

Extra Care Living

Housing 



Regional Report 2019

South East



House of Commons representatives visit Cinnamon Court

Resident story: Top tea maker!



Collaborations and partnerships

Activities at Belsize Court

Staff news



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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



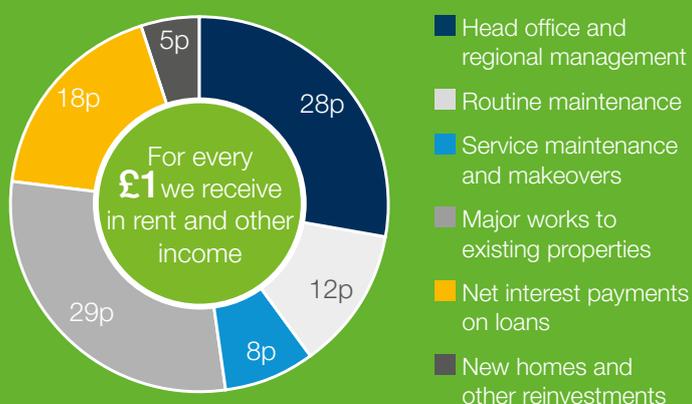
In 2018/19 we continued our work around ensuring people in our properties can live well with dementia and work closely with you, our residents and our staff to do so.

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



Tracy Jones
Head of Extra Care



Clare Maher
Extra Care Manager



Ashleigh Jarvis
Extra Care Manager



Lisa Hann
Extra Care Manager



Emma Patten
Extra Care Administrator

Achievements at a regional level

Doing the right thing



The south east team are very proud of this year's award winners following 'Doing the right thing' staff events. Firstly, a big congratulations to Housing and Care Manager Billie, and the team at Seagrave Court on winning their 'Outstanding Teamwork' award. Seagrave Court transferred over to Housing 21 in July 2018. The transfer took place over a six week period, which was a very tight deadline. Ashleigh Jarvis, Extra Care Manager, said: "Over the six week period, I could see the kind of manager Billie was and nothing was ever too much trouble. The whole team worked long hours to ensure everything was in place to make this a seamless transfer for the residents and staff."

The team at Seagrave Court truly deserved this award and have proved that by receiving a 'Good' internal audit. Well done team Seagrave and keep up your hard work!

Secondly, a big congratulations to Tracy Jones, Head of Extra Care, and Ashleigh Jarvis for winning an award for the transfer of Blackbourne View's management to Housing 21. Both had worked extremely hard on ensuring a smooth and consistent approach to the transfer. Well done to you both!



Residents' quotes:

“ I have always got a person that I can call if I have a problem or want help ”

“ The accommodation is fantastic. The services are superb, especially the hairdressing, massage and pedicure facilities ”

Better than good

In 2018, south east 1 celebrated some fantastic staff awards at the Cambridge 'Better than good' event, with three Extra Care courts receiving awards for achieving 'Outstanding' in their internal audits. Well done to the winning teams at Holm Court, Mereview and Oak House who always go above and beyond in their daily roles. We hope to see more additions to this in the year ahead!

An individual award for 'Outstanding Performance'

went to Ashleigh Jarvis, for her hard work and commitment in achieving three 'Outstanding' services in her patch. Ashleigh has provided dedicated support to the managers in order for them to achieve this fantastic result. Lisa Rule, Housing and Care Manager, also received an 'Outstanding Performance' award for her commitment to the south east region as a whole, and for supporting with improving services in order for them to achieve a rating of 'Good'.



Tracy Jones is very proud of the south east team overall for their excellent work and great results over the past year. The full team have come together and have a great team spirit. The staff events were thoroughly enjoyed and were found to be very motivational.

“ My family (who travel frequently) are assured that I am cared for when they are out of the country ”

Resident

Resident story

Maintaining independence and living well



Eileen is 90 years old and is now a resident at Dymond House. She previously lived in a house in Worcester Park, Surrey, with her late husband and grandson, who has learning disabilities. After her husband passed away, Eileen began to struggle with her memory and was eventually diagnosed with Alzheimer's disease.

Eileen became increasingly confused and could no longer live well at home due to her diagnosis. It was then found to be in Eileen's best interest for her and her grandson to relocate to Dymond House, as the service supports both residents with dementia and those with learning disabilities. Eileen and her grandson, Michael, have now been living here for three years. Michael lives in the Gracelands section where he can receive the necessary support. Michael is able to live independently and attends various social groups outside of Dymond House, but residents of Gracelands and Dymond House get



together for regular fish and chip lunches. Eileen regularly attends Oaks Way Day Centre in Carshalton along with many other residents. Sutton Community Transport provide residents with transport to and from the day centre. This has enabled many residents, including Eileen, to maintain their independence and integrate with society. Eileen often says she has a nice day at the centre as she enjoys having lunch there and going out on the minibus.



Collaborations and partnerships

Activities at Belsize Court

Many activities take place at Belsize Court, in Surrey, including bingo, reminiscence, music therapy, arts and crafts and gardening.

Belsize Court has been working in partnership with Tesco, Waitrose and B&Q in both Wallington and Sutton. The retailers kindly donated a number of plants which would have been disposed of, but the residents have brought them back to life with some 'TLC'. This has provided the residents

with a fun outdoor activity to engage in with others. The gardening activity is an ongoing project which residents can continue to enjoy. It is also a good talking point for the residents to reminisce about when they used to have their own gardens.



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The charity Pets as Therapy regularly attend Belsize Court with Teddy and Lulu who are very popular with residents.



Tim Haigh from Right at Home Care recently ran Dementia Friends Workshops at Belsize Court and Dymond House (pictured) for Dementia Action Week.

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

Anvil Court
 Belsize Court
 Cinnamon Court
 Foxfields
 Greenrod Place
 Holm Court
 Lea Springs
 Mere View
 Oak House
 Paddy Geere House
 Pantiles House
 Seagrave Court
 Shearman Court

Not yet inspected

Hogshill Gardens
 Walstead Court

Requires improvement

Cedar Court



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.

Acquisitions

Blackbourne View

In April 2019, we successfully acquired Blackbourne View from Havebury Housing. Blackbourne View is a 33 bedroom Extra Care scheme located in Ixworth, Bury St. Edmunds. We are now the housing provider at the scheme, while Orwell continue to deliver the care provision. A big welcome to Denise Horne, Housing Manager, Brian Siggers, Gardener and Handyman, and Cleaners, Mark and Trudy!

On the transfer of ownership to Housing 21, Havebury Housing said:

“ Communication with all teams involved helped the process to run smoothly. Communication with tenants was also thorough, with opportunities for them to ask questions face-to-face and through other means of contact supplied. We do not think we could have foreseen that everything would have gone quite so smoothly. The team were a pleasure to work with. ”



Seagrave Court

Seagrave Court in Nottingham successfully transferred to Housing 21 from the Extra Care Charitable Trust and Midland Heart in February 2019. A big welcome to Housing and Care Manager, Billie Fryer, and the team - we are very pleased to have you all on board!

Seagrave Court is a 44 bedroom Extra Care scheme in Strelley, Nottingham. It is a lively development with a gym and licenced bar on-site. Billie has been working at Seagrave Court

for 17 years, for 10 of which she has been the registered manager. Billie brings with her a very experienced team of staff.

Tracy Jones and Ashleigh Jarvis visited Seagrave Court to speak to the residents — they were very pleased to be a part of Housing 21, as are the staff.

Midland Heart also felt that the transfer was smooth, well informed and that Housing 21 staff were very helpful with all aspects of the process.



New developments

Monaveen is underway!

A new Extra Care scheme is under construction in Westergate, in the south east. The scheme will be named Monaveen in memory of the royal racehorse, which was the first horse to run in the Queen's colours and made its first winning appearance at local racecourse, Fontwell Park, in October 1949.

Multiple steering groups have taken place, and at the groundbreaking and naming ceremony, representatives of Housing 21, Arun District Council and West Sussex County Council were joined by students from Ormiston Six Villages School, who will take on the challenge of producing a piece of artwork with their peers. The finished piece celebrating Monaveen is to be unveiled at the scheme's grand opening event in 2021.

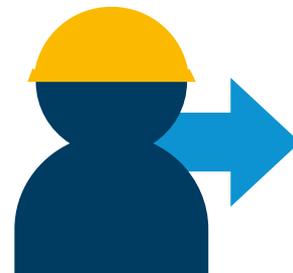
Monaveen is being constructed alongside Taylor Wimpey's 'The Hedgerows' development, which will provide 208 family homes on Fontwell Avenue. The Extra Care Living development is set for completion in December 2020, with the first residents moving into their homes in early 2021.



New developments

Investing in our buildings

As a not-for-profit organisation, any surplus we make is reinvested in improving our courts and providing more and better quality housing and care.



Redecoration at Hogshill Gardens and Walstead Court



New kitchens have been installed at Seagrave Court — the residents love them!



A meeting was held for all residents to discuss the redecoration with Tara Lecomber, Interior Design Coordinator, and Richard Gerrish, Building Surveyor. They brought some mood boards with different colours and ideas along with samples for the residents to see.

social activities to ensure minimal disruption.

The staff and residents have received many comments from family members, professionals and visitors about how nice and welcoming the court now feels.

The discussion began in May 2018 and the work was completed just before Christmas that year. The decorators were considerate of the residents and worked around pre-planned



Resident story

Feeling at home

John moved into Oak House having been a regular day centre customer for two years. Following a fall, John was living in temporary respite accommodation whilst awaiting an Extra Care apartment.

John was then offered an apartment but unfortunately moving around had caused him distress. He became increasingly confused, anxious and paranoid. John also no longer wanted to attend the day centre.

The staff at Oak House took steps to help John settle into his new apartment.

Signs were put up to remind John of his apartment number and hourly wellbeing checks were scheduled throughout

the day in addition to night checks. John's GP and the mental health team provided advice on reducing his anxiety, and care staff spent time with him both in the communal areas and in his apartment to assess where he was most comfortable.

John is now happy living at Oak House and recognises this as his home. We discovered he is most comfortable in his own apartment as he recognises his belongings. John enjoys coming to lunch each day and knows where to find help if he needs it.

John is now happy living at Oak House and recognises this as his home. We discovered he is most comfortable in his own apartment as he recognises his belongings.



Meet John

Integration with health and social care

Music in Hospitals & Care

The south east team have been working closely with the charity 'Music in Hospitals & Care' who arrange for a pool of talented musicians to visit the Extra Care Living courts.

This has enabled residents to come together and express themselves in a fun, social environment.



Dementia Friends workshops



During Dementia Action Week, Tim Haigh from 'Right at Home Care' ran a Dementia Friends workshop for residents.

Some of the residents who attended the workshop currently live with dementia.

The workshop enabled them to talk openly about their feelings and frustrations, which also helped others to understand. The session focused primarily around being active and living well with dementia.

Intergenerational activities

A local playgroup joined residents for their coffee morning — it was a lovely morning for both the residents and the children. One of the residents reminisced about his old train set he used to have when he was a child.



Staff news

In the south east, 16 staff members have now been recognised for over 10 years of service!

Approximately 460 reward and recognitions were given to staff across the region for reasons such as employee of the month, going above and beyond, or simply just to say 'thank you'.

Throughout the region, team reward days, breakfast mornings and themed staff and resident events have all taken place. Such events were part of reward and recognition; recognising staff for various achievements such as achieving 'Good' and 'Outstanding' in either internal audits or CQC ratings — and overall improved customer satisfaction.



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Resident story

Living well in Extra Care

A 70 year old gentleman had a diagnosis of Parkinson's type dementia and postural hypotension. Therefore, he had some memory and planning issues and was at risk of self neglect.

In December 2017, he was admitted into Northampton General Hospital for social reasons.

Before becoming unwell, the gentleman worked for Ford in Daventry for most of his working life. He previously enjoyed hobbies such as fishing, gardening, cycling, photography and playing card games. He says that nowadays he tends to like watching soaps and other enjoyable TV programmes.

A social worker contacted Housing 21 to see if he would benefit from the organisation's Extra Care services. Originally, he moved into Foxfields in one of the 'step down' apartments due to a lengthy hospital stay having an effect on both his mental and physical wellbeing. Sadly his mood was low and he was very anxious. His wife was very worried that his existing medical conditions were becoming worse.

After moving into Foxfields, the aim was for him to remain safe and work on improving the relationship with his family. He settled in very quickly and was visited by his wife and other family members often.

Foxfields had only been open a few months at this time and there were still a few empty apartments available. We discussed with him and his wife the possibility of him having his own apartment, as moving back to the family home was not an option. His wife was reluctant at first as accepting a huge change in their life was hard for her, having been married for over 40 years.

A few weeks later, she came back to discuss their options again. She had spoken with many of the current residents at Foxfields and had visited the on-site café with her husband. They felt that Foxfields would be the ideal place for him to maintain his independence, but with the reassurance that there are Care Workers on-site 24/7. With encouragement from the care team, the gentleman became a regular participant in the social activities that

were going on. As a result of this, the positive change in his mental health was noticeable. His situation was discussed at one of the allocation panel meetings, and due to his increasing care needs, it was deemed appropriate to offer him an apartment. With the support from his wife and social workers, he decided to accept the tenancy offer and moved in permanently.

Since then he has become a different man. He regularly goes out for short walks to the local shops and around the communal garden. He has pots of flowers on his balcony and he often sits out there in the afternoon sun with a cup of coffee, reading a book. He regularly interacts with other residents and attends weekly games afternoons to play cards or board games.



Since moving into Foxfields permanently he has become a different man. He regularly goes out for short walks to the local shops and around the communal garden. He has pots of flowers on his balcony and he often sits out there in the afternoon sun with a cup of coffee, reading a book.

Stand out event

House of Commons representatives' visit



“The tour of the court really brought what you had told us to life, and we were so pleased to be able to spend the day in such a bright and comfortable place.”

Matilda Duncker

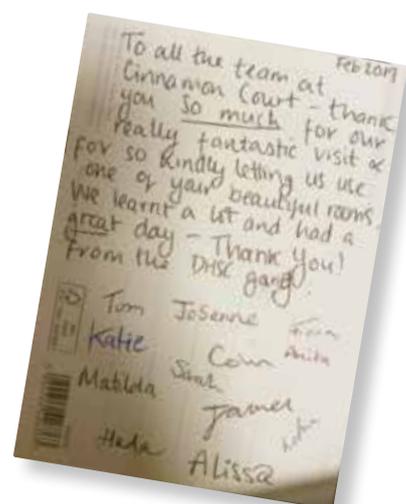
Department of Health and Social Care

The team at Cinnamon Court were very proud to have received a visit from representatives from the House of Commons. Housing and Care Manager, Sam Farrell, was still very new to Cinnamon Court when he received a message from Tracy Jones, Head of Extra Care, explaining that they wished to visit. It was exciting and gave the court the perfect opportunity to display just what the London Extra Care Living courts are made of!

The day began with the visitors meeting Bruce Moore, Chief Executive, Tracy Jones and Sam Farrell. They were introduced to the business and discussed the Housing 21 team's reason for wanting to work for the organisation. The tour of the building allowed us to demonstrate the day-to-day running of a typical Extra Care scheme. The importance of ensuring high quality, assurance, safety and wellbeing, whilst still maintaining a homely environment for the residents, was discussed.

Representatives from the House of Commons interacted with the care team to get a better idea of how the residents are supported. They were also shown the day centre and back garden, which enabled them to see how social inclusion works within Housing 21's service provision. The highlight of this was how surprised they were to see our residents doing exercises to a club remix of "We Found Love" by singer Rihanna! The day was finished off with group discussions with the residents.

It was great to be able to display the positive aspects of Extra Care and how we promote independence and choice to our residents — not just in the way they have their care services delivered, but by how they choose to personalise their homes and live their lives.



You said, we did

Some residents felt that the communication between themselves and the Extra Care managers could be improved. It was decided that the best way to do this was to set up local engagement meetings at the courts every three months. The Housing and Care Manager, Extra Care Managers and residents all attend these meetings so key issues and concerns can be discussed. The meetings open up discussion on ways to improve the service and enable residents to have their voices heard.

Residents were invited to attend the first meeting in November 2018. Following this, a number of suggestions were taken away by the Housing and Care Manager. Each point raised was actioned and the local agreement was updated and sent out to all residents to demonstrate what the south east Extra Care team were doing in response to the residents'

concerns. The aim was to keep the meetings informal but structured, giving everybody the chance to have their say.

A follow up meeting took place on 18th June where the residents were informed of the actions that have now been completed. The feedback from the residents was very positive and they were pleased to have had the opportunity to talk to the Housing and Care Manager and the Extra Care Manager. The south east Extra Care team would like to continue to have the local engagement meetings going forward, with dates for future meetings already in the calendar. This contributes to residents feeling positively involved in the decision making at their court, whilst improving the communication and relationships between Housing 21 staff and residents.



⋮ This contributes to residents feeling positively involved in the decision making at their court, whilst improving the communication and relationships between Housing 21 staff and residents.

Resident story

'Top tea maker'



Trevor moved into Paddy Geere House just over a year ago. At 59 years old, unfortunately for many years he was 'lost' in the system and was in a very bad place. Trevor felt low and was temporarily living in a B&B, which he did not like at all. He has no family present and has struggled with his mental health for the majority of his life.

Initially, Trevor came across withdrawn and extremely quiet — but he has now blossomed! Trevor has come out of his shell and is an integral part of the community at Paddy Geere House.

Trevor gets involved with a range of social activities at the court. He was our bingo caller at Christmas, he has joined a local walking group and he is the backbone of our morning social club. Trevor enjoys making the hot drinks for the other residents who join in. The Care Workers even decided to buy him a present for being the 'top tea maker'. Trevor was thrilled!

- Trevor gets involved with a range of social activities at the court.
- He was our bingo caller at Christmas, he has joined a local walking group and he is the backbone of our morning social club.

Meet Trevor

Resident story

A chat with Charlie

“Hi it’s Charlie here. I’m 56 years of age and I moved into Walstead Court almost one year ago now from a three bedroom house which was too much for me to handle. So having successfully moved in on 27th May 2018, I can now say it was the best thing I could have done by far.

“During my previous years, I worked as a machine operator for a pasta company before I became disabled. I was also a DJ during the evenings - I just simply love music.

“I love chatting with people which is why you’ll always find me around ready to chat – it doesn’t matter who you are or where you’re from, I love to chat and get to know people. Residents of Walstead Court – we live virtually in the same complex, so don’t be afraid to come and have a chat.

“The staff here have been so good to me. They’ve all gone above and beyond to help me settle in and I’m always having a laugh with the Care Workers and office staff.

“I’m hoping to get out and about more as I get better in myself, but if all the residents work together we can make it an even happier environment for one another. I might even invest in some board games! I would love to learn chess or even how to play draughts. I would love the other residents to let me know their favourite music so that I can play it in the lounge area. Life is too short and I want to make the best of everything I’ve got here and enjoy my life living here.

“Here is one of my favourite jokes that should hopefully make you laugh over a cup of tea or coffee...

“A child asked his father “How were people born?” So his father said: “Adam and Eve made babies, then their babies became adults and made babies, and so on.” The child then went to his mother, asked her the same question and she told him, “We were monkeys, then we evolved to become like we are now.” The child ran back to his father and said, “You lied to me!” His father replied, “No, your mum was talking about her side of the family.”

“I hope to catch up with you around the place, come down to the lounge have a chat - introduce yourself and have a little laugh to pass your time of the day better than you’ve done before.”

Charlie
Resident



Meet Charlie

Fundraising



▲ Dropping off **eight bags of warm clothing and toiletries for the homeless in Ipswich** – the Care Workers had a good clear out over Christmas. Just in time for the cold weather! **Well done girls of Paddy Geere House!**



▲ Artist, Steve Miller, visited Seagrave Court where a refreshment sale and tombola was also held. **A total of £35 was raised for Dementia Action Week.** A fantastic afternoon was had by all!



▲ **Anvil Court held a fundraising coffee morning for National Down Syndrome Day, raising a total of £300!** The funds were raised from the sale of cakes and a raffle. The residents even wore odd socks to commend National Down Syndrome Day! A lovely morning was had by all and the court received a letter thanking the staff and residents for their kindness.



▲ Foxfields held **a table top sale for local charity, Harry's Rainbow.**



Belsize Court's Macmillan coffee morning

Belsize Court's hair stylist, Christine, arranged a **lovely Macmillan coffee morning with cake and prizes** to raise money for this wonderful charity, raising a total of £282. Well done ladies!



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.	Facilities	Price per night
Anvil Court	Surrey	0370 192 4407	Ensuite, TV, drinks facilities	£20
Belsize Court	Surrey	0370 192 4670	Ensuite, drinks facilities	£15
Bishopsfield	Cambridgeshire	0370 192 4091	Ensuite, TV	£10
Blackbourne View	Bury St Edmunds	0370 192 4049	Ensuite, drinks facilities	£10
Cedar Court	Greater London	0370 192 4191	Drinks facilities	£15 - £20
Cinnamon Court	Greater London	0370 192 4170	Ensuite, TV	£15 - £20
Dymond House	Surrey	0370 129 4035	Ensuite, TV, drinks facilities	£15
Foxfields	Northamptonshire	0370 192 4029	Ensuite, TV, drinks facilities	£15
Greenrod Place	Greater London	0370 192 4983	Ensuite, TV, drinks facilities	£10 - £15
Hogshill Gardens	West Sussex	0370 192 4271	Ensuite, drinks facilities	£15
Holm Court	Suffolk	0370 192 4045	Ensuite, TV, drinks facilities, microwave, two single beds	£20
Lea Springs	Hertfordshire	0370 192 4060	Ensuite, TV, drinks facilities	£20.00
Mere View	Suffolk	0370 192 4081	Ensuite	£10 - £15
Oak House	Suffolk	0370 192 4390	Ensuite, drinks facilities	£15
Paines Brook Court	Essex	0370 192 4021	Ensuite, drinks facilities	£15 - £20
Pantiles House	Greater London	0370 192 4682	Ensuite, TV	£15
Seagrave Court	Nottingham	0370 192 4969	Ensuite, TV, drinks facilities, microwave	£15
Shearman Court	Suffolk	0370 192 4017	Please ask Court Manager	£10
St Edmunds Court	Cambridgeshire	0370 192 4545	Ensuite, drinks facilities	£15
Walstead Court	West Sussex	0370 192 4160	Ensuite, TV, drinks facilities	£15 - £20



Thank you

“The south east management team would like to say a big thank you to all the wonderful residents across the region. You make our Extra Care schemes a pleasure to visit - it really is fantastic to see all the social activities happening at your schemes, bringing you all together and providing important social inclusion across the region. I really hope you enjoy seeing all the great stories from across the south east!”

Tracy Jones Head of Extra Care

“I have only been part of the south east team since January, but since then have had the pleasure of meeting many of the wonderful residents who live at our schemes. Your examples of activities, days out and making time to include residents that may be a bit reluctant, or don't have family to socialise with, are inspirational. I look forward to spending more time with you all in ensuring we continue to deliver an exceptional service to all residents who live within our schemes.”

Clare Maher Extra Care Operations Manager

“I have had an amazing 12 months travelling around south east 2, getting to know the residents and staff teams, and watching services improve and engagement progress. I thoroughly enjoy my role and enjoy meeting and spending time with such great teams and residents. I look forward to the next 12 months.”

Lisa Hann Extra Care Operations Manager

“The last 12 months have been a really busy time - we have acquired two new services in south east: Blackbourne View, which was purchased from Havebury Housing in April 2019, and Seagrave Court, which is based in Nottingham. We also have some really exciting new builds in the area with Fakenham in Norwich expected to be finished on-site early 2021. I have really enjoyed coming into courts and meeting with residents over the last 12 months. My days are always filled with laughter listening to all the wonderful stories you have to tell. I really hope you enjoy the updates from the south east team.”

Ashleigh Jarvis Extra Care Operations Manager

“Working as part of the south east team makes me very proud. We have fabulous schemes and staff, but most of all what makes it a great place to work is the amazing residents we have. It is always a joy to come to a scheme and meet you all. I love the way you all share your experiences and thoughts, some of which are so inspiring and positive. It is fantastic to see the fun-filled activities and conversations taking place around the schemes and I always walk away with a feeling of great pride - so thank you to you all.”

Emma Patten Extra Care Administrator

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 or speak to a member of the Housing 21 team.

Thank you.

Housing21

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