



Harrogate Neighbours Winter Newsletter 2022



We hope that everyone had a wonderful Christmas and New Year!
Thank you for taking the time to read through our Winter Newsletter full
of festive fun, important information and a glimpse into life at
Harrogate Neighbours.

In this issue...

A Note from Sue

Page 2

The Cuttings

Page 3

Heath Lodge

Page 4

"Behind The Mask"

Page 5-8

Greenfield Court Care

Page 9

Food Angels

Page 10

Work For Us

Page 11

Special Mentions

Page 12



HNHA Head Office

The Cuttings
164 Station View
Harrogate
HG2 7DZ

www.hnha.co.uk

A Note from Sue

Dear All,

Well, I hope you all had a fantastic Christmas and New Year – we had a fun-packed festive season across the whole organisation despite certain restrictions still being in place! Now, we can really look forward to opening up and the world getting back to normal in the Springtime!

The last few months have posed huge challenges in recruiting care staff. In January we held a month-long campaign “**Behind The Mask**” where we spotlighted our care team, the incredible work that they do, and the development opportunities we offer working at our organisation. I’m pleased to say we have taken on some amazing new staff members since the new year who we are thrilled to welcome into our family. This was a really exciting campaign for us, and it has really boosted morale and recruitment across care.

Exciting times ahead in The Cuttings gardens! Head gardener, Gloria, and a host of wonderful gardeners and volunteers have started putting vital funds raised at our 2021 Ball to good use! The **Sensory Garden** work has begun, and we can’t wait to see how it flourishes and blossoms through the coming seasons!

I’m pleased to announce that our **Tenant / Resident Forums** will begin again from April. Relatives, friends, clients, and staff will be coming together to discuss what’s going on within the organisation, as well as welcoming any suggestions moving forwards. You will be informed in due course of the Forum dates, and I welcome all to attend if you wish.

Finally, to top-off the Winter period, we celebrated **10 years of Harrogate Food Angels**! I think it’s safe to say this milestone could not have been possible without the endless support of our cohort of volunteers who give up their lunchtimes to deliver this crucial service to the elderly and vulnerable in our community. Joined by a team of esteemed Yorkshire chefs, Stephen and the whole Food Angels team worked hard to deliver some special MasterChef dishes as a celebratory treat for our clients – we may have thrown some goodie bags in for them, too! I would like to take this opportunity to congratulate the Food Angels team, as well as thank our volunteers and service users, for supporting and coordinating this service we are so proud of! Here’s to the next 10 years!

Kind regards,

Sue



The Cuttings—Extra Care Facility



Christmas at The Cuttings!



If anyone follows our [Facebook page](#), you may have noticed that some **cheeky elves** made a daily appearance from 1st December. Although they caused chaos at the Cuttings, they will be missed!

To begin the festivities, staff dressed up as elves for **Alzheimer's Society** and got fully immersed in the festive season! **We raised £79.10!**

To really get into the spirit of things, tenants enjoyed a tippie and mince pie and some live music from **David at Full Circle Funerals**.

The Christmas cheer continued with our yearly pop-up shops!

Local businesses gathered and set up stalls to sell various gifts to the residents. The afternoon was a success and **our lovely resident Elizabeth even sold her beautifully hand crafted jewellery**.

A huge thank you to **Andrew Bull of Andrew Bull Insurance Services** for hosting the big Christmas Quiz of the year! He came donned in his best Santa suit and brought prizes for all residents and staff who got involved. Well done to Ellie, Lyn, Nichola and Michael for winning! (Bottom right). We can't wait to see Andrew again at Easter!

Father Christmas made his annual visit in his sleigh! Children and families joined outdoors to greet the big man. There was snow, gifts and even a mulled wine for the Grown-Ups!

The Cuttings Christmas Party soon came round and as usual our excellent **Hospitality Team put on a fantastic buffet** for all residents to enjoy.

We are truly lucky to have such a fantastic team who are willing to go the extra mile on all occasions.



Heath Lodge—Residential Care Home



Christmas at Heath Lodge is always a busy time of year!

There were competitions, a live performance, and of course the Christmas Party!

There were smiles all round as everyone embraced the festive season and enjoyed every moment.



The hospitality team put on a fantastic spread for the Christmas Party and this was followed by Afternoon Tea later on!

A huge thank you to Richard & Honey (the dog!) who came and performed to the residents and sang Christmas Carols with everyone.



Well done to Sheila who guessed the name of the Teddy Bear correctly and to Louise who won £25 on the 50/50 Lucky Draw! The other £25 has been invested into activities for the residents at Heath Lodge.

“Behind The Mask”

January 2022 Recruitment Campaign *Spotlighting the Care Team at Greenfield Court Care and Heath Lodge*

In a bid to recruit in what has been the most challenging two years for the adult care sector, Harrogate Neighbours, has launched a campaign shining a spotlight on what it's really like to work in the sector to encourage more people to consider a career in care.

'Behind the Mask' showcases carers speaking out about what they love most about their jobs and why they work in care. Our Care Staff at Harrogate Neighbours are the face of the campaign which aims to give a real insight into the world of care and inspire others to join us.

According to North Yorkshire County Council, on any given day there are at least 1,000 job vacancies across social care providers in North Yorkshire that need to be filled to provide care for the most vulnerable people in the community. These jobs are not only nursing or care assistant roles, but kitchen staff, including chefs and porters, as well as administrative roles – all essential to run a safe and secure care organisation.

Sue Cawthray, CEO of Harrogate Neighbours said:

This campaign is really exciting for us as it gives people a real insight into the world of care. The pandemic has put the sector under the spotlight, and we're keen to change perceptions and help people see the huge benefits the sector has to offer for anyone looking for a new role. Part of our commitment to our team, especially throughout the pandemic has been our 'Wellbeing Programme.' All of our staff are offered the opportunity for group session or 1-to-1s with a professional therapist to ensure they are supported in whatever way they feel necessary. Whether it's personal or work related, we are always here for our employees. On top of this, we have some fantastic benefits, including flexible hours, developmental opportunities, a Blue Light Card, and much more.

The of Harrogate Neighbours: Meet Our Care Team



#BehindTheMask



*I live and breathe Harrogate Neighbours. I love what we stand for and being able to make a difference!
If I had to describe HNHA in 3 words...
Family, Defiant, and Caring*



Lynsey, Assistant Manager — 10 Years of Service

Lynsey — Greenfield Court Care

Lynsey has been with us for 11 years! Starting as a junior care assistant in the community, Lynsey is a prime example of someone who has taken advantage of our training and development schemes! Over the years, Lynsey has moved from junior to senior care assistant, to team leader.. and finally, Assistant Manager! We interviewed Lynsey, and this is what she said...

Jen — Greenfield Court Care

Jen has been with us for coming up 8 years now! Originally a part of the NHS, Jen loved the idea of working in home care and took a leap into the care sector with us in 2014! Jen always goes the extra mile for our elderly clients (in house and in the community). From Care Assistant to Team Leader, Jen has always been keen to progress - something HNHA has always supported her through. **"Passionate, Caring and Dedicated"** are the 3 words Jen used to describe HNHA.



*Harrogate Neighbours is a passionate, caring, and dedicated organisation!
My colleagues are great fun, enthusiastic, lively, compassionate and supportive!*



Jen, Team Leader — 8 years of service



The most dedicated team I've had the pleasure of working with!



Andy, Team Leader — 2021 Recruit

Andy — Heath Lodge

Andy is one of our newest members of the care department - our new Team Leader at Heath Lodge! After being with his previous employer for quite a while, he decided to take the leap of faith and join us! He described his move as a **"game changer"**! View Andy's full interview [here](#) to hear about his time with HNHA so far!



Laura, Training Coordinator — 10 Years of Service



Why did you want to work in the care sector originally?

I left a job role that I wasn't happy with, found myself looking at a care support role and have never looked back — this was 12 years ago.

What do you love most about your job?

No two days are ever the same. I love the working relationships I build with the clients we provide care and support to, and I love knowing that what we do as a team makes a huge difference each and everyday to those we support.

Why have you stayed with HNHA for all these years?

I love the team that I am part of, they really have made all the difference in each day at work, we aren't just colleagues, but a family, we support each other through thick and thin. HNHA has always been supportive also of family and personal circumstances that have arisen throughout the years which has made a huge impact, and why I believe in being so loyal to them.

Describe HNHA in 3 words...

Compassionate, Integrity and Devotion



Laura — Greenfield Court Care

Laura has been with us for 10 years! Originally a junior care team member in the community, Laura has developed her qualifications and skills with us over the years and has since progressed to Senior Care Assistant, then Team Leader, and now is a company Training Coordinator! "**Compassionate, Integrity and Devotion**" are the 3 words Laura used to describe HNHA.



Ellie, Care Assistant — 2021 Recruit



It's very varied, very family-orientated... busy, but it's good fun!



Ellie — The Cuttings

Ellie joined us in early 2021 as a care assistant at The Cuttings! Ellie LOVES working for HNHA, describing her work colleagues as a "**crazy**" family - not sure what she's talking about... See Ellie's full interview [here](#) - spotlighting her wonderful relationship with one of our longest standing residents!

Olivia — The Cuttings

Olivia joined us in 2020, right in the middle of the pandemic. Olivia was interviewed this month, so if you missed it - click [here](#) to see the full video. Olivia loves working at HNHA and is always a happy and smiley character to bump into throughout the day. ➡



Olivia, Care Assistant — Recruited 2020



We've got the most amazing team of people to work with, and they're always there to support you with anything!

It's really rewarding at HNHA, and it's like having a second family.



Anne — Heath Lodge

Anne has been with us since 1998! As one of our longest standing care team members, she is dedicated, hard-working, and highly valued amongst the care team and organisation. 23 years says it all, don't you think?



Anne, Care Assistant — 23 Years of Service



**Harrogate Neighbours
is a friendly place to
work with a fantastic
team spirit!**



The of Harrogate Neighbours: Meet Our Care Team



#BehindTheMask

Current Vacancies

Greenfield Court Care

*Community Care Assistant
In-house Care Assistant
(Full & Part Time Hours)*

Heath Lodge

*Daytime Care Assistant
Nights Care Assistant
(Full and Part Time Hours)*

BENEFITS INCLUDE:

- ★ Free on-site parking
- ★ £2 per hour weekend enhancement
- ★ Subsidised meals
- ★ Free tea and coffee
- ★ Blue Light Card
- ★ Well-being Programme
- ★ Full in-house training
- ★ Development opportunities
- ★ Career progression
- ... and much more!



**Work for a
company that
continues to provide
a caring, family-
orientated,
community culture!**

**Up to
£12.05*
per hour**

**Dependent on NVQ Level*

**“Behind The Mask”
featured in the
following publications:**

[YOUR Harrogate](#)
[Harrogate Informer](#)
[Greatest Hits Radio](#)

Special Thanks To

Samara Ullman for Press
Release Coordination—[SUPR](#)

Greenfield Court Care

Greenfield Court Care
CQC rating

GOOD

October 2021

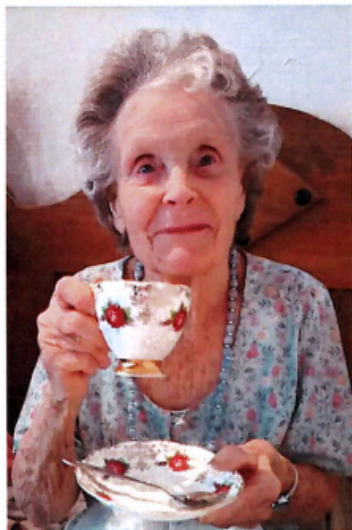


Inspected and rated by



We are absolutely delighted to announce that CQC rated our quality of care at 'Good'. Our care team work extremely hard to ensure that individuals and their friends and family feel safe and happy within our care. Care is at the very heart of what we do at Harrogate Neighbours, and we will continue providing a high standard of care to our clients on a daily basis.

[Click here for our detailed report!](#)



Violet Wiley was a kind and caring person, who loved to be with people. She died at the age of 96, having made the most of her every year. She was a beloved wife of Harry, mother to Keith, mother in law to Jane and grandmother to Dominic and Magdalen. She loved the countryside, flowers and her garden.

Violet was determined to make a contribution to the community, and was working as a volunteer until she was well into her 70s. She loved children and young people, and was an Akela in the cub scouts for 21 years, and a crèche leader for 26 years at Harrogate District Hospital. She also volunteered for some 30 years at Harrogate Neighbours Greenfield Court. She worshipped and served for over 55 years at Woodlands Methodist Church, where she was a Sunday School leader.

Violet will be sorely missed by her family and friends.

Harrogate Neighbours would like to dedicate a section of the Newsletter to Violet Wiley who volunteered with us for 30 years prior to residing with us at Greenfield Court then The Cuttings in her later years and becoming a much loved resident.

Rest in Peace.



Harrogate & Ripon Food Angels

10 Years of Harrogate & Ripon Food Angels!

A collective of esteemed Yorkshire-based chefs joined Stephen Wilkins, our Hospitality Manager, to mark the 10th anniversary of Harrogate & Ripon Food Angels.

Thank you to the amazing plethora of chefs who joined us: **Stephanie Moon** (BBC Great British Menu), former MasterChef: The Professionals contestant and private chef, **Michaela Hanna, Jason Wardill** (Group Executive Chef at Provenance Inns), and the Development Chef at Rudding Park Hotel, **Matthew Wilkinson**.

For the full write-up and to see some of the amazing photos taken on the day by [Brand Stories Photography](#), see the insert OR head to our [website](#)!



We Are Seeking More Volunteers!

Do you want to be a part of our team of special individuals, couples, and families who give time to delivering meals to the elderly on a lunch time?

Do you have a day off in the week, or are looking for something to do a few times a month?

Contact Catherine today on **01423 888 083** to chat to her about becoming a volunteer for Food Angels!



Work For Us...



Current Vacancies

Community Care Assistant

Harrogate Community (drivers with own car only)

Care Assistants

*The Cuttings
Days, Evenings and Waking Nights*

Daytime Care Assistant

Heath Lodge

Nights Care Assistant

Heath Lodge

Domestic Assistant

The Cuttings

Housekeeper

Heath Lodge

If you are looking to start a career in the care sector, or you're just looking for a new role within a friendly and supportive team, then we have the role for you.

We regularly advertise for care roles and have other opportunities from time to time, so keep an eye out on our '[work for us](#)' website page.

To apply for any advertised roles, please contact us on 01423 888777 or email your CV to info@hnha.co.uk



Follow us!

FOLLOW US on Social Media to see what we get up to daily:

Facebook: [@HNHA2013](#)

Instagram: [@harrogateneighbours](#)

Twitter: [@hnha2013](#)



Interested in volunteering?

We always welcome new Volunteers as we are an ever growing charity. If you have time to spare for those who require a helping hand then we would love to hear from you. Have a look on our '[Volunteers](#)' website page for more information.

Alternatively, call Catherine on **01423 888083** if you have a spare hour over lunchtime!

Self-care at Harrogate Neighbours!

Emma Jane is in our wellness suite at The Cuttings every Tuesday to cater for all resident, staff and family's **beauty** needs! Please call or message her on **07737 647 850**

Lady Jayne visits weekly to both Heath Lodge and The Cuttings and is available for both Lady/Gent **haircuts and colours**. Please contact her on **07548 554 452**

Katie (KB Podiatry & Chiropody) will be in once per month on a Friday for any **Podiatry and Chiropody** needs. Please contact her on **07593 616 201** if you would like to make an appointment or email her on **katiebradley219@hotmail.com**

Please note that Emma, Jayne and Katie are all external, local businesses who we are proud to support!

Contact Us

The Cuttings, Head Office & Recruitment

01423 888 777

Heath Lodge Care Home

01423 882 970

Greenfield Court Care

01423 880 487

Harrogate Food Angels

01423 888 083