

# Extra Care Living



Regional Report 2019

North West



EAC award success for Spring Bank and Willow Bank

Resident story:  
A new lease of life



New developments  
Thomas Fields grand opening

Staff news:  
Harvest Court domestic service staff



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# Welcome

We are delighted to be launching regional reports for 2019 at your Resident Events this year. They are a reflection of the hard work undertaken and a celebration of court life throughout our regions.

We are really proud of the valuable contribution both residents and staff at our courts make to the lives of residents and their local communities. We wanted to ensure these contributions were recognised and celebrated across the regions, for both current residents and those considering moving into a Housing 21 property. By sharing stories and information in these regional reports, we hope family, friends and those living and working in the local communities will gain an insight into what we do and how positive it can be.

## **As an organisation over the past year:**

- We have continued to improve and develop our Retirement Living and Extra Care Living services to meet the needs and aspirations of our residents.
- We continue to be recognised as a financially strong and effectively governed organisation by the Regulator of Social Housing, retaining our top V1 and G1 ratings following an In Depth Assessment (IDA) in January 2019.
- We have refreshed our Strategic Plan to provide a renewed focus for what we want to achieve for the next three years.
- We changed our name back to Housing 21 in April 2019 following feedback from you, our residents, and other stakeholders. This re-emphasises the importance of our housing service in enabling you to live with independence and dignity and helps to avoid any perception of care home provision whilst maintaining the core of our strong reputation and identity.

## **Extra Care Living**

- A couple of years ago we set out on a journey to ensure the residents who receive care from Housing 21 could expect to receive an ‘Outstanding’ service. We are very proud to say we now have four services which are graded as ‘Outstanding’ by the Care Quality Commission, which places us as one of the strongest providers of care services across England.\*
- We are committed to improving resident engagement and this year, rather than holding regional events, we are taking the residents' events out to every Extra Care scheme to discuss future plans and provide feedback on our services. Residents, family and friends are all welcome as we look for ways in which we can continue to be better.
- 92% of residents who rent their property, and 87% of leaseholders, say they are satisfied
- We are committed to ensuring more Extra Care properties are available to those that need it most by having an ambitious development which sees Housing 21 commit to around 1000 new units of accommodation per year.
- We also continue to invest in our current Extra Care schemes by undertaking a large number of makeovers and some older Extra Care schemes are approaching their 20 year anniversary where properties will have new kitchens and bathrooms fitted.
- Being an employer of choice has been and continues to be a top priority for us in Extra Care as we know our residents value great Extra Care teams and staff. Achieving Investors in People Gold last year was a great start with more actions being taken to continue and further improve staff engagement.

\*correct as of 1 September 2019.

We are committed to quality, growth, efficiency and innovation and continue to ensure that your interests and wishes are at the forefront of our plans and priorities and aim to ensure that all residents have a say in the way their court is run. We want to thank everyone who has played their part in supporting Housing 21 through 2019 and who we hope will continue to do so. We are looking forward to the year ahead and working with you to ensure we do the right things with passion and enthusiasm to make Housing 21 a great place to live and work.

#### **Stephen Hughes, Chairman**

I succeeded Lord Ben Stoneham as Chair of the Board in September 2018. As I had been a Board member for four years before being appointed as the Chair I hope to provide continuity of purpose and direction but with added aspiration and emphasis.

#### **Kris Peach, Director of Extra Care**

Having worked at Housing 21 for almost 10 years, I have seen the organisation grow and improve in becoming one of, if not the, leading provider of Extra Care housing. I believe this type of housing with care can have a vital role to play in people's lives and the difference the services make to people is truly amazing. As I visit the schemes and hear stories from residents and their families about the impact Extra Care has had on them, you can't fail to feel proud of the difference we are making. None of this could be achieved without the dedicated staff at each scheme and I do believe they are the real heroes in seeing the quality of both housing and care services improve over recent years. There is still lots of work to do to ensure we continue to improve, and I look forward to hearing more views from residents on how we can be better over the coming months.



**Stephen Hughes**, Chairman



**Kris Peach**, Director of Extra Care

# Our performance against strategic priorities

## 1. Providing more homes



We completed 202 properties in 2018/19, with an additional 539 properties under construction at year end.

## 2. The quality of our existing properties

We invested £9.9m on improving properties, including kitchen and bathroom areas, and spent £3.8m on design-led makeovers and redecorating communal areas.

## 3. The quality and responsiveness of our services



We have achieved four 'Outstanding' ratings from the Care Quality Commission (as of 1 September 2019).

## 4. Our people and potential



We are proud to have achieved the prestigious Investors in People Gold accreditation.

## 5. Systems and technology

In May 2019 we launched PEBBLES, our tablet-based housing management system, which empowers and enables managers on our courts to carry out processes quickly and easily, providing a responsive service for you, our residents.

## 6. Providing value for money



We work hard to ensure the services we provide are value for money. You can see how your money is spent on page 7.

## 7. Innovation and influence



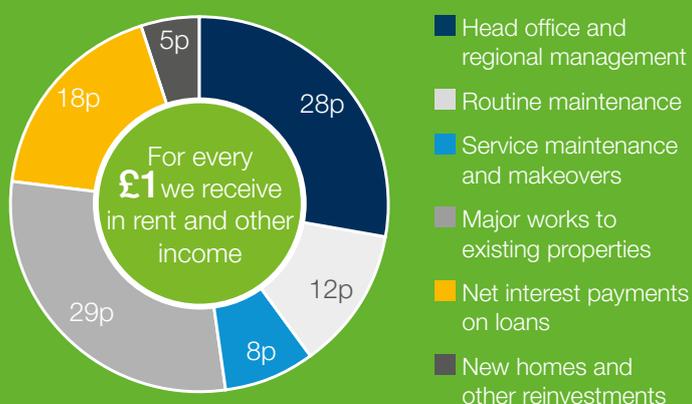
In 2018/19 we continued our work around ensuring people in our properties can live well with dementia and work closely with you, our residents and our staff to do so.

We were shortlisted for the Dementia-friendly Organisation of the Year award by the Alzheimer's Society

# Organisational performance

## How we spend your rent and our other income

None of the rent we receive goes into the pockets of other people. It is all spent or reinvested on our services and properties.



## How we spend your service and support charge

Your service and support charges go toward providing the valuable services which make your court your home.



**Number of properties:**  
**21,000**

**Turnover:**  
**£186.4m**

**Operating surplus:**  
**£35.8m**

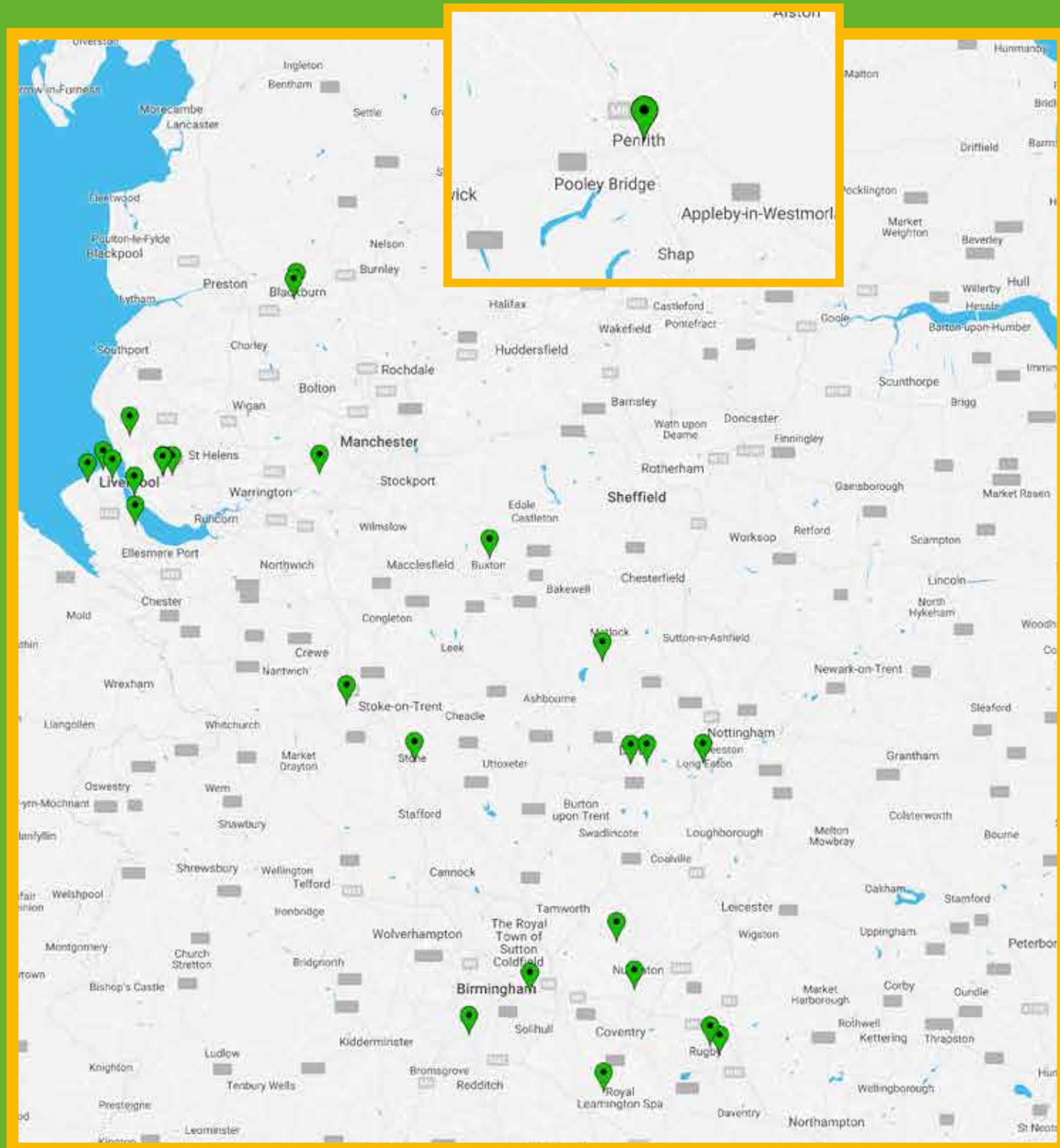
## Reinvestment in our existing properties

We are reinvesting more and more into our existing properties every year.

We are proud of our properties and want you to be proud of them as well, making them a positive choice.



# Map of the region



# Meet the team



**Donna Holmes**  
Head of Extra Care



**Lisa Smith**  
Extra Care Manager



**Lyndsay Cutmore**  
Extra Care Manager



**Rebecca Rigby**  
Regional Administrator



**Julie Levesley**  
Extra Care Manager

## Achievements at a regional level

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# EAC award success for Spring Bank and Willow Bank

The Elderly Accommodation Council (EAC) Housing Awards have been running since 2010, allowing residents, staff and volunteers to make nominations.

The aim of the awards is to:

- Celebrate specialist housing as a successful housing option
- Engage thousands of residents, staff, visitors and volunteers
- Provide the best possible information on specialist housing
- Help shape the future of housing in later life

Spring Bank Court won a Gold award in the category 'Housing with Care - 41-55 units'.





Willow Bank Court also had success, winning a Silver award in the category 'Housing with Care - 56 units and over'.

Housing Manager, Tracey Brown and Assistant Housing Manager, Ian Blakeley celebrated over an afternoon tea with the residents.



## Resident story

# Going the extra mile



**Meet Gerald**

“I returned home from hospital in March. The hospital discharged me saying that I was good on my feet but my confidence had been knocked. They also stated that I would not be able to go to the shop or walk long distances. I was a little shaky and unsteady on my feet, but I was able to walk a few steps independently using my frame.

“It was decided by me and Housing 21 management that I would press my pendant as and when I needed the Care Workers to support me. They also called my family to inform them that I had returned home and would need some groceries.

“I cancelled my tea call on the first day I returned back and informed the staff I would call when I needed them. I did press my pendant a few times that night for assistance. Care staff attended and encouraged me to take a few steps to the bathroom. I told the staff a few times that I wanted to use the wheelchair and transfer, as I was feeling unsteady on my feet.

“Another review was done with me after the weekend to see how I was getting on.

“I did not want any calls to be changed at this point and liked the way the care was being tailored to me.

“The next day I walked down to the café bistro for lunch. Again, the care staff encouraged me to walk at least halfway there and then I could sit down. I actually made it three quarters of the way using the frame thanks to the positive encouragement from the care staff.

“After being home for four weeks, the next review was done. I am now able to walk down to the shop on occasions and walk to the café bistro every day for lunch. I am also making my own tea during the evening. I am very happy with the support I am receiving at this present time. I do sometimes press my pendant for assistance with personal care if I cannot manage.

“All of my progress is down to the care staff at Lea Court supporting and encouraging me to lead an independent life – I couldn’t thank them enough.”

**Gerald,**  
Resident

# Our residents say

Previously, when entering Summerfield Court, visitors would be greeted with photos of the staff.

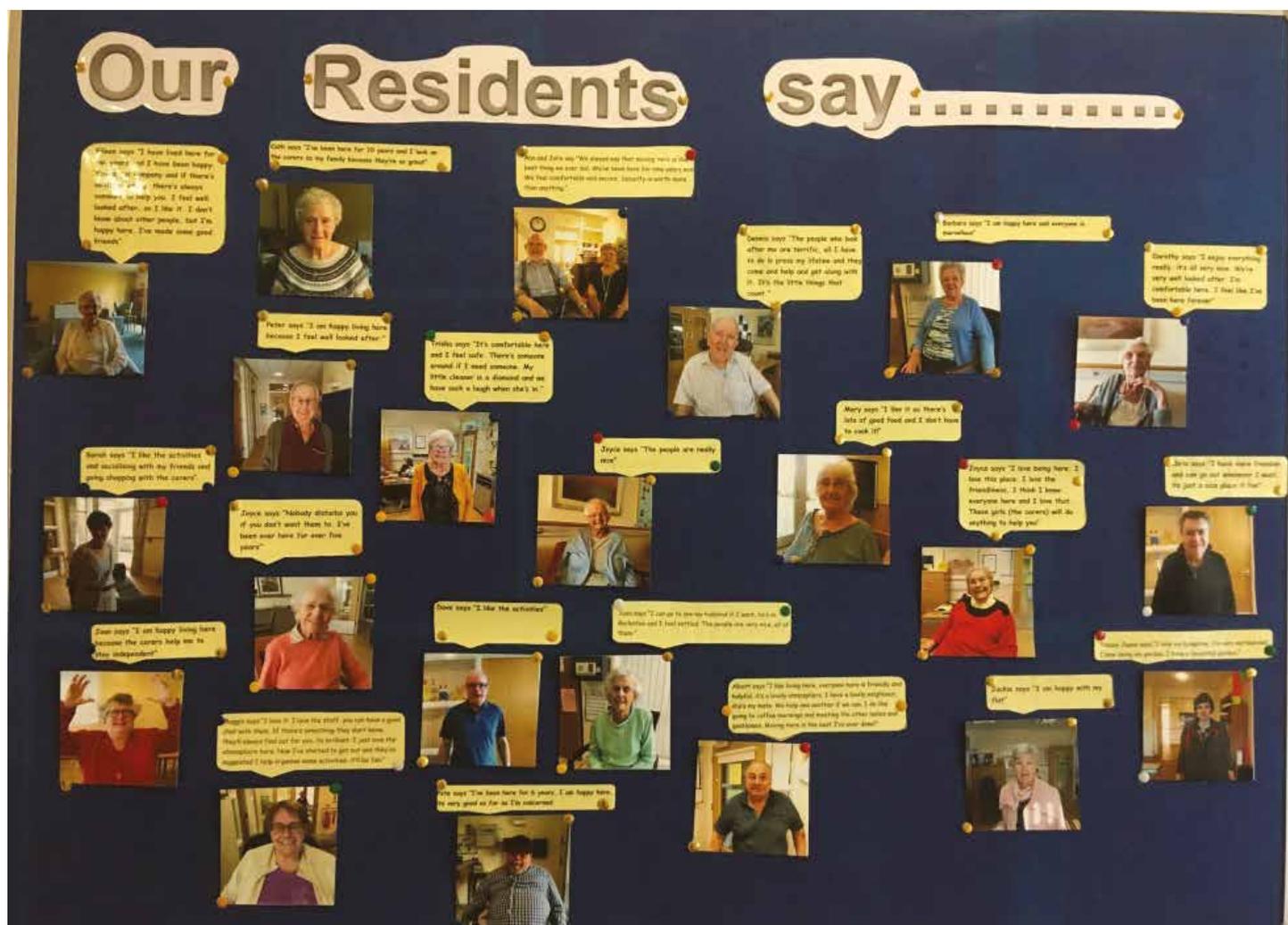
However, it was decided that this space should be more about the residents. Assistant Care Manager, Liz, asked the residents if they would like their photos displayed in the entrance too, as it is their home after all.

The residents loved the idea and stopped Liz in the corridor, posing for photos and telling her how long they had lived at Summerfield Court – some had never had their photo taken before!

The project brought a sense of excitement to the court and became a talking point amongst the residents. The completed board now enables residents to introduce themselves and

other residents and visitors at the court can get to know more about them.

Some residents discovered people that they didn't even know lived at the court and also people who have similar interests/experiences to themselves. It jogged people's memories as it's very easy to forget names. The court now has a great community feel!



## Collaborations and partnerships

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### James Horrigan Court

James Horrigan Court welcomed Mersey Fire and Rescue and the Princes Trust, Bootle to take part in a community challenge.

Everyone enjoyed taking part in bingo and joined in with a quiz, followed by a delicious afternoon tea.

It was lovely to see intergenerational activities and the residents taught the younger crowd a thing or two in the quiz!



### Kingsway Court

Reverend Alan Barnes, the Minister at Kingsway Court, provides regular outings for the residents at least once a month. The residents enjoy going to Bury Market or into Skipton.

Every other Sunday, Alan also conducts a morning service at Kingsway Court and offers tea and coffee afterwards in the communal lounge.

This is very popular with many of the residents. Alan is very accommodating and always encourages all to come for the tea and coffee afterwards if they would prefer not to attend the service. This makes everybody feel very welcome!

He also provides his own entertainment – ‘Alan’s Thursday Afternoon Do’. On the third Thursday of every month, Alan

and his volunteers host an afternoon of fun with dominoes, cards, puzzles and music. They also supply homemade trifles, scones and plenty of tea and coffee. It’s all free but donations are gratefully received.

Last June, to celebrate Wimbledon, the volunteers provided strawberries, cream and prosecco for the residents. It went down very well!

## Willow Bank Court

The residents and gardening club at Willow Bank Court arranged maintenance for the fountain, pond, fish tank and grass for the front entrance. They also bought some stones and a variety of plants. The residents now thoroughly enjoy spending time in their new garden area.



## Farmers Court works with Warwickshire County Council

Thanks to a Warwickshire County Council funded project, Farmers Court now has a fish pond, water feature, bug house, herb garden,

berries and an apple tree.

There is also a pergola with seating areas, providing a wonderful place to sit and relax.

The residents are thrilled with the work that has been done and this has already made a huge difference to them all.



# Housing 21 annual quality statement

We are proud of our commitment to quality and as a leading provider in the sector, we are continually challenging ourselves to do better.

Our quality goes beyond regulatory ratings, and while we place importance on creating 'Good' and 'Outstanding' services, this is just one of many ways we measure quality. Others ways include:

- **Internal quality audits** – independent internal auditors visit every care service annually
- **Regular site audits** carried out by our Extra Care Regional Managers
- **Frequent profiling of all of our care services** against a range of quality indicators to benchmark quality

## Quality performance

As of 1 September 2019, 94% of our services are rated as 'Good' or 'Outstanding' by the Care Quality Commission (CQC); by contrast 90% of community social care services were rated as 'Good' our 'Outstanding' between 2017-18\*, meaning we are performing better than the sector.

While we have more 'Good' ratings than any other provider of Extra Care, we are not complacent. 5% of our services are currently 'Outstanding' with the regulator, but our focus over the next 12 months is to increase this number and to have zero services that 'Require Improvement'.

**94%** of our services are rated as **'Good'** or **'Outstanding'** by the CQC

\*Taken from The State of Health Care and Adult Social Care 2017/18

## Achievements

Some of our achievements in the past 12 months include:



Introduction of **specialist training for staff** around the **Mental Capacity Act (MCA)**



Collaborating with industry subject matter experts to develop **policies, procedures and training** such as safeguarding and MCA



**Four of our services** were rated as **'Outstanding'** by the CQC, which is the highest accolade that can be achieved

## Future plans

Over the next 12 months we plan to:

- Carry out a review of how **we support residents at their end of life** with the aim of some of our care services registering with the Gold Standards Framework to gain external accreditation
- **Review our medication practices** to ensure they are in line with best practice and improve our approach to supporting residents to be able to self-manage their own medications
- **Introduce resident co-production groups** to help shape care quality policy on a national and a local level

## Continuous improvement

Ensuring residents have the best possible experience is extremely important to us. Our principles mean that we constantly reflect on our performance and challenge ourselves to continually improve. Actions which have been taken as a result of this practice include new risk assessment tools to ensure residents' safety, a review of how residents are supported with medications, and improved procedures to support residents to manage their personal money.

## CQC ratings in our region

(As of 1 September 2019)

### Good

Brookside Court  
Farmers Court  
Laurel Gardens  
Lea Court  
Lonsdale Court  
Oakwood Gardens and  
Mayfield Close  
Rohan Gardens  
Saxon Court  
Summer Field Court  
Sunnyfield Court  
Webb Ellis Court  
Westhall Court

### Requires improvement

Handyside Court



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## Resident story

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# A new lease of life



### Meet May

“I was born in 1929 in St Thomas Street, Spon End in Coventry which is part of old medieval Coventry. Having lived through the Coventry Blitz, I came away with only one scar where I was pushed into a wall to dodge an incendiary bomb. I spent several months in Rugby in the 1940s with an aunt after being bombed out of our own house in Coventry.

“I had various jobs - one of them being in a hotel in Crick where lots of famous people stayed. I met Cliff Richard, Rod Stewart and many famous footballers. I also did a season at Butlins in Somerset as a room maid.

“I married my husband Chris in 1949, both aged 19, and despite folk saying it wouldn't last, we celebrated our 60<sup>th</sup> anniversary a few months before Chris died in August 2009.

“We had three daughters together and I am very proud to say that I now have seven grandchildren, one step grandchild, 10 great grandchildren (soon to be 11) and two step great grandchildren.

“As I had daughters who lived in Rugby, I applied for sheltered housing and eventually moved into Farmers Court in 2016. My apartment here is held to be one of the best and is often used to be shown to prospective tenants.

“We have various social activities at Farmers Court including bingo, scrabble and knitting club. I also try to take part in gardening. I enjoy using a laptop as I was a secretary/bookkeeper for all of my working life and try to keep the old skills going.

“I have said many times that moving into Farmers Court has given me a new lease of life, making new friends and joining in with activities.

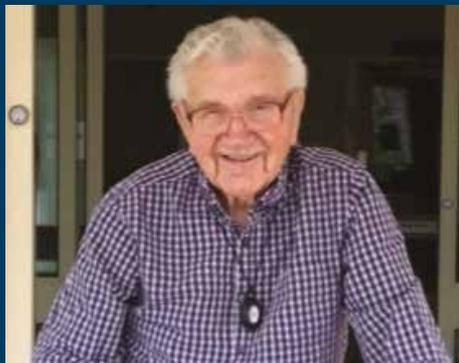
“The big difference is the friendly contact with all of the staff. They make this place what it is - a home from home.

“Before moving to Farmers Court in 2016, I lived in a flat in Rugby. I now receive care and I like living here as I can be independent but help is here if I need it.”

**May**  
Resident

## Case study

# Meet Cliff



"I am Clifford, I am 103 years of age, born on 6 September 1915. I moved into Harvest Court on the 15 December 2017. The court is first class – it really couldn't be any better. Everyone is so helpful, friendly and it has a wonderful atmosphere.

"I have been married once to Rene Mary; we happily married on the 25 September 1940 and had one daughter, Caroline Barbara, in 1946. Sadly Rene passed away on the 6 June 1990, just before our golden wedding anniversary. I have two grandsons, Richard and Chris. Richard lives close to me, just outside East Preston, and Chris lives in Dubai. I also have five great grandchildren and two step great grandchildren.

"I am still very active and do all my own shopping and cooking. The domestic staff at Harvest Court now do my cleaning due to my failing eye sight. I enjoy going out for lunch with my daughter and going on the trips organised by Linda and Jo at Harvest Court.

"I attend the coffee morning on Fridays, and on Sunday mornings I do my own little trip. I get the bus to Seacombe and then I get the pleasure ferry over the Mersey. I can't see, but I love to listen to the commentary on the radio. You are meant to get off in Liverpool but they let me stay on – I then arrive back in Harvest Court just in time for my roast dinner from Kim in the restaurant. On Sunday afternoons during May to August, I go to Friends of the Williamson Art Gallery for an afternoon of music.

"In 1939, I volunteered for the Territorial Army as a gunner. I was selected for training as a Searchlight Officer and was commissioned in January 1941. In August 1942, I was involved in rescuing the crew of a crashed wellington bomber and received a citation for gallantry.

"In 1948, I re-joined the territorials and when searchlights were removed from service in the British Army in August 1959, I was the last WWII Searchlight Officer still serving. I retired in 1960 and was awarded the Territorial Decoration.

"My working life was spent in teaching. I was Deputy Head of Greasby County Junior School from September 1952, then in 1956 I became Head Teacher. I had so much fun doing this job.

"We did exciting performances in the theatre and I even got a swimming pool put into the school, which was opened by Dr Bleasdale on 12 May 1962. He was the Medical Officer for the British Olympic Team. I was thrown in the pool four times for press photos!

"I was also the representative for teachers in the Deeside Education Executive from 1968-1974 before I retired in 1978. I still keep in touch with former pupils - last year I was lucky enough to get some tickets for the residents of Harvest Court to go and watch *By the Waters of Liverpool*, written by Helen Forester, a former pupil. Rob Fennah re-wrote it to stage the play. I was collected early by Rob and taken over to the Empire Theatre for lunch to meet the cast and to be interviewed by ITV. I was so proud and it was a lovely day. When we arrived back at Harvest Court, we all sat in the lounge waiting for the 6 o'clock news to see my interview. We all cheered when I came on!

"I am a bit of a celebrity in Moreton - in 2017 I turned the Christmas lights on and opened the new Home Bargains store! What an honour.

"I hope you have enjoyed my story."

**Cliff**  
Resident

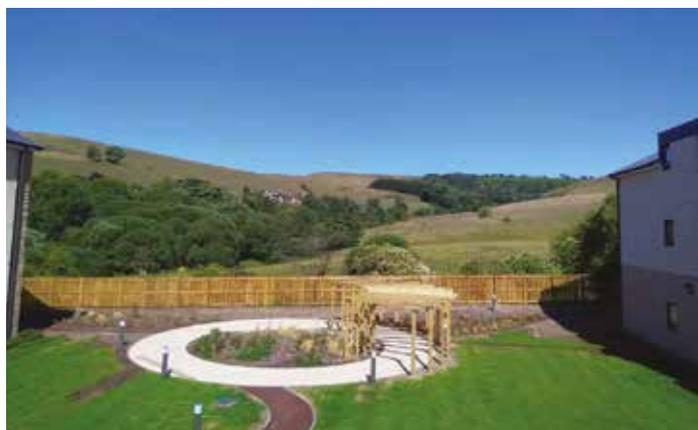
# New developments

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## Thomas Fields grand opening

On the 23 May 2019 Thomas Fields, in Buxton, celebrated the scheme's official grand opening.

A fantastic piece of artwork, which was created by a resident, was unveiled and residents and visitors also enjoyed a performance from the local school choir.



# Integration with health and social care

## Move on beds

The 'Move on beds' initiative in Warwickshire is a partnership approach to support hospital discharges where individuals are medically fit but are awaiting further aids and adaptations or rehabilitation to ensure a safe return home.

We are working in partnership with Warwickshire County Council to provide this service. 'Move on' apartments at Webb Ellis Court and Laurel Gardens are provided to aid the initiative.

## Local authority funding

In addition, there have been projects in Warwickshire to further enhance the Extra Care service offering.

Funding from the local authority for additional night staff ensures that individuals who receive night care, which requires the support of two Care Workers, can remain in Extra Care.

This also benefits prospective residents who may not have been able to have their care and support needs met by Extra Care previously.

## Dementia funding

A number of Extra Care courts across the region have successfully completed their projects to make the environment more dementia-friendly, in a subtle way.

This has included improved signage and sensory gardens.



**Webb Ellis Court**

# Court life

## Dementia Friends

Vera Deacon, Housing Manager at James Horrigan Court, is one of the region's Dementia Champions.

Vera travels around to deliver Dementia Friends sessions to all residents and the local community.



## Intergenerational activities

# Piglets Corner at Mendell Court

The residents at Mendell Court are very lucky to have visitors every two weeks. Children from the local nursery, Piglets Corner, attend a sing-a-long session with the residents.

Both the residents and children thoroughly enjoy the sessions. It is fantastic for both the staff from Mendell Court and Piglets Corner to see the residents and children from different generations getting on so well together!

In 2018 Mendell Court also put on a children's Christmas party, organised by Housing Manager, Lisa Hearn, and some of the residents. Lisa dressed up as Santa, whilst the Care Workers and Domestic Staff dressed up as elves.

Mendell Court were extremely grateful for the donations from local shops and the Residents Association. Everybody had a great time!



## Stand out events

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# Happy Birthday Mary!

On 26 May 2019, Mary turned 100 years old. Mary has been a resident at Kingsway Court since it opened in 2011.

Staff at Kingsway Court held a celebration for Mary with a special coffee afternoon with banners, balloons, tea and cake. They also presented Mary with a special birthday cake and flowers. All residents and Mary's family were invited to join the celebrations.

Mary's family also hosted a party for family, friends and residents in the communal lounge at Kingsway Court during the evening. The party rocked on until 11pm with a buffet, entertainment, a live singer and a well-stocked bar!

Mary very much appreciated the events and the publicity from it all – she even got an article written about her in the local newspaper. Turning 100 is definitely something worth celebrating!



Mary's family would like to thank everyone who helped to make her 100<sup>th</sup> birthday a day to remember

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# Community garden project

A new community garden in memory of Sir Ken Dodd was launched by residents in Liverpool.

Opened officially by Lady Anne Dodd, 'Doddy's Den', as the garden has been named, can be enjoyed by residents of Ash Grange, Oak Grange and Brookside House.

A lot of hard work has gone into this project from the Ash Grange Residents Association – well done all.



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# Elkin Court celebrates a decade

In September 2018 Elkin Court celebrated their 10 year anniversary with a party for all residents and staff.



# Court life

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Over the past two years, the resident has progressed very well. The staff have supported them to rebuild and become independent again, enabling them to live happily at Saxon Court.

## Saxon Court – Maintaining independence

A resident moved into Saxon Court in 2017 having previously lived in residential care after they became unable to look after themselves in their own home. Alcohol dependency had become a problem and had led to various medical needs, resulting in social services moving them to the residential home.

The resident felt as if their right to live independently was taken away. After talking with their social worker, they visited Saxon Court and decided Extra Care was a more suitable option than residential care.

The resident faced challenges when moving into Saxon Court and found it difficult to adjust to scheduled staff visits and deciding what to do with their own free time now they were able to be more independent. The resident's medical condition fluctuates and more support is required when they become agitated. The Care Workers at Saxon Court encouraged the resident to maintain their independence and supported them with rebuilding skills such as food preparation and other general day-to-day tasks.

## Staff news

# Harvest Court domestic service staff

Meet Dot and Sue, our trusted domestic staff members at Harvest Court.

Dot has worked at Harvest Court for 12 years and Sue joined one year later and is now in her 11<sup>th</sup> year of service.

Both Dot and Sue are extremely valued by Linda, Housing Manager and Jo, Assistant Housing Manager and the residents love them too!

When they aren't busy with their domestic duties, they are always around for a chat and organise regular coffee mornings!

A big thank you to  
Dot and Sue for  
everything you do  
at Harvest Court!



## Welcome!

A big welcome to Julie Levesley who joins the north west team in December as Extra Care Manager, covering Birmingham and Warwickshire. We look forward to you joining our team and getting to know our residents, families and friends.



## Fundraising

# Oakwood Gardens marshmallow challenge

Barbara, Care Administrator at Oakwood Gardens, was asked to undertake an eating challenge to raise funds for Dementia UK.

The money raised went towards the funding of an Admiral Nurse.

Barbara's challenge was to eat as many marshmallows as possible in 30 minutes.

On the day itself, a sweepstake was held and people were asked to guess how many marshmallows would be consumed.

In total, 360 marshmallows were eaten, the sizes varied from mini marshmallows to the giant ones.

Barbara had her blood sugars checked before and after the event – which raised from 5.0 to 11.2!

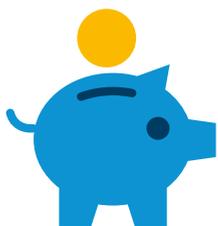


In addition to the event, a 'nearly new' sale was also organised by a resident with proceeds going towards the Residents' Association and Dementia UK.

A fantastic contribution from both staff and residents resulted in a total of £450 being raised for Dementia UK – well done everyone!

### Afternoon tea

The Tenants Association at Ash Grange would like to thank Mary Gearing and her helpers for holding an afternoon tea and dementia presentation with Ash Grange, Oak Grange and Brookside House. The event raised a fantastic £355 which will go towards providing two residential homes in our area with an afternoon of entertainment, drinks and refreshments.



## Granville Court's Macmillan coffee morning

► In September 2018 Housing Manager, Nicola Conway, and an Extra Care resident took it upon themselves to arrange a Macmillan coffee morning.

Coffee and cake went down extremely well with the residents, raising a total of £270 for a great cause!



## Lonsdale Court

► Jennifer Dent, a night Care Worker at Lonsdale Court, sadly passed away after being cared for at Eden Valley Hospice. The staff and residents held a fundraising event which raised £366 for the hospice.

A separate coffee morning event was held for both Macmillan and Eden Valley Hospice raising a further £166 – great work from everybody at Lonsdale Court!



# Guest room listings

The following courts have guest rooms available for family or friends to visit. As a resident, you are welcome to stay in guest rooms throughout the country. Ask your Court Manager for more details.

Court	Location	Contact No.	Additional information	Price per night
Ash Grange/Brookside House	Liverpool	0370 192 4376	Ensuite, drinks facilities, microwave	£15
Crawshaw Court	Liverpool	0370 192 4424	Ask your Court Manager	£15
Elkin Court	Manchester	0370 192 4980	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Farmers Court	Rugby	0370 192 4458	Ensuite, drinks facilities, microwave	£15
Granville Court	Eastbourne	0370 192 4966	Ensuite, drinks facilities	£10 - £15
Handyside Court	Alvaston, Derby	0370 192 4900	Ensuite, TV, drinks facilities, kitchen facilities	£15
James Horrigan Court	Bootle	0370 192 4449	Ensuite, drinks facilities, kitchen facilities	£15
Kingsway	Blackburn	0370 192 4611	Ensuite, TV, drinks facilities, kitchen facilities	£15 - £20
Lacemaker Court	Nottingham	0370 192 4202	Ensuite, TV, drinks facilities	£15
Laurel Gardens	Atherstone	0370 192 4241	Ensuite, TV, drinks facilities	£15
Lea Court	Crewe	0370 192 4064	Ask your Court Manager	£15
Lonsdale Court	Penrith	0370 192 4053	Ensuite, TV, drinks facilities, kitchen facilities	£15
Mendell Court	Wirral	0370 192 4496	Ensuite, TV, drinks facilities, kitchen facilities	£15
Oakwood Gardens	Bedworth	0370 192 4212	Ensuite, TV, drinks facilities, kitchen facilities	£15
Rohan Gardens	Warwick	0370 192 4061	Ensuite, TV, drinks facilities	£15
Saxon Court	Birmingham	0370 192 4536	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Spring Bank Court	Blackburn	0370 192 4650	Ensuite, TV, drinks facilities, kitchen facilities	£15 - £20
Summerfield Court	Stone	0370 192 4470	Ensuite, TV, drinks facilities, kitchenette	£15
Sunnyfield Court	Derby	0370 192 4025	Ensuite, TV, drinks facilities, kitchen facilities	£15
Thomas Fields	Buxton	0370 192 4014	Ensuite, TV, drinks facilities	£12
Waltham House	Matlock	0370 192 4010	Ask your Court Manager	£15
Webb Ellis Court	Rugby	0370 192 4697	Ensuite, TV, drinks facilities	£15
Westhall Court	Birmingham	0370 192 4695	Ensuite, TV, drinks facilities, kitchen facilities	£20
Willow Bank	Wallasey	0370 192 4152	Ensuite, TV, drinks facilities	£20
Harvest Court	Wirral	0370 192 4130	Ensuite, TV, drinks facilities, kitchen facilities	£15



# Thank you

"I have been fortunate enough to visit every Extra Care scheme throughout the region and have had the pleasure of meeting so many residents along with their families and friends. One of the things I really enjoy is seeing residents working together for the benefit of other residents and visitors to the scheme, whether this is social activities, gardening clubs or daily support and companionship - it really is what makes Extra Care so special. A big thank you to you all and I hope you enjoy reading some stories from around the region!"

**Donna Holmes** Head of Extra Care

"During my short time working with Housing 21, I have been made to feel really welcome and it has been a pleasure to get to know the staff and residents. During my visits to various courts, I have enjoyed listening to resident's stories and achievements and found some great examples of how residents and staff work together to build vibrant communities. Over the coming year, I am really looking forward to hearing more of your views and ideas so we can continue to provide a great service."

**Lisa Smith** Extra Care Manager

"It is a privilege to be working as part of the north west team. I have been out in the area getting to know the staff and residents at the wonderful Extra Care Living courts and how they have made them a great place to live. I have worked for Housing 21 for seven years, and I am excited for what is to come in my new role!"

**Lyndsay Cutmore** Extra Care Manager

"I have been working for Housing 21 for three years. During this time I have loved visiting the different Extra Care Living courts and seeing all of the social activities that the residents take part in."

**Rebecca Rigby** Regional Administrator

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## Feedback

We hope you have enjoyed reading your Regional Report 2019. We'd love to hear your feedback and any suggestions you have for next year. Please get in touch by emailing [communications@housing21.org.uk](mailto:communications@housing21.org.uk) or speak to a member of the Housing 21 team.

Thank you.

# Housing

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