next visit or alternatively, submit online

<https://www.carehome.co.uk/review-submit/65432236222>

CELEBRATING SUCCESS

A very warm welcome to Amber, our new activities coordinator who joined us in July. Amber has gone from strength to strength creating new and exciting activities for all of our residents to enjoy! At the end of August, she is planning a River cruise down the river Ouse!

Welcome to the team, Amber! Do say hello when you next visit.



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BARCHESTER

Celebrating life