

Extra Care Living

Housing 



Regional Report 2019

North East



Achievements at a regional level



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Resident story: Bob's involvement in new build



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Mr and Mrs H – Limestone View

Supporting residents - positive risk taking to enhance wellbeing

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Fundraising:

Charity walk from Fountain Court to Tynemouth



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Feedback

We hope you enjoy 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.

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



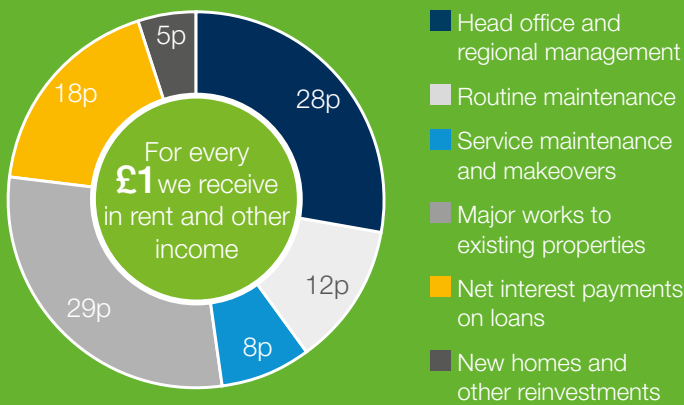
In 2018/19 we continued our work around ensuring people in our properties can live well with dementia and work closely with you, our residents and our staff to do so.

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

Organisational performance

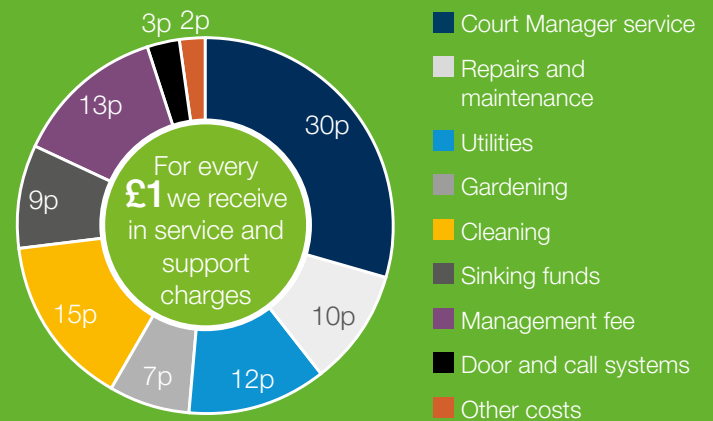
How we spend your rent and our other income

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

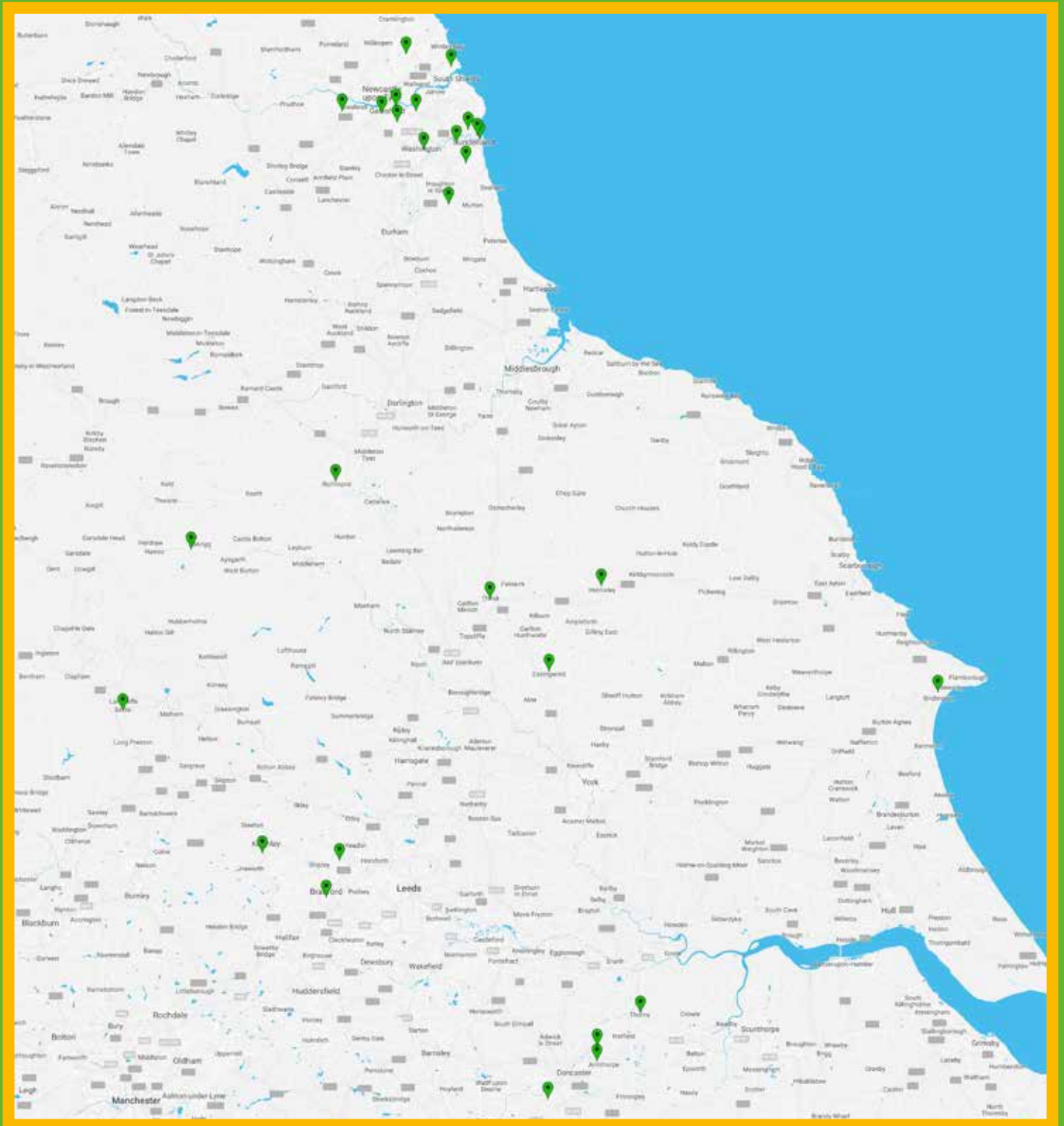
Reinvestment in our existing properties

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



Claire Charlton
Head of Extra Care



Rosemarie White
Extra Care Manager NE1



Joanne Gill
Extra Care Manager NE4



Catherine Hay
Extra Care Manager NE3



David McGee
Extra Care Manager NE2



Vivienne Ellwood
Regional Administrator

Achievements at a regional level

We completed two new courts, Casson Court in Doncaster and Bransdale View in Helmsley, creating more than 140 new affordable homes for older people of modest means



We installed a sprinkler system at Callendar Court in Gateshead, the only tower block in our region, to maximise fire safety.

We reroofed Linskill Park, Rowan Croft, Bramble Hollow and Beckwith Mews, working closely with residents to ensure they knew exactly what would be happening each day and to minimise disruption.



We spent more than £700k and completed design-led redecoration and refurbishment at Priory Court, Marigold Court, Winton Court and Callendar Court in Gateshead, and in Linskill Park and Rowan Croft in North Tyneside.



We spent almost **£600k** on essential repairs and maintenance to our properties



We have worked hard to reduce the number of properties with no tenancy, meaning we are maximising our income to secure the future of our properties



Overall **88%** of our residents are satisfied with living in our Extra Care schemes and our ambition is to increase that satisfaction to **95%** this year



93% of our residents are **satisfied with our care services**



Seven of our care services are rated as '**Outstanding**' by internal audit – Applegarth, Bramble Hollow, Limestone View, Linskill Park, Marigold Court, Meadowfields, Springtide Cove



: We restructured our care services to provide management cover across evenings and weekends as a result of resident feedback on how we might improve our services.

Court life



Meadowfields, Thirsk, North Yorkshire

A suggestion box has been put into place for residents living in Meadowfields, following the idea being put forward by several residents. Everyone is encouraged to use the suggestion box and any feedback will be

discussed at monthly staff meetings where suggestions will be reviewed. For each suggestion posed, an action plan will be put into place to ensure the suggestions are followed through.

Elm Tree Court

A lady in her 50s had recently been diagnosed with MND (Motor Neurone Disease) and was struggling, as she was a working social worker just six months prior to moving into Elm Tree Court. When she first moved in, she would stay in her apartment all the time and would become angry when she was unable to do things.

Over the last seven months we have worked intensively with her and her MND nurses to ensure she has the correct equipment at all times, as she can deteriorate very quickly. She now has four different pieces of equipment which can be used to assist with transferring her and all staff have received extra training.

This enables her to remain as independent as possible and assists us with keeping her standing, as this is very important to her. We have also worked with her and her relationship with Care Workers, who she now works alongside, to help them to use the correct equipment. She no longer spends all day in her apartment and comes to events in the scheme such as the hands and feet afternoon and the quiz afternoon. She also spends time in the gardens with care staff and is currently doing voice banking for the time when she is unable to speak. She spends time with the Care Workers doing this to enable the transition with her condition to be a little easier.

Collaborations and partnerships

Our courts are all very diverse, with a wide range of residents and visitors. We think this is what makes them thriving and inclusive places to live.

“We are cherished!”

(Quote from residents’ survey 2018)

Mary Seacole



Mary Seacole Court, in Bradford, was named after the famous Jamaican-born nurse who helped soldiers behind the lines during the Crimean War.

We worked in partnership with the Federation of African Caribbean Elders and Bradford City Council in 2003 to develop this scheme, which was specifically intended for the local African Caribbean population and the community groups they are involved with.

Currently half of the residents are from the African Caribbean population. Age UK also run a day centre for the community on the scheme five days per week – and it gets very lively!

Meadowfields working with the local authority

In March Holly Hunton attended a North Yorkshire County Council (NYCC) staff meeting to meet with the social care assessors and promote what we can do within Extra Care. Holly was able to answer the team’s queries and promote how Extra Care can work well

for residents who are not yet ready for residential or nursing care requirements. Some of the team shared stories of residents they are currently assessing and it was soon recognised that we can accommodate a lot more than they expected.

Meeting with the local authority has resulted in a good working relationship with the NYCC team and we will continue to work with them.

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 ★

Dovecote Meadow

Good

Beckwith Mews
 Bramble Hollow
 Bridlington Branch
 Charles Court
 Elm Tree Court
 Fountain Court
 Gildacre Fields
 Keelboat Lodge
 Linskill Park
 Marigold Court
 Meadowfields
 Priory Court
 Rokeby Gardens
 Roman Ridge
 Rowan Croft
 Springhill Court
 Springtide Cove
 Staveley Court
 Swallowdale
 Winton Court

Not yet inspected

Woodridge
 Bransdale View



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



Christine

Christine moved from supported living accommodation to Meadowfields in 2014. She has learning disabilities and can become low in mood and easily fed up. She receives one-to-one care to support her, however, recently she has struggled to go out for long periods of time, due to mobility issues, making her upset on occasions.

Holly Hunton, Court Manager, asked Christine to be a part of the team at Meadowfields to support them, with her carer, on a weekly basis with some administration tasks. Christine was delighted to accept.

Holly presented Christine with an ID badge and lanyard, which she was most happy with, in front of five other staff members. Christine calls this her job and enjoys telling people about all the tasks she has done. Christine has also been given her own wallet with stationery to help her achieve her tasks.

Resident story

Bob's involvement in new build

Bob moved to Marigold Court in 2015 with his wife Kathy. Bob is so happy living at Marigold and tells everyone that his life has changed so much since he moved. It has enriched his own life, as having support for his wife gives him the opportunity and time to get out and about and socialise while knowing that Kathy is safe and receives excellent care and support.

Bob is very interested in a new build, very close to the court, having health and safety experience in his past. Every day, whatever the weather, Bob has visited the site in his wheelchair to see how things are going. Due to Bob's enthusiasm, we have had visits from various site staff, who have given talks, demonstrations of safety equipment and even held coffee mornings, engaging with the residents.

We recently had a visit from management of the site, who have asked if they can approach Bob, to give some feedback on the progression of these new houses. These comments will be engraved on a paving slab with Bob's name in a garden feature at the entrance to the new estate. There is also talk of Bob cutting the ribbon on the open day. How amazing!



Court life

Doing the right thing in Gateshead

“Safety, happiness, thoughtfulness, consideration, feeling alive and lots of fun and happiness in the future with these wonderful people – I wish I had been here in the past, a great service with a wonderful attitude.”

(Quote from Gateshead resident in 2018 residents’ survey)



Callendar Court



Marigold Court



Priory Court

We have five courts in Gateshead – Priory, Winton, Fountain, Marigold and Callendar – which are among the oldest of our Extra Care schemes, at almost two decades old. All of the courts are very popular and fully occupied. Residents report 100% satisfaction with our services and staff are satisfied too. We have zero turnover amongst our management team in Gateshead, and very low Care Worker turnover, with many staff working for us since the schemes opened.

In the last two years we have invested around £1million in our schemes – four courts have been redecorated and refurbished, a sprinkler system has been installed at Callendar Court (which is a tower block) and we have replaced all of the showers at Fountain Court.

The key to ‘Doing the right thing’ in Gateshead is our people – staff and residents alike. They are so busy ensuring our courts are the best possible places for people to live, and Fountain Court staff regularly take residents for short breaks all over the country!

Priory Court is in the middle of a large housing estate in Wardley, Gateshead. Most of the residents have lived in Wardley all of their lives and the staff are all from “around the doors”. There is a bus stop at the front entrance, which picks up kids for school, so the shop is always busy first thing in the morning and late afternoon. The shop at Priory Court is also the local Post Office, and has a lottery ticket machine.



Residents and staff of Priory Court are very proud to have won Gold in the 'under 41 units' category at the North East National Housing for Older People Awards 2019.

There are almost 25,000 retirement housing schemes or developments nationwide that were eligible to enter these awards.

Now in their 8th year, the awards celebrate the best specialist housing for older people and aim to help shape the future of housing in later life through engaging with residents, staff and guests.

Some 19,000 residents, staff, visitors and volunteers voted for their favourite scheme and 1,220 schemes were nominated.

But that wasn't the only award for Priory Court this year! The staff team received the Outstanding Teamwork Award for 2019 at our recent staff events. This award is in recognition of everything they do that is 'Better than good'.

Lots of activities take place at Priory Court – a weekly craft club, gentle exercise classes, film nights, bingo, and whenever there is something to celebrate, Priory Court has a party.

A community grant and a donation from a resident's family means the scheme has a whole new set of garden furniture.

That's not all! The team at Priory are currently in the process of laying out a nine hole putting green in the large rear garden which has previously been underused.

Marigold Court, just along the road from Priory, is just as busy and active. The care service is graded as 'Outstanding' by our internal team and has an 'Outstanding' grading in Care from the Care Quality Commission (CQC). The scheme has recently undergone a redecoration and refurbishment, and is one of the happiest places we know.

And so to Fountain Court – what a team of gadabout residents and staff we have there!

Whenever the sun is out there is a barbeque, and if it's not out, they go out! They went to Leeds market just before Christmas and are planning a week away right now. Our staff join the trips and also fundraise for residents' social activities in their own time.

Winton Court, which is in Winlaton, Gateshead, sits at the top of a very steep hill with amazing views out across the countryside. We have a very mixed and diverse group of residents at Winton – the men who live there said they wanted their own space, so when we refurbished the scheme this year we created a lounge bar area where they can get away from it all.

Callendar Court is our only tower block in the North East and during the past year we have installed a sprinkler system to ensure fire safety for our residents there. The sprinkler tanks hold hundreds of gallons of water and we have had to strengthen floors and ceilings to hold them. Our residents report that they are feeling safe and secure with the new installation.

Stand out events

Strawberry Tea for Wimbledon

On Friday 12th July, the staff at Swallowdale Court put on an afternoon of strawberries and cream so we could all join in the fun of Wimbledon. This event was very well attended with 49 residents joining us - the best attended event we have had at Swallowdale Court!



Dementia Awareness Week



Marigold Court recently held a Dementia Awareness week, and the most popular events were our Sparkle Walk and Memory Tree. Both of these events 'sparked' some incredible memories for, and from, our residents and their families, staff and visitors. The words and memories written on the leaves were beautiful and breathtaking - there were tears from both residents and staff - an amazing event!

Priory Court putting green

The putting green was an idea suggested by Malcolm, one of our lovely residents, to promote gentle exercise in the fresh air and to also utilise some of the space in the unused large rear garden.

We had nine holes cut out and the metal flag hole markers were bought with a donation from the

family of one of our residents who passed away recently.

We have a number of putters and golf bags donated including a large number of golf balls from the local golf club.

We encourage anyone to join in and it is proving very popular.



All aboard the Dovecote Meadow minibus

Residents at Dovecote Meadow are enjoying getting out and about, after raising enough money to buy a minibus! The hardworking residents put on Christmas and summer fairs, and held raffles to raise funds. Initially, they bought a small van which enabled residents to get to doctors and hospital appointments. However, their fundraising efforts, combined with donations given by those who used the van, allowed them to upgrade to a nine seater bus.

Tom is a resident who has lived at Dovecote for over five years and is a member of the court's resident committee. He says: "It's made a huge difference – people who were not able to get out before are able to go for appointments or on day trips." The residents didn't stop there. They continued to raise funds to enable more residents to enjoy the freedom that the minibus provides, and have very recently upgraded once again to a 14 seater – what an achievement!



You said, we did

Elm Tree Court

Residents had fed back that they would like to see more activities and would like to get to know staff members a little bit more. In response to this, we arranged an arts and crafts afternoon once a week, led by care staff, enabling them to spend some time with the residents. During these afternoons residents create a range of items, such as bunting for the royal wedding, craft stones for the garden and paper butterflies. They are currently working with the Care Workers to make a flower memory wall

which will consist of paper flowers and butterflies and will include pictures of previous residents of Elm Tree Court.

We also received feedback that residents struggle with foot hygiene and would like some support with this, so Care Workers have introduced a fortnightly 'hands and feet' afternoon where they assist residents to soak their feet and offer hand massages to help with arthritis and hands curling in due to Multiple Sclerosis. They also offer nail painting!

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

Resident story

Mr and Mrs H – Limestone View

Sometimes positive risks can be taken with our residents and other partners in order to get the best outcome. Often we think imaginatively about what we can do to ensure our residents meet their aspirations for their lives and wellbeing.

Mr H

Mr H was born on 10th June 1921 in Ingleby Arncliffe near Northallerton. He served his apprenticeship as a painter and decorator in Northallerton before he joined the RAF. He spent most of his RAF days in India and made many lifelong friends, all of whom he has outlived.

Mr H always enjoyed DIY and tinkering with his cars. He had learned how to repair shoes from his father who was a skilled shoemaker and boot repairer. He liked carpentry and making small items of furniture, gates and toys. He could repair just about anything. Mr H always did the decorating at home and would do it for others too to earn extra cash. Mr H has always had a love of music and poetry and enjoyed visits to the theatre.

He is keen on nature and wildlife. He has a good sense of humour and loves listening to The Goons and Tony Hancock.

Mr H has always been interested in current affairs and politics. He was a union member and for

several years served as branch secretary. He took courses at Leeds University on Industrial Law and served on tribunal committees for many years.

Mrs H

Mrs H was born on 2nd July 1927, in Langley Mill, Derbyshire, the fourth daughter of Mr and Mrs S. Mrs H attended the Methodist Church in Langley Mill during her childhood, where she was later married.

When Mrs H left school, she worked in a range of admin and accounting jobs until she retired in 1987.

Mrs H has always been a very organised person, she was always making lists and liked to be in control. She would usually make the decisions regarding holidays, house moves and furnishings.

Mrs H has always liked knitting and sewing. She used to knit jumpers, cardigans, hats, gloves and scarves for all the family. She also enjoyed embroidery and cross stitch until her eyesight worsened.

Mr and Mrs H

Mr H and Mrs H met in 1944 and married on Christmas Day 1946. They went on to have two daughters. Mr H has always been a great support, a helpful and loyal husband and father, wanting only the best for his family.

Mr and Mrs H enjoyed holidays in the UK with their touring caravan and many holidays abroad.

In 2011, Mrs H was diagnosed with the early stages of dementia. Sadly, at around the same time, Mr H's health also began to deteriorate, and he became increasingly immobile.

Mr and Mrs H spent many happy years in their home in Giggleswick, however with Mr H's failing mobility, Mrs H became his main carer, and this alongside looking after their own home, became too much for her to deal with on her own.

Move to Limestone View

Due to their deteriorating health, Mr and Mrs H moved to Limestone View in July 2018. Limestone View is in Settle, North Yorkshire and was built in 2015.

A package of care was put in place for both Mr H and Mrs H as individuals. Mrs H remained very independent, she simply required help with her medication. Mr H's care package was put in place to take some of the strain off Mrs H. Although he was able to walk using the aid of his Zimmer frame, he required the support from two Care Workers to assist him to sit down and stand up.

This is something Mrs H struggled to adjust to, as she

had been his main carer for many years and found it difficult accepting help for something she felt she should be doing herself. Both Mr H and Mrs H were given pendant alarms so that if they needed assistance with anything, they could alert staff by pressing their alarm.

Over the coming weeks Mr H's mobility became weaker, and he no longer had the strength in his legs to walk. Meanwhile Mrs H was becoming agitated – she was very active and sociable, and disliked being in one room for long spells of time.

Our team at Limestone View worked closely with Mrs H, Mr H, one of their daughters, the Occupational Therapists, Nurses and the GP, the Community Mental Health team, and the Social Care team, to find a plan to support Mr H and Mrs H to live safely and happily at the scheme.

We observed that both Mrs H and Mr H were happier and more settled when they had time apart to do things alone, without worrying about each other. We encouraged Mrs H to have social time and to join in with activities at the court, while also keeping Mr H company in their apartment, which worked well for a while.

As things do, their health deteriorated further and we secured an Independent Mental Capacity Advisor (IMCA), to support Mrs H in making decisions about her wellbeing and her life. We bought a Fitbit for Mr H which enabled us and the family to track his sleep and make sure he was getting enough rest.

Mr H started going to a day centre once a week for a break, and our Care Workers would go for a walk into town each afternoon with Mrs H to enable Mr H to rest. One of their daughters purchased a specialist chair in which Mr H could travel down to the restaurant at Limestone View, with the support of staff, so that both Mr H and Mrs H could enjoy a sociable lunch and join in with other residents.

As things moved on, Mrs H spent some time in temporary respite care at a local residential care home. While there, she helped in the garden and joined in activities.

Mr H was supported to visit her, and although he missed Mrs H whilst she was away, he did also enjoy becoming more active and engaged with social activities on the court. He did tell

us though, that he was lonely, so each evening our Care Workers would visit Mr H and play cards or dominoes, or look through family photo albums with Mr H.

Mrs H appeared happy and settled at the local residential care home, possibly because she always felt a duty to Mr H to be his main carer, and now those responsibilities were lifted, she could relax. Mr H visited Mrs H at the care home and commented that he was glad he had seen her, but wanted her to stay there as she was well looked after and resting, and she had overworked herself at Limestone View.

This shows that taking risks can be a positive thing. With the correct intervention and support, Mr and Mrs H are proof that this was completely the right decision for them. Mrs H now has her life back and is happy at the residential care home. She is stimulated with activities and feels like a weight has been lifted. Mr H is well cared for in a safe environment. He has become far more relaxed and happier. Mr & Mrs H now meet for lunch at Limestone View every ten days. The visits are incredibly successful - a positive outcome for both.



Investing in our buildings

Reroofed schemes

You will see that not only did Rosemarie, Extra Care Manager, go up and take a look at the work that had been done on the roof at Linskill Park, but one of the residents, Chris, also went up to have a look. During his working life he was involved in the building industry and was

really excited to be able to go onto the roof to see the work that had been carried out. He said that he felt exhilarated at being able to do this again and that we had made his day. The replacement of the entire roof went very smoothly, with all residents being kept up to date

on what was happening on a daily basis. The roofers became part of the community within Linskill Park and when the job was done, the residents said that they missed them being around. This extensive piece of work to replace the roof had been a huge success.



The newly refurbished Priory Court



New developments

It has been an exciting year for new developments in the north east region with the completion of two new courts and the start of many more. With one of the largest development programmes for older people's housing, one of our strategic aims is to deliver 2,310 new properties by 2022, and over 1,000 new properties per annum thereafter.



Start on site for Fry Court (Great Ayton)



Start on site for Box Tree Court (Boston Spa)



Start on site for Cookridge (Leeds)



Start on site for High Bentham

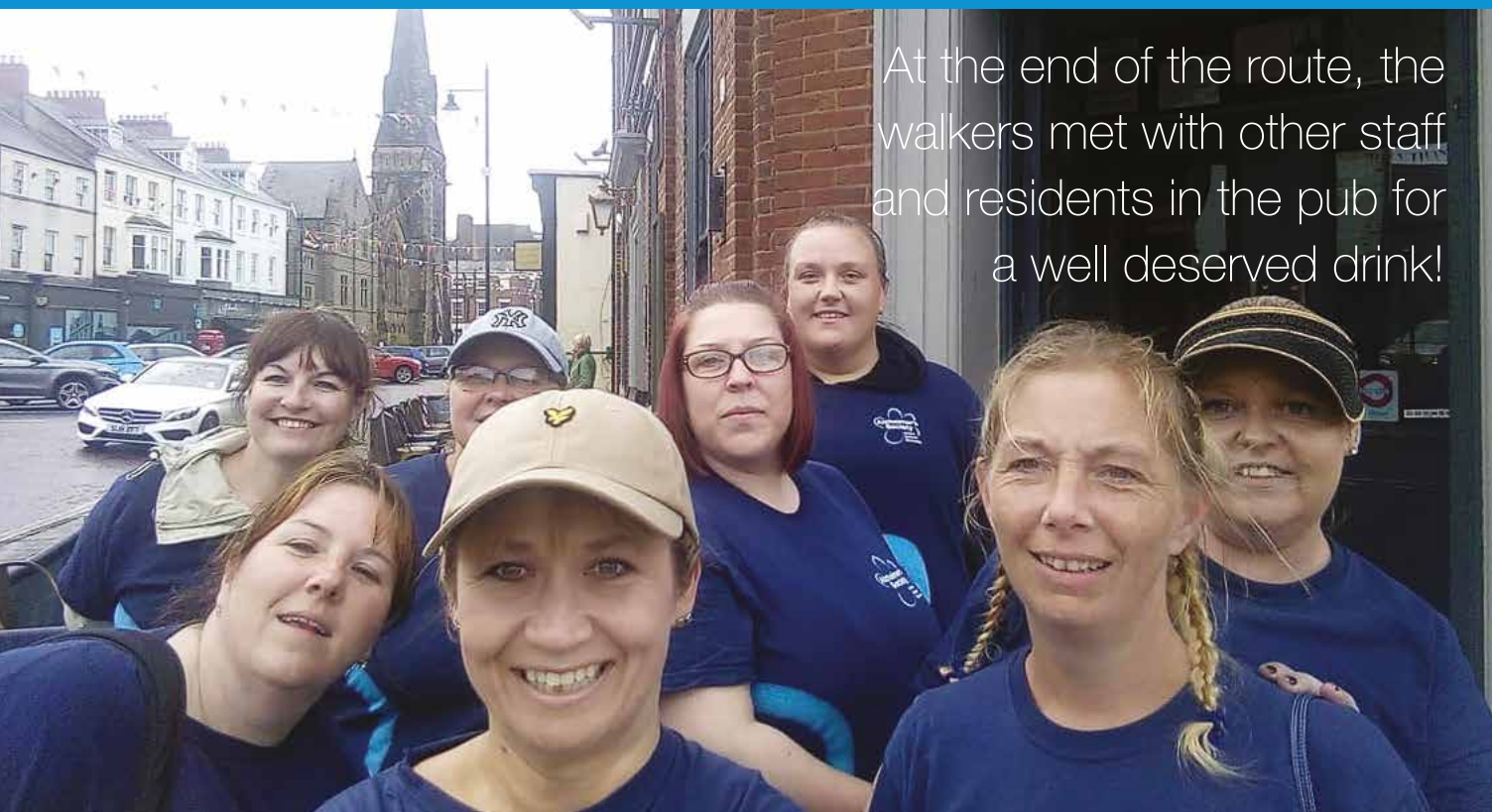


Completion of Casson Court (Thorne)...



...and Bransdale View (Helmsley)

Fundraising



Charity walk from Fountain Court to Tynemouth

▲ Staff from Fountain Court put their best foot forward to walk 13 miles in aid of the Alzheimer's Society.

Around 12 staff took part in the walk which took five and a half hours in the pouring rain!

Despite getting lost a few times, there were still plenty of laughs and the walk raised around £700!



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	Region	Contact no.	Facilities	Price per night
Applegarth Court	Bridlington	0370 192 4031	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Beckwith Mews	Sunderland	0370 192 4315	Ensuite, TV, drinks facilities, kettle and fridge	£10 - £15
Bramble Hollow	Sunderland	0370 192 4155	Ensuite, TV, drinks facilities, kettle and fridge	£15
Bransdale View	Helmsley	0370 192 4224	Ask Court Manager	£15
Callendar Court	Gateshead	0370 192 4150	Ensuite, drink facilities, kitchenette	£15
Casson Court	Thorne	0370 192 4205	Ensuite, TV, drinks facilities, kitchen facilities	£15
Charles Court	Doncaster	0370 192 4095	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Dovecote Meadow	Sunderland	0370 192 4420	Ensuite, TV, drinks facilities, fridge, twin beds	£20
Elm Tree Court	Bradford	0370 192 4659	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Fountain Court	Gateshead	0370 192 4665	Ensuite, TV, drinks facilities,	£25
Gildacre Fields	Sunderland	0370 192 4975	Ensuite, TV, drinks facilities, kitchen facilities	£20
Greyfriars	Richmond	0370 192 4991	Ensuite, TV, drinks facilities, kitchen facilities	£25
Keelboat Lodge	Sunderland	0370 192 4820	Ensuite, TV, drinks facilities, kitchen facilities	£15
Limestone View	Settle	0370 192 4662	Ensuite, TV, drinks facilities, kitchen facilities	£25
Linskill Park	North Shields	0370 192 4307	Ensuite, TV, drinks facilities, kitchen facilities	£15
Marigold Court	Gateshead	0370 192 4630	Ensuite, TV, drinks facilities, kitchen facilities	£15
Mary Seacole Court	Bradford	0370 192 4085	Ensuite, TV, drinks facilities, kitchen facilities	£15
Meadowfields	Thirsk	0370 192 4006	Ensuite, TV, drinks facilities, kitchen facilities	£20
Priory Court	Gateshead	0370 192 4042	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Rokeby Gardens	Doncaster	0370 192 4527	Ensuite, TV, drinks facilities, kitchen facilities	£12 - £15
Rowan Croft	Killingworth	0370 192 4027	Ensuite, TV, drinks facilities, two single beds	£15
Seafarer's Way	Sunderland	0303 123 1052	Ensuite, TV, kitchen facilities, two single beds	£20
Springtide Cove	Sunderland	0370 192 4491	Ensuite, TV, kitchen facilities	£15
Springhill Court	Easingwold	0370 192 4640	Ensuite, TV, drinks facilities, twin beds	£25
Staveley Court	Keighley	0370 192 4620	Ensuite, TV, drinks facilities, twin beds	£10 - £15
Swallowdale	Doncaster	0370 192 4260	Ensuite, drinks facilities, kitchen facilities	£15
Sycamore Hall	Bainbridge	0300 790 1716	Ensuite, TV, drinks facilities, twin beds	£20
Winton Court	Gateshead	0370 192 4076	Ensuite, TV, drinks facilities, twin beds	£20
Woodridge Gardens	Washington	0370 192 4989	Ensuite, TV, drinks facilities, fridge, kettle, twin beds	£20

Thank you

“Meeting with residents in our Extra Care schemes is literally the best bit of my job! Thank you all so much for being such a wonderful, engaged group of residents and for welcoming us into your homes. I really hope that we can continue to do the right thing for you – and look forward to hearing your thoughts on the regional report, and crucially, what we might do better for you.”

Claire Charlton – Head of Extra Care

“Recently our patch in the North East has grown with the onset of new builds. I have a new patch known as North East 1, covering Gateshead and North Tyneside. I am really enjoying getting to know all of the staff teams and residents and coming up with ideas on how we develop our knowledge and skills as a team moving forward. I am also very excited at the prospect of commissioning a new scheme which is situated on the land of the old fire station in Tynemouth; this will be a new challenge for me, but one I am looking forward to.”

Rosemarie White – Extra Care Manager NE1

“It is an exciting time for NE4. There are currently two new schemes being built in the area, both due for completion next year. I have thoroughly enjoyed visiting all the schemes, meeting with residents and staff teams and joining in with some of the many and varied activities that happen on court – you certainly know how to have fun! I look forward to spending much more time with our residents over the next 12 months and can’t wait to hear some more of the stories you have to tell.”

Joanne Gill – Extra Care Manager NE4

“Over the past 12 months I have really enjoyed spending quality time through scheme engagement visits with both residents and staff, and the schemes have been very welcoming. I am proud to be part of the north east team and look forward to the year ahead. I currently have a number of new schemes at various stages coming on board in NE3, including Fry Court and Skipton. It is an exciting challenge being involved in the new developments - the end results are amazing and I am delighted to be part of the process.”

Catherine Hay – Extra Care Manager NE3

“We are entering an exciting period of growth nationally but especially within the north east region. Currently I support Housing and Care Managers in seven amazing schemes and over the next few months the process of commissioning a new scheme in Peterlee will begin. Over the next 12 months I am looking forward to getting immersed in my new role and supporting the residents and staff within NE2.”

David McGee – Extra Care Manager NE2

“Although I work in the background looking after my managers within my role of Regional Administrator, I do attend some of the Resident Events. It’s always a pleasure to meet residents and have a chat with them to discuss any issues they may have that I can help them with. The events are really lively allowing residents to air their views and everyone appears to enjoy themselves at the end of the day.”

Vivienne Ellwood – Regional Administrator

Housing21

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

0370 192 4000

housing21.org.uk    

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