

Extra Care Living

Housing (21)



Regional Report 2019

South West



Poetry corner

A poem by Mick, a resident at Mulberry Court, and Pip from Stanbridge House

See page 20

Case study: Diane and Peter



See page 31

How our lives
have changed
since we moved
into Stanbridge
House

See page 12

Staff news: Your south west stars!



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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



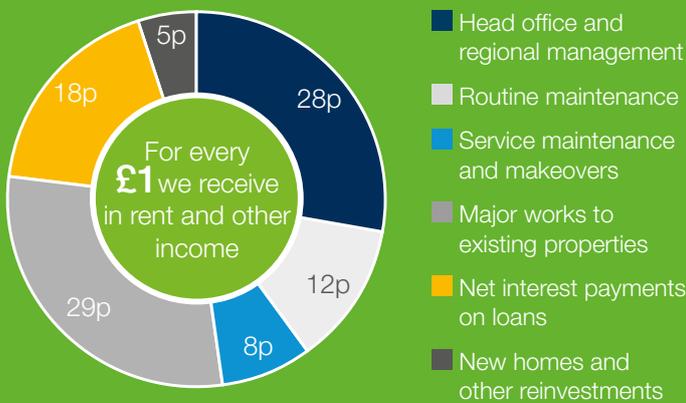
In 2018/19 we continued our work around ensuring people in our properties can live well with dementia and work closely with you, our residents and our staff to do so.

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

Organisational performance

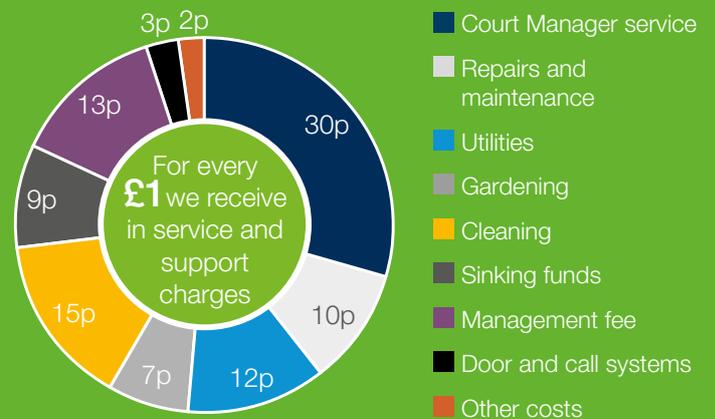
How we spend your rent and our other income

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



Lorraine Jenner

Head of Extra Care
South West



Fiona Clarke

South West Extra
Care Manager



Mandy Jane Barlow

South West Extra
Care Manager



Darren Herbert

South West Extra
Care Manager



Jo Osborn

South West Extra
Care Administrator



Tina Davis

Housing and Care
Manager, Hillside
Court, Bristol



Sarah Rusted

Housing and Care
Manager, Stanbridge
House, Banbury



Julie Stone

Housing Manager,
Caroline Square,
Portsmouth



Georgina Hoare

Care Manager,
Badminton Gardens,
Bristol



Marie Dorney

Housing Manager,
The Rise, Plymouth



Gill Anies

Housing and Care
Manager, Bluebell
Gardens, Bristol



Sarah Miners

Housing Manager,
Caroline Square,
Portsmouth



Jenny Foley

Housing and Care
Manager, Milton
Village, Portsmouth



Katrina Morgan

Housing Manager,
Brunel Court,
Portsmouth



Christine Clements

Housing Manager,
Foylebank Court,
Dorset



Sharron Haines

Housing Manager,
Beeches Manor,
Wokingham



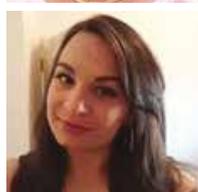
Kath Watts

Housing and
Care Manager,
Dairy View, Royal
Wootton Bassett



Sue Hill

Housing Manager,
Maple Court,
Swindon



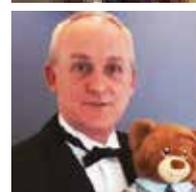
Charlotte Rule

Housing and Care
Manager, Cambrian
Green Court, Yate



Gemma Herbert

Housing and Care
Manager, Mulberry
Court, Cirencester



Mike Logue

Housing Manager,
Rosaire Court &
Gardens, Guernsey



Emma Taylor

Housing Manager,
Erdington House,
Kidlington



Nicole Drake

Housing and Care
Manager, Alice Bye
Court, Thatcham



Kelly Hemmings

Care Manager, Ash
Lea Court, Bristol



Ann Nunnerley

Housing Manager,
Strawberry Gardens,
Yatton



Samantha Goldie

Housing Manager,
Maritime House,
Portsmouth

Achievements at a regional level

Resident Satisfaction 2018/2019



2018/2019
Resident
Satisfaction –
South West

88%

Total number
of compliments

157

Compliments

“Mum and I were both impressed with the wonderful atmosphere at the court, your attention to our questions, your kindness with the residents, and the friendliness of absolutely everyone that we met – staff and residents alike. You’ve really put my mind at rest.”

“Thank you doesn’t even touch the wonderful care and support my Mum and the family have received over the last four and a half years.”

“We as a family slept at night, went to work and away on holidays knowing that Mum was looked after and cared for – which is worth its weight in gold. Thank you so much.”

“The staff are very kind and thoughtful, they go the extra mile, are dedicated to their jobs, and work really well as a team.”

“Please don’t change, it’s very rare to have a place like this that really cares. Thank you to you all.”

“The staff members’ friendly, smiley faces beats it all!”

Cambrian Green Court achieves 'Outstanding' rating



National regulators, the Care Quality Commission (CQC), inspected Cambrian Green Court in South Gloucestershire in August 2019 and rated the service as 'Outstanding'!



“ People received exceptional, person-centred care from the onset. Their wishes were understood and close relationships between people, staff and families had developed. Family members told us the care their relatives received was exceptional and had far exceeded their expectations. ”

CQC inspector

Resident story

How our lives have changed since we moved into Stanbridge House



Stanbridge House

“My husband and I moved to Stanbridge House on 15 June 2018, and I have to say that it was the best thing we have ever done!

“Our previous accommodation was just not suited to our needs. It even exacerbated one or two of our health issues on top of the day-to-day difficulties we were already coping with, such as our disabilities.

“Since our move, one of the first things that people (especially those who haven’t seen us for a while) comment on is how “well” we are both looking – this is always a bonus!

“I can definitely say that we are both a lot more relaxed and happier now. My husband has been out a lot more, and therefore interacted with more people in the last twelve months than he ever did in the last three years at our previous residence!



“As for myself, I feel I have definitely grown as a person and I have even developed a creative side that I never knew I had in the form of writing poetry and baking! This has done wonders for my confidence.

“So, to sum up our first twelve months here at Stanbridge House – it has been full of lots of laughter, lots of new experiences shared, new friendships formed, and last but not least, lots of new memories being made.

“I would even go as far as to say that my husband and I have at last found our ‘forever’ home!”

Mandy
Resident





The 10 Dignity Do's

Before the Dignity in Care campaign launched, numerous focus groups took place around the country to find out what dignity in care meant to people.



The issues raised at these events resulted in the development of the '10 Dignity Do's'. The challenge describes values and actions that high quality services, which respect people's dignity, should do:



✓	1. Have a zero tolerance for all forms of abuse	✓	6. Respect people's right to privacy
✓	2. Support people with the same respect you would want for yourself or a member of your family	✓	7. Ensure people feel able to complain without fear of retribution
✓	3. Treat each person as an individual by offering a personalised service	✓	8. Engage with family members and Care Workers as care partners
✓	4. Enable people to maintain their maximum level of independence, personal choice and control	✓	9. Assist people to maintain confidence and positive self-esteem
✓	5. Listen and support people to express their own needs and wants	✓	10. Act to alleviate loneliness and isolation

We endeavour to promote awareness of these ten points to everyone connected with health and social care. If you can help promote awareness of these by putting up posters, or handing out leaflets and cards, please download and print them from www.dignityincare.org.uk

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)

Outstanding ★
Cambrian Green Court

Good
Ash Lea Court
Hillside Court
Badminton Gardens
Bluebell Gardens
Dairy View
Mulberry Court
Stanbridge House

Requires improvement
Alice Bye Court

Not yet inspected
Maple 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

Alice Bye Court care acquisition

The care contract at Alice Bye Court was previously with a third party care provider.

Notice was given from West Berkshire Council stating that the care contract was up for tender.

After placing a bid, the south west team were delighted to find out that Housing 21 were successful in winning the care contract! This was exciting news, not only for the organisation, but also for the residents at Alice Bye Court who were delighted.

Great improvements were made in the quality of care for the residents.

Staff worked extremely hard in establishing the care team.

The service now has 18 Care Workers who deliver over 360 hours of care per week – a great success!



New developments

Strawberry Gardens – Yatton

Strawberry Gardens is a new Extra Care development in Yatton. The new 60 unit site got underway in January 2019 and will be complete in July 2020, opening its doors to its first residents in August 2020.

The local primary school held a competition to come up with a name; the suggestions were

carefully considered and ten finalists were invited to attend the naming ceremony at nearby Diamond Court.

Following a presentation by Lorraine Jenner and Darren Herbert, the winner - and the new name - was revealed.



“Amelia chose this name based on Yatton’s train station which is known as ‘*The Strawberry Line*’ because of the volume of locally-grown strawberries that it carried to London”

The lucky winner was Amelia with her suggestion ‘Strawberry Gardens’.

Amelia chose this name based on Yatton’s train station which is known as ‘The Strawberry Line’ because of the volume of locally-grown strawberries that it carried to London.

It was felt that this is a very appropriate name which will tie in the history of Yatton with Strawberry Gardens.

The day was very much enjoyed by the pupils and staff of Yatton School, representatives from North Somerset Council and the staff and residents at Diamond Court.

The children were awarded WHSmith vouchers for their suggestions.

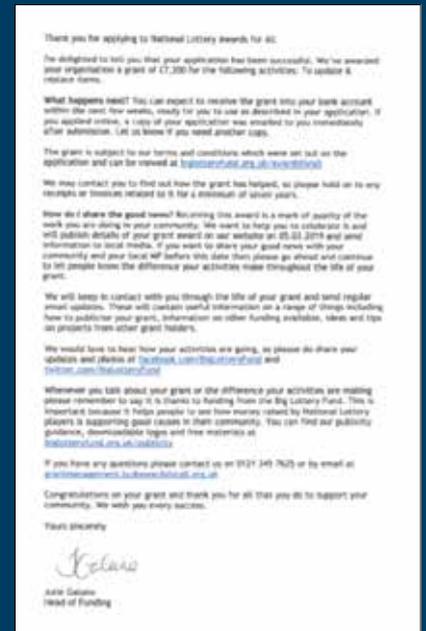
A lovely lunch, delicious cakes and scrummy strawberries and cream were provided by the amazing catering team at Diamond Court - thoroughly enjoyed by all, a wonderful day!



Court life

Lottery Grant – Brunel Court

Brilliant news for Brunel Court in Portsmouth as they are awarded a £7,200 grant from the National Lottery!



The grant was applied for by a resident, Mrs Shepperd, from the Wednesday Club with a hope to update equipment and purchase luxury items for the court.

Staff and residents were delighted when they received a letter confirming that their application was successful.

There are plans to use the money to purchase a television, water heater, tablets for residents use, new kitchen items, and trips out for residents to enjoy.

For details of how to apply for a grant, please contact Brunel Court on **0370 192 4638**.

A big “well done” and congratulations to the residents and staff at Brunel Court

Resident story

Anniversary celebrations

Happy 75th wedding anniversary to Reg and Muriel who live at Hillside Court!

Reg and Muriel met 80 years ago on 14 February; Muriel was going to the Girl Guides and Reg was delivering the evening newspapers.

Muriel said that Reg took to her uniform! The couple got married five years later and wanted to do this on Valentine's Day.

However, as they both worked in the services and had to get permission, leave was granted for 12 February 1944 – which was the date they got married.

They spent seven days on their honeymoon in Malvern and this was the only time that they have ever travelled first class on a train.

After this, they did not meet again for seven months due to their postings.

75 years on...



...and still
so in love!

Poetry corner

• A poem by Mick, a resident at Mulberry Court,
• about his home town, Cirencester. This poem was
• published in the National Book of Poetry, and titled...

“

My Small World

Ciren is a terrific Place
Where we lived near 60 years
And thinking of the changes made
My eyes come close to tears.

Brought up in Midland Road
My days were filled with fun
Visiting Love Lanes dusty track
Where we would play and run.

We'd gather in our little groups
Where we'd arranged to meet
All with our homemade trolleys
To race around the street.

My School days spent at Watermoor
Which was just down the road
Had so many happy times
The memories stored like gold.

Then Town Centre – it was so quaint
Dates back to Roman times
They've been so many changes made
With far too many crimes.

I'd love to turn the clocks back
Meet long lost good old friends
We'd run and play and hide again
Where fun times never end.

”



A poem
by Pip
from Stanbridge House

“

I'm such a lucky woman
I've had a lucky life;
Twenty years a daughter,
Sixty years a wife.
Now I start a new life,
Not quite on my own,
Over the years my family has grown.
Children and babies surround me with care
Old friends and new ones also are there.
I feel very lucky to have so much fun
Now the last chapter of life has begun.

”

Activities

The south west region is proud of the diverse range of activities that take place across the different courts.

This includes...



Summer BBQ at Beeches Manor



Flower arranging at Cambrian Green Court



Walks with Hawks at Mulberry Court



Local schoolchildren visit Maple Court for fun and games with the residents



Food tasting at Beeches Manor



Dolly Parton at Bluebell Gardens



Janice and Lynne from Bluebell Gardens organise activities and events



Caroline Square residents enjoying the World Cup



Summer Fete at Milton Village

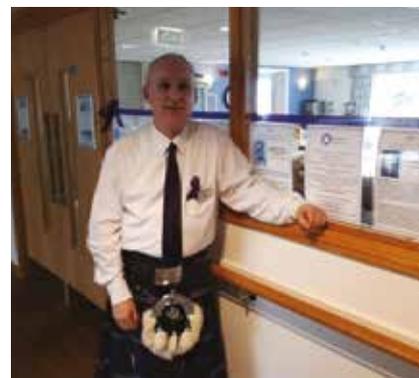


Mulberry Court Christmas Nativity with a twist

International Women's Day

Housing Manager at Rosaire Court, Mike, dressed up in a purple kilt and tie to celebrate International Women's Day and the court Cleaner, Roxanne, wore her purple trainers for the day.

A display was set up in the main reception of Rosaire Court, with pictures and information on women's achievements throughout history along with plenty of purple decorations.



Helping the homeless

The Chairman of Cambrian Green Court's Residents Committee felt that they could do something to help the homeless people of Bristol, so they decided to knit blankets to bring them a little warmth.

The residents didn't stop there! After hearing an urgent appeal from Southmead Hospital for baby clothes, they began knitting tiny clothes and soft toys for the hospital. This was especially appreciated by the premature unit, who were in desperate need.



Staff news

Your south west stars!



As a region, the south west decided to reward staff for their length of service and mark these milestones with star badges



The colours represent the different milestones as follows:



Blue star and fob watch – passing probation



Yellow star – two years' service



Green star – five years' service



Red star – seven years' service



Gold star – 10+ years' service

Stand out event

Gwen's 100th birthday celebrations

Maple Court's communal lounge and gardens were packed out on 21 August 2018 for Gwen's 100th birthday celebrations!

90 guests attended the party including members of Gwen's family from South Africa. The party was arranged by Gwen's family and was in planning for months!

Gwen's preparations started when Sue Hill, Housing Manager, and a few other residents had a manicure in preparation for the big day.

On the day of the party, Gwen visited the hair salon at Maple Court and had a session with a beautician.

The party included wonderful food, drink and an entertainer who sang some of Gwen's favourite songs and entertained the crowd.

Despite Gwen requesting no gifts, she was showered with flowers and gifts from everybody. A wonderful day for Gwen and everyone who attended.



"One of the biggest highlights for Gwen was receiving her card and telegram from the Queen"



You said, we did

In 2019, 'local agreements' were introduced across all courts in the south west. These were put in place to give residents the chance to meet with their Extra Care Manager and express any concerns that they had relating to their court.

Three months down the line, these meetings were followed up with a review stating the actions taken in the hope of resolving the problems raised.

Some of the residents' concerns included a lack of communication regarding social activities, the bin room needed more frequent cleaning, problems with some residents' heating and hot water, and more wheelchair accessible tables were required in the restaurant.



The following local agreements were then made to resolve the issues:

- A whiteboard has been put up to notify residents of social activities on court.
- A jet wash has been added to the gardener's contract to keep the bin room clean.
- Major repairs and replacements have been put in place to resolve the hot water and heating issues.
- Another wheelchair-accessible table is due to be purchased for the restaurant area.

A big thank you to all residents for raising your concerns – hopefully the local agreements were found to be helpful.

This is something that will continuously be rolled out across the region to help resolve any further concerns on court.

Liberation Day – Guernsey

Each year 9 May is a very important day for the people of Guernsey, as it was the day the island ended its occupation by the German forces during World War II in 1945.

It is a public holiday and is one of the biggest celebrations that takes place across the island, with events taking place throughout the week.

The staff and residents of Rosaire Court decided to hold their own celebrations.

A few enthusiasts with their World War II vehicles visited Rosaire Court so that residents who were not able to get down to the main Liberation Parade could still enjoy the event.



“Next year will be the 75th Anniversary of Liberation Day so planning has already started to try and make the celebration the biggest and best yet!”

Mike Logue,
Housing Manager,
Rosaire Court in Guernsey

Resident story

73 years of marriage



Alice Bye Court residents, John and Joyce, celebrate an amazing 73 years of marriage!

The couple wed in 1945, shortly after the end of the Second World War.

Originally from London, John and Joyce worked in the pub industry for 25 years.

They met a variety of celebrities along the way, before retiring to Spain for 30 years.

Eventually, John and Joyce moved to Alice Bye Court in Thatcham.

John said:

“Living at Alice Bye Court has been brilliant, I love it. It is a lovely, beautiful Extra Care court and we are well looked after.”

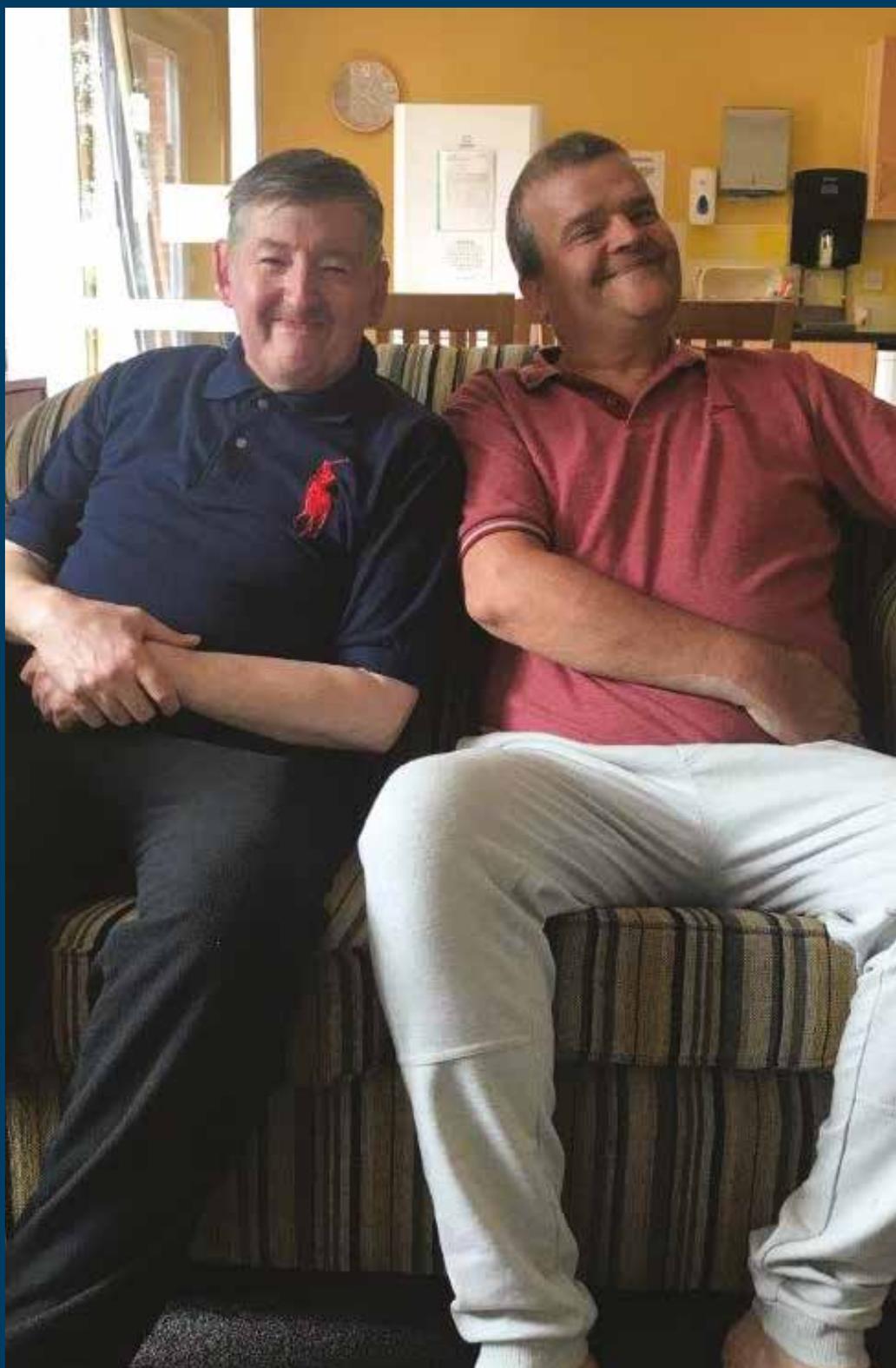


Friends reunited

John and Mark first met when John was 18 years old, as his father worked for the local undertakers – ‘Trinders’.

They had not seen each other for around 40 years until they met again at Stanbridge House

They have now rekindled their friendship and spend a lot of time together in the communal lounge each day.



Resident story

The Rise



The Rise is a specialist Extra Care Living scheme with at least 80% of residents being blind or visually impaired. The scheme was built in 2009 following demolition of the original residential home that was built there in the 1970s.

Both buildings at The Rise were funded by the Thomas Pocklington Trust. Thomas Pocklington made his fortune as a property developer and temporarily lost his sight following a shooting accident.

Upon his death in 1935, he stipulated that a large proportion of his estate was to go towards suitable housing and support for the blind.

In May 2009, Housing 21 took ownership of the scheme which was newly named “The Rise”. It is a very busy and vibrant court with various social activities planned seven days a week. Over the past 10 years, The Rise has had a full makeover, new lifts, an external makeover and some apartments have had new kitchens and bathrooms fitted where required.



⋮ We have had many guide dogs
⋮ living at The Rise over the years and
⋮ currently have two guide dogs living
⋮ with their owners – Wendy and Ziggy!

Diane and Peter

Diane moved into Erdington House as a leasehold tenant when the building was first completed as she had been widowed. She was happy living on her own in her new apartment with her family living close by.

Diane soon became the welcoming face of Erdington House by taking new residents under her wing and making them feel at home.

There was one resident whose move in date coincided with Diane's holiday. "Never mind" she thought, "it's a friendly place and there will be lots of people to welcome him to Erdington".

Peter moved into his apartment while Diane was on holiday. Word got round that he had missed his welcome by Diane, and it became a long standing joke that he would never forgive her for not being there. The pair soon became friends and only lived a few doors away from each other.

When it was Diane and another resident's birthdays last year, they decided to have a party to celebrate. All residents were invited and by all accounts it went on until the early hours! Everybody had a great time.

She thought "This one is worth keeping..."



The next morning Diane woke to find Peter had cleared up all the mess. She thought "This one is worth keeping" and a romance soon developed.

Diane and Peter moved in together in September 2018 and began arranging their wedding. The couple got married on 9 July 2019.



Fred, a war pilot from The Rise, turns 104!

Fred is 104 and has lived at The Rise for 23 years. He has macular degeneration, a hereditary condition, meaning his sight has gradually deteriorated over the past 20 years.

He has so many stories to tell! One of the favourites is that he grew up in the local area and remembers jumping over the walls of the old manor house, on the land where The Rise is now built, to help himself to apples!

Fred served in the Royal Canadian Air Force as a Flight Sergeant during the Second World War. He got shot down over France but managed to escape — the French Resistance picked him up and

he went to Paris. He then got picked up by the Germans and taken to Buchenwald Concentration Camp.

Fred was just six stone when he returned to England. He has had quite a traumatic life, but his family and friends feel he is a true inspiration.

War sites online show that Fred was in the crew of Lancaster KB727. It confirms that KB727 was shot down by a night-fighter reported to be a JU88, in the early hours of the morning on 5 July 1944. The site also details how Fred's crew were first held in the overcrowded Frenes Prison in terrible conditions. It is thought that Fred is the only surviving member of the crew.

Fred also had a visit at The Rise from Flight Lieutenant Kerry Bennett, who is also from the local area. This visit was organised by another resident because Fred would not believe that women are now allowed to fly planes! He was still in shock after meeting Kerry and their story ended up in the local newspaper.

Fred said that the secret to living to the impressive age of 104 is to keep out of trouble, eat healthily and stay active.

He added: "I always kept out of trouble. I was doing a tax collection job and worked until I was 80. I used to go up and down the Devonport tower blocks".

After the War, Fred went on to work for a clothing club and was taken on by Batten Finance at the age of 65. He continued to work until he was 80, when he had to retire as his eyesight had got much worse.

During his time at Batten Finance, Fred used to spend his working day on foot, collecting money for the finance company. His daughter, Denise, said that he was a 'workaholic' who loved his job.

Fred said that the secret to living to the impressive age of 104 is to keep out of trouble, eat healthily and stay active.



“He’s amazing, Dad always maintains the motto ‘if you don’t use it you lose it’. He’s not giving in and has so much determination”

Fred likes to reminisce back to when he used to irritate his wife to make his children, Denise and Keith, laugh.

He said: “I used to shake food about in the frying pan without any fat on it, it was like a Chinese meal, I used to toss it up in the air and Denise and Keith were kiddies then.

“They were saying ‘go on dad, do it again, do it again’, and my wife said to me ‘if you miss that meal and it falls on the floor I’ll hit you on the head with the frying pan’.

“Didn’t they laugh, they wanted to see me miss it, trying to get me into trouble - I would have never reached this age if I had missed it!”

His daughter, Denise, said that her dad is not on any medication, has all of his own teeth and has never been in hospital for illness. Fred can still walk on his own and lives independently.

She said: “He’s amazing, Dad always maintains the motto ‘if you don’t use it you lose it’. He’s not giving in and has so much determination. He still plays bingo twice a week and goes to Sainsbury’s with me every Monday.”

“His father lived to 91, so it is in the genes. Hopefully I will follow them. His physio told him that he doesn’t know many 100-year-olds that are still walking around. I am so proud of him. He’s an inspiration really”.



Fundraising



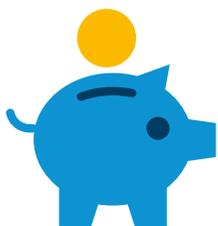
▲ The south west Extra Care Team held their fundraising event during the month of October 2018 to raise funds and collect donations for the Dogs Trust, and the Guernsey Society for the Prevention of Cruelty to Animals (GSPCA).



Staff and residents held and attended events at their courts which included cake sales, raffles, themed coffee mornings, bring your dog to work day, staff dressed in dog onesies and so much more!

Jo Osborn, Regional Administrator, signed up to a tandem skydive to help raise funds and was brave enough to go through with it!





“Our mission is to bring about the day when all dogs can enjoy a happy life, free from the threat of unnecessary destruction”

Dogs Trust Mission Statement

We are very proud of our staff and residents for coming together and raising £1,780 for the Dogs Trust and the GSPCA combined! That's not to mention all of the donations that were made, including food, treats, toys, towels and hand knitted blankets from the residents at The Rise!

Lorraine Jenner and other members of the team were lucky enough to visit the Dogs Trust in Evesham to drop the goodies off.

We were able to see the wonderful work that they do and were able to meet the furry residents themselves!

The staff were overwhelmed and so grateful for everything. As a thank you, Jane from Dogs Trust came along with her dog, Wincey, to thank us for the funds raised and generous donations received.

We had a presentation on Dogs Trust and learnt all about their history, the work that they do and their plans for the future. This gave everybody a real insight into the difference they make to dogs' lives every day.



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 number	Facilities	Price per night
Alice Bye Court	Thatcham, Berkshire	0370 192 4979	Ensuite, drinks facilities, TV, microwave, fridge	£15
Beeches Manor	Wokingham, Berkshire	0370 192 4288	Ensuite, drinks facilities	£10
Bluebell Gardens	Stockwood, Bristol	0370 192 4828	Ensuite, drinks facilities, fridge	£20
Brent Court	Southsea, Portsmouth	0370 192 4986	Ensuite, drinks facilities, TV, fridge	£10 – £15
Brunel Court	Portsmouth	0370 192 4635	Ensuite, drinks facilities, fridge	£15
Cambrian Green Court	Yate, Bristol	0370 192 4690	Ensuite, TV, drinks facilities	£20
Diamond Court	Worle, Weston-Super-Mare	0370 192 4038	Ensuite, drinks facilities, TV, fridge	£20
Erdington House	Kidlington, Oxfordshire	0370 192 4156	Ensuite, drinks facilities	£15
Falcon Court	Bristol	0370 192 4106	Ensuite, drinks facilities, TV can be provided if required	£10 – £15
Foylebank Court	Portland, Dorset	0370 192 4180	Ensuite, drinks facilities, TV, fridge	£10
Hillside Court	St. George, Bristol	0370 192 4071	Ensuite, drinks facilities	£15
Maple Court	Swindon, Wiltshire	0370 192 4505	Ensuite, drinks facilities, TV	£20
Mulberry Court	Cirencester, Gloucestershire	0370 192 4240	Ensuite, drinks facilities, TV	£20
Rosaire Court	St Peter Port, Guernsey	0148 173 9820	Ensuite, drinks facilities, TV	£20
Stanbridge House	Banbury, Oxfordshire	0370 192 4471	Ensuite, drinks facilities	£10
The Rise	Plympton, Plymouth	0370 192 4535	Ensuite, drinks facilities, TV	£20 – £30



Alice Bye Court

Thank you



“Thank you to all of our amazing residents from the south west management team. You make the courts a pleasure to visit and provide a vibrant community. This report captures the very essence of Extra Care Living and the companionship it can bring. I hope you enjoy reading about some of the activities and stories from around the region”.

Lorraine Jenner Head of Extra Care



“During my visits to courts I have been made to feel very welcome and treated to lots of amazing stories and activities, and generally seen you all thrive with the care and support from our housing and care staff. Thank you for taking the time to see me, I really appreciate the positive feedback and ideas for improvements you have discussed with me. We aim to continually improve and without your support and input this wouldn't be possible. I look forward to finding out more about your adventures and ideas over the next twelve months. This report really reflects all of the effort you put into making our services “Better than good” as Bruce would say, so I hope you enjoy reading”.

Fiona Clarke Extra Care Manager



“I have only been the Extra Care Manager for south west 3 for a month. I am enjoying visiting and getting to know the residents and staff at the courts within my area and I hope I can make a difference by engaging with people, listening and taking action when I can.”

Mandy Jane Barlow Extra Care Manager



“I have spent the last 12 months visiting the courts and meeting with the amazing residents and staff. It is a pleasure to get to know so many people and to work with our teams and residents in creating the best service possible. I will continue to listen and work towards an outstanding tomorrow.”

Darren Herbert Extra Care Operations Manager



“There were so many highlights from last year, but for me the most memorable and rewarding was our fundraising event for the Dogs Trust. We held a variety of fundraising events across the south west region which were greatly enjoyed by staff and residents. In a moment of madness I signed up to a sponsored skydive! I am very proud that as a region, with the super efforts of residents and staff, we raised a whopping £1,780!”

Jo Osborn 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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