

### *General Manager Focus*

## Whole Home Approach

**At Mulberry Court Barchester Healthcare we are very passionate about operating a 'whole Home Approach' where every member of staff works together as a single team to ensure we provide our family of residents a deep sense of belonging that boosts their confidence, reduces stress, and fosters genuine happiness.**

All these core components ensure the structured approach at Mulberry Court aligns teams around shared goals and reshaping daily life. Our 'whole home approach' helps Mulberry Court put human relationships and individual needs at the centre of all functions and activities. It ensures daily support has a personal approach, sustainable and always improving.

At Mulberry Court our amazing staff from various departments are frequently stepping outside their specific job role to support residents. An example of our whole team approach is illustrated below, with maintenance and hosting helping our activities team to facilitate an amazing day out in our minibus to Elvington Air Museum.



Instead of activities being limited solely to dedicated coordinators, the entire team contributes to mental, physical, and social well-being. Person centred care approach ensures that our staff take the time to deeply understand each resident's personal life story, daily routines, and individual preferences.

Relatives and friends are considered an extension of the home, with care teams operating an open-door communication policy and frequently inviting families to support meetings and special events.

## Dates for your Diary

Looking forward to summer activities.

### July

8<sup>th</sup> – Arts & crafts with Joan our talented helper

11<sup>th</sup> – Musical Moments with Maggie

14<sup>th</sup> & 28<sup>th</sup> – Keep Fit with Kate

20<sup>th</sup> – Vocalist Richard with his Dog Honey

24<sup>th</sup> – Holly & her Pet Therapy Dog

29<sup>th</sup> – special talk for our tech residents on preventing Cybercrime

Wednesday Mornings – Veterans Coffee Morning

Thursday Mornings – Visiting Hairdresser Rebecca

**Don't forget our Digital Café Wednesday 29th**

# Cultural Diversity at Mulberry Court

At Mulberry Court we have an amazing team originating from South East Asia including Philippines and Thailand, East Asia incorporating China, South Asia uniting Sri Lanka, India, Nepal and Bhutan, Europe featuring England, Poland and Rumania, West and East Africa containing Sudan, Ghana, Nigeria and Zimbabwe.

The diverse international team recruitment is essential for meeting Mulberry Courts staffing demands, with a high proportion of our care staff bringing nursing skills from their origin countries. Ensuring multicultural staff and residents build strong relationships requires a proactive culture of mutual respect, open communication, and active curiosity. That's why at Mulberry Court our Activity Team organise Culture Days, enabling a powerful way to celebrate the diversity of our team, resulting in a vibrant community where staff feel valued for their unique identities. These events, as well as being fun, are essential for building mutual respect and improving quality of care.

Many of our Care Assistants have gone on to qualified nurses, most recently Rekha who joined the Nursing Team in March 2026.



Top left Hadia from Sudan, top right The York Filipino Community, bottom left and right, bottom middle Sri Lanka and bottom middle Neetu from Nepal – a big thank you for sharing your



## Our own Mini-bus

Having a reliable and suitably equipped minibus is vital in ensuring Mulberry Court can not only provide safe, comfortable and efficient transportation, but also enhance and extend quality of life.

At Mulberry Court we provide outing most Thursdays to a variety of venues – shopping therapy at Tesco to National Trust excursions at Beningbrough Hall.



## Trip to Moorlands Nature Reserve

Here at Mulberry Court Care Home - Barchester Healthcare we are always mindful of our residents wishes, so when one of our residents expressed, she'd love to see the rhododendron bushes at Moorlands Nature Reserve, before the blossom seasons ends, we set the plans in place, despite the drizzly weather.



## Saturday Bowls....

At Mulberry Court we love our Saturday bowls which is highly beneficial for our competitive family of residents. It provides gentle low-impact exercise and stimulates the mind as well as combating social isolation by fostering community connection.

Here at Mulberry Court, we strongly believe in promoting and encouraging camaraderie which significantly boosts mental wellbeing.

Well done to our winner representing Galashiels Scotland who was presented with our prestigious trophy.



# LET'S TALK *Facebook*

Don't forgot to follow us  
at:

[www.barchester.com/home/mulberry-court-care-home](http://www.barchester.com/home/mulberry-court-care-home)

Our best stories this  
month:

Summer Fair fun and  
games`

Bowls Saturday –  
Scotland Victory

Minibus trip to Elvington  
Air Museum



Build your confidence  
with everyday tech hosted by  
age UK York

Join us at the Digital Café on  
Wednesday 29th July 2026 2-4pm  
for a drop-in support session where you can  
learn new skills and feel more comfortable  
using your phone, tablet or laptop.



Mulberry Court Care Home

Clifton Park, Shipton Road, York, YO30 5PD

Tel: 01904 671122 · [www.barchester.com](http://www.barchester.com)

Residential Care • Nursing Care • Respite Breaks

## Join us at the Digital Café

Mulberry Court, Rawcliffe, York is inviting internal and external older adults who feel unsure about using new gadgets to a 'community space' digital cafe at our care home on Wednesday 29th July from 2 - 4pm. The event will be in our cafe bar area where people get free, face-to-face skill building help with basic everyday technology. Visitors bring their own phones, tablets, or laptops to learn how to add and use apps (NHS), browse the internet, send emails as well as social connection with video chat with family and friends. The session will be a relaxed drop-in session with internal and external invites in the Rawcliffe and Clifton area.



Mulberry Court Care Home

Clifton Park Avenue

Shipton Road, York YO32 5PA

Tel: 01904 671122



BARCHESTER

*Celebrating life*