

# Extra Care Living

Housing (21)



Regional Report 2019

Walsall & Sandwell



Key Achievements in Walsall & Sandwell

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Dementia Friends session at Winehala Court

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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



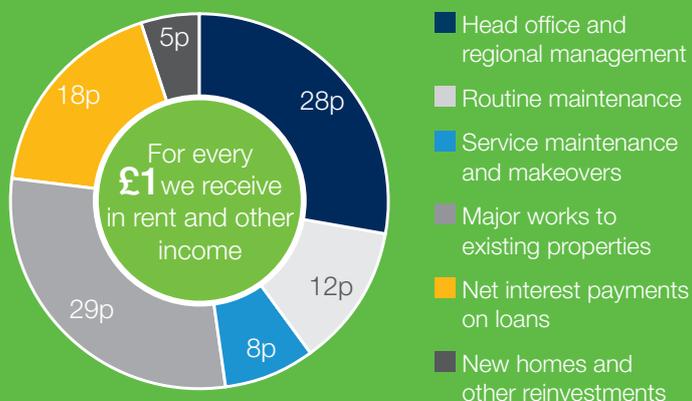
In 2018/19 we continued our work around ensuring people in our properties can live well with dementia and work closely with you, our residents and our staff to do so.

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

# Organisational performance

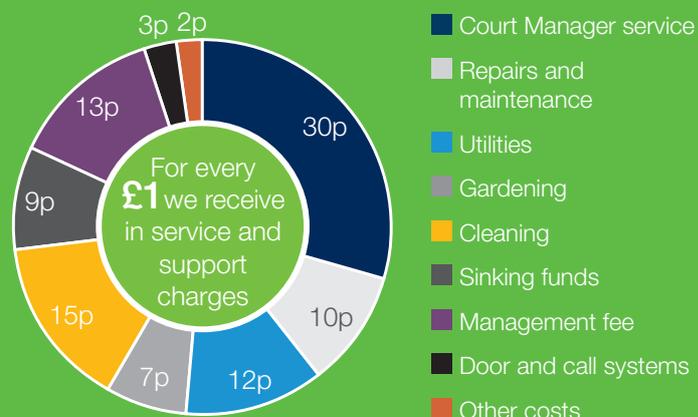
## How we spend your rent and our other income

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**

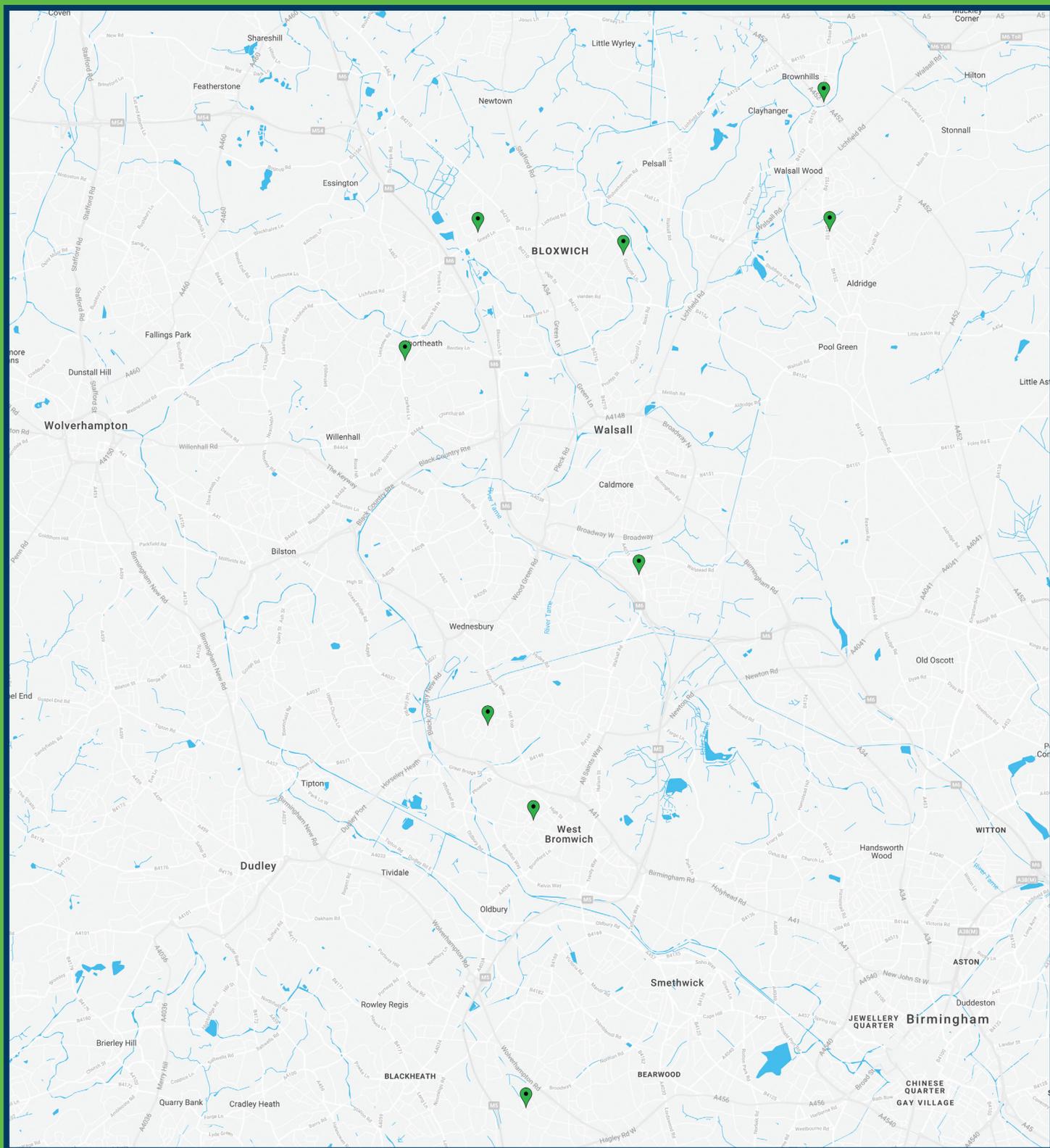
## Reinvestment in our existing properties

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



## **Jenny Bloor**

Operations Manager for  
Walsall & Sandwell



## **Susan Mason**

Operations Support for  
Walsall & Sandwell



## **Kerry Haskett**

Housing and Care Manager  
at Deighton Court



## **Julie Bellingham**

Housing and Care Manager  
at Mattesley Court



## **Asha Kailla**

Housing and Care Manager  
at Winehala Court



## **Deborah Wright**

Housing and Care Manager at  
Knaves Court



## **Caroline Binnersley**

Residential Care Manager at  
The Watermill



## **Alison Norris**

Housing and Care Manager at  
Alrewych Court



## **Joanne Baker**

Housing and Care Manager  
at Queensridge Court



## **Jayne Price**

Housing and Care Manager at  
Goldfield Court



## **Nadine McCann**

Housing and Care Manager  
at Oakley Gardens

## Achievements at a regional level

# Key achievements in Walsall & Sandwell

### The Watermill

Our regulators, The Care Quality Commission (CQC), inspected The Watermill in January 2019 and rated the service as 'Outstanding' - which is an incredible achievement for Caroline Binnersley and The Watermill team!

The Watermill is the first and only residential home in the Walsall borough to receive this rating, and is now in the top 2% across the country.



^ The Watermill team.



^ Bringing the seaside to Alrewyck Court.

Inspected and rated

**Outstanding** ☆



“ The Watermill is now in the top 2% across the country ”

### Queensridge Court

The CQC also inspected Queensridge Court in March 2019 and rated the service as 'Good'. This is a great achievement for Joanne Baker and the Queensridge Court team; as the previous rating had one KLOE (Key Lines of Enquiry) rated as 'Requires Improvement'.

Inspected and rated

**Good**





## Audits

All audits are continually improving with seven out of nine services rated as 'Outstanding', and two rated as 'Good'. Every service in the region is working towards obtaining 'Outstanding' in audits carried out both internally and by the CQC.

The CQC also inspected Knaves Court in April 2019 and rated the service as 'Outstanding' which

is an incredible achievement. This was possible due to the incredible team working together to impress the inspector by doing the right thing for our residents, and is evidence of how amazing they all are.



Winehala Court Team celebrating an '**Outstanding**' Key Lines of Enquiry rating in Care by the CQC – an absolutely massive achievement.

**92%** of residents are satisfied with the overall service

The aim over the next three years is to increase this figure to **95%**

# 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 ★

The Watermill  
Knaves Court

### Good

Alrewych Court  
Deighton Court  
Goldfield Court  
Mattesley Court  
Oakley Gardens  
Queensridge Court  
Winehala 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.

## Resident story

# Frank and Sheila



### Meet Frank and Sheila

Frank and Sheila moved into Knaves Court on 21 January 2019. They didn't move far as they have both lived in Brownhills for many years. The couple have been married for over 50 years and have a daughter called Lisa, two grandchildren and six great-grandchildren. They also have a 14 year old dog, Tess, who lives with them at Knaves Court.

Sheila is unable to mobilise and Frank has been diagnosed with dementia. When they lived in their previous home, they had carers visiting to offer support. Sheila liked to spend time at her daughter's house for respite, as opposed to moving out of their family home, but this wasn't always possible.

The move to Knaves Court meant that Frank would not have to worry about Sheila getting the care she needed as the care package is personalised to meet all of Sheila's needs.

Sheila's health has improved since living at Knaves Court and she says she feels happy and contented.

Sheila spoke to the CQC inspector during the recent inspection and said: "Moving into Knaves Court has been the best thing that has ever happened to me and Frank.

It has definitely improved our quality of life. The carers are fantastic - I love it here."

Sheila enjoys joining in with all the social activities, and often sits in the communal lounge with the other residents, whilst Frank spends time in the communal garden.

Frank said: "I feel more relaxed knowing Sheila is being looked after here so I can go out into the garden more and potter around.

"I used to do the gardens where we lived previously, but I always worried about Sheila being left on her own. Here I have peace of mind as Sheila can press her pendant and the carers will be there for her. I love the garden here at Knaves Court - it's really coming on and helps me keep active."

Frank also told the CQC inspector: "Moving here has given me back my life, we've never been more happy."

Frank also regularly walks the dog knowing Sheila is safe at home. The improvement in both Frank and Sheila's health and wellbeing is fantastic to see. The staff at Knaves Court are really proud to have made such a difference to their lives.

# Court life

## Activities



**Mattesley Court activity showcase**

Social activities contribute to residents' physical and mental wellbeing, while reducing isolation and encouraging interaction. Activities in the Walsall & Sandwell region have included exercise classes, laughter yoga, arts & crafts, singing, dancing, fancy dress, animal visits, carnivals and wonderful food from around the world meals. All of which provide many smiles, laughter and enjoyment.



**'Easter Eggstravaganza' at Goldfield Court**



**Alrewych Court resident Alan on a visit to the local garden centre**

## Resident story

# Mattesley Court Resident, John



**Meet John**

“At the residents’ local agreement meeting in October 2018, I asked if I could have some adaptations carried out in my apartment. I am a wheelchair user and the kitchen and bathroom fixtures and fittings are too high for me, so I often rely on the staff to help me. If both rooms were more user friendly, I could live more independently. Assistant Housing Manager, Anita White, contacted Walsall Council and Housing 21 and managed to secure funding for the kitchen and bathroom to be altered to make it work for me.

“I am so happy that the work is going through on my apartment, for something so simple for someone else, it is going to improve my quality of life considerably. I will be able to live even more independently than I do now. I will be able to use the microwave and make my own drinks as the surfaces will be wheelchair height. The bathroom is going to be adapted for me to use safely and independently - I will be having my shower lowered - and having a push button electric shower system will be so much easier. I will also have my wash basin lowered and my thermostats will be changed to remote control.”

“This means so much to me as I want to remain as independent as possible without relying on others all the time.”



Mattesley Court

## Resident story

# Neil/Nellie



### Meet Neil/Nellie

Neil moved into Queensridge Court in 2018 and immediately made friends with his neighbours and the staff. Neil paid particular attention to the Queensridge Court 'Human Rights Board', which was developed by the Housing and Care Manager in partnership with Sandwell Council.

Neil confided in the Housing and Care Manager saying he didn't feel 'right' or comfortable, and began to share his story.

Neil shared that he has had a desire for wearing female clothing since he was in a school performance at the age of 16. He had previously tried to speak to his family about his feelings, but they did not understand or condone the feelings he had.

With support from Social Services and the staff at Queensridge Court, Neil felt able to discuss his feelings freely and live his life as he had wished to for so long. This included shopping trips to purchase female clothing, jewellery and make up as well as appointments at the hairdressers for a total restyle.

Neil's emotional and psychological wellbeing have improved incredibly – so much so that she has asked to be called Nellie and has had a

brand new person-centred care support plan. LGBT Birmingham have also provided support to Nellie which includes one-to-one support meetings with an LGBT counsellor.

Nellie now attends an LGBT social group with the support from the staff at Queensridge Court. The group has widened her social circle and she has made new friends. Nellie says she feels in her element and doesn't feel different anymore.



The LGBT Birmingham Team were amazed at how aware and open the Queensridge Court staff were with Nellie. They were so pleased with the support offered in an Extra Care setting and have asked if they can continue to link work with Queensridge Court. The work will include developing training courses and awareness classes for staff, residents and relatives.

## Stand out events

### The Bishop of Birmingham visits Knaves Court resident

The Bishop of Birmingham, the Right Reverend David Urquhart, visited Resident Nicolina in February 2019.

He was visiting the parish and wanted to meet some of the local parishioners. As Nicolina has communion brought to her by the priest regularly, he came to meet her.



### Dementia Friends session at Winehala Court

We had 12 residents attend the Dementia Friends session at Winehala Court which was very refreshing and rewarding for all. The residents really engaged and commented that it was useful and enabled them to understand dementia better.

### Love is in the air at Deighton Court

Raymond and Elaine met at Deighton Court in May 2018 and became friends. That friendship led to a proposal of marriage in February 2019 and we are all excited to buy our hats!



## Local agreements

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# You said, we did

In October 2018, Walsall & Sandwell launched local agreement meetings across all courts. The purpose of these meetings is to give residents the opportunity to meet with the Operations Manager and discuss any issues that they may have. The issues were reviewed again three months later to measure the progress. Outcomes from the local agreements meetings include:

One resident raised a concern that their kitchen and bathroom was not suitable for their needs and mentioned that they often need help from staff to use some of the facilities. To ensure the resident's independence is maintained, authorisation has been given for adaptations to be made to their kitchen and bathroom.

All courts received a heating and water assessment following concerns that the temperatures are either too high or too low. Work is due to be carried out to standardise the temperatures at a suitable level.

New bathroom floors are being trialled to improve drainage as some residents have experienced problems with flooding. Residents trialling the new flooring are pleased with the quality so far – this will be reviewed before the new flooring is rolled out in all apartments.



⋮ “To ensure the resident’s independence is maintained, authorisation has been given for adaptations to be made to their kitchen and bathroom”

## Intergenerational activities

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### Knaves Court pen pals with local school children

Millfields School in Brownhills have a lovely relationship with the residents at Knaves Court and as well as having a pen pal scheme, there is also 'Chatting with Brownhills' which is part of their history lessons. The school choir also visit the residents and invite them to their school plays.



# Fundraising

## Oakley Gardens – Annual homeless support event



*Walsall & Sandwell – all for one and one for all!!!*

▲ Staff and residents at Oakley Gardens have always been fundraisers for both local and national charities. Housing Manager, Nadine McCann and Assistant Housing Manager, Lindsey McNaughton really wanted to do something for the homeless people in need in the West Bromwich area.

St Andrews Church gave permission for Oakley Gardens to use the church and Housing 21 head office staff and local court teams agreed to volunteer for the event.

The support received was amazing, but on the day of the event, the 'Beast from the East' visited and there had been five inches of snow - it was freezing - and the Midlands ground to a halt!

Many volunteers were unable to travel to West Bromwich, so a small group set out in the snow to support the cause.

A number of homeless people visited the church and were really glad of the food, toiletries, shoes, clothes and sleeping bags that were donated.

It was -5°C outside and one child had his foot hanging out of the sole of his shoe. He also felt anxious in busy situations. Laura Firth's (Housing 21 Policy and Standard Lead) mum and dad were soon on the case. They got him a pair of walking boots, clean socks and sat him in a quiet area to have some food so he didn't feel overwhelmed.



*James McCarthy and Kris Peach helping the Oakley team with the catering*

There was also an ex-soldier, who had suffered from Post Traumatic Stress Disorder and was extremely grateful for his new sleeping bag and some food.

We also gave him new thick, dry, warm clothing and socks. He spent the night coming backwards and forwards to the church, bringing other homeless people to benefit from the donations.

The event has now run for two years in a row. It is uplifting and humbling for all of the volunteers. In the preparation for Christmas, it helps to remind everybody of the real meaning of Christmas – offering peace and goodwill to others.

## Watermill penguins



▲ The management team at the Watermill organised a sponsored walk from The Watermill to Wolverhampton to raise money for the residents' fund. The staff walked a total of nine miles and raised over £950 which went towards a day trip to the seaside.

# 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
Alrewych Court	Aldridge, Walsall	0370 192 4824	Ensuite, TV, drinks facilities, kitchen facilities	£20
Deighton Court	Walsall	0370 192 4688	Ask your Court Manager for details	£20
Goldfield Court	West Bromwich, Sandwell	0370 192 4254	Ensuite, TV, drinks facilities, kitchen facilities	£20
Knaves Court	Brownhills, Walsall	0370 192 4204	Ensuite, drinks facilities, kitchen facilities	£20
Mattesley Court	Bloxwich, Walsall	0370 192 4382	Ensuite, TV, drinks facilities, kitchen facilities	£20
Oakley Gardens	West Bromwich, Sandwell	0370 192 4250	Ensuite, TV, drinks facilities, kitchen facilities	£20
Winehala Court	Short Heath, Willenhall	0370 192 4330	Ensuite, TV, drinks facilities, kitchen facilities	£20



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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.

# Thank you

"I firmly believe that inspirational communities, along with living well, enhance the lifestyles of our residents and reduce isolation and loneliness."

**Jenny Bloor** Operations Manager for Walsall & Sandwell

"I have an immense sense of duty to provide nothing but exceptional services to our residents and local communities."

**Susan Mason** Operations Support for Walsall & Sandwell

"I am a Housing and Care Manager with respect and integrity who always aims to make a positive impact and outcome for our residents."

**Kerry Haskett** Housing and Care Manager at Deighton Court

"I always aim to be open, transparent and honest, providing information to our customers to enable them to make their own choices."

**Julie Bellingham** Housing and Care Manager at Mattesley Court

"It's important to me to maintain high standards of running the court effectively, and eventually be fully 'Outstanding' with our regulators, CQC and that everyone who is a part of Winehala Court is happy."

**Asha Kailla** Housing and Care Manager at Winehala Court

"I really care about my residents and I stay true to my own values - I am compassionate, approachable, kind and caring."

**Deborah Wright** Housing and Care Manager at Knaves Court

"I always promote an open door policy for staff, residents and friends of The Watermill. All of the team strive to ensure that our residents have a safe, fulfilled and happy time with us."

**Caroline Binnersley** Residential Care Manager at The Watermill

"I am passionate about my role and aim to support our residents to maintain living as independently as they are able to, and to remain in control of their own day-to-day living, promoting and supporting their choices and decisions."

**Alison Norris** Housing and Care Manager at Alrewych Court

"As a team we want to make a difference to the residents within the service, ensuring they are safe and happy, and ensuring they receive the highest standard of care and maintain a quality of life."

**Joanne Baker** Housing and Care Manager at Queensridge Court

"I lead my team with fairness and always encourage them to the 'do the right thing' and always deliver the highest standards possible."

**Jayne Price** Housing and Care Manager at Goldfield Court

"I am extremely passionate about our residents and really want the best for them, I enjoy supporting and developing my team to be 'Outstanding'."

**Nadine McCann** Housing and Care Manager at Oakley Gardens

## Housing

Tricorn House | 51-53 Hagley Road | Birmingham B16 8TP

**0370 192 4000**

**housing21.org.uk**    

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Community Benefit Society FCA Reg. No. 16791R

 **INVESTORS  
IN PEOPLE** | Gold  
Until 2021