

Extra Care Living



Regional Report 2020

South West



Resident story:
Reg, Dairy View

Collaborations and partnerships:
Residents engage with food heritage project

New developments:
Four new Extra Care schemes for the South West

Court life:
1940s day at Mulberry Court

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Welcome

A message from the Chairman and Chief Executive

Stephen Hughes,
Chairman



Bruce Moore,
Chief Executive



'Doing the Right Thing' was the theme and message for our 2019/20 staff and resident conferences. This emphasised the importance of being true to our purpose of providing more and better Retirement Housing and Extra Care for older people of modest means. This philosophy of 'Doing the Right Thing' and our devolved operating model also enabled us to respond quickly, effectively and responsibly to protect you, our residents, and maintain vital services when faced with the Covid-19 pandemic which was beginning to take hold back in March 2020.

Our committed frontline staff stepped up to the challenge and have shown heroic dedication - going above and beyond the call of duty to maintain safe services. Thank you all for your kind gestures of thanks and appreciation which our Care Workers and Managers have shared with us. A true reflection of how valued they are by our resident community.

I am sure you will join me in thanking all of our staff in all roles for being simply brilliant in their willingness to adapt and respond positively and flexibly to the situation and for continuing to do the right thing.

The Covid-19 pandemic has certainly had an impact both in terms of human lives and on business operations, but we ended the last financial year in a strong position and have shown good progress against each of our seven Strategic Priorities. More detail can be found in our Financial Statements 2019/20 on our website but key highlights include:

- Six of our 72 registered care sites achieved the highest rating of 'Outstanding' from the Care Quality Commission (CQC)

- Residents receiving care from us gave an overall satisfaction rating of 97% for the care they receive
- Overall satisfaction improved: 94% for Retirement Housing and 92% for Extra Care
- Staff commitment remains high with 96% sharing the organisation's values
- Our devolved housing management system has enabled more effective management, including supporting remote working during the Covid-19 lockdown
- We have installed 178 Appello digital call systems - improving connectivity

Value for Money is a key driver for us and we have consciously been investing more than many other providers to ensure our properties remain desirable and energy efficient.

After having our G1/V1 regulatory status confirmed by an In Depth Assessment in March 2019, you may have heard that Housing 21 has since been downgraded to G2 status, in part due to maintaining variable service charges for affordable rent properties and other historical funding settlements. This was deeply disappointing but we are working hard to renew our G1 status. We would like to assure you that our commitment to doing the right thing also extends to good governance and doing things right.

We remain confident and committed to pursuing our progressive and ambitious strategy, to do more and better, and would like to thank everyone who has supported us over the last year. We look forward to continuing to work with you into 2021.

Welcome from the Head of Extra Care, South West

Welcome to the second edition of the South West and Guernsey Regional Report. Another year has gone by and what a year it has been. Your stories and pictures show that you had a great summer, a wonderful Christmas, and then in March 2020 we moved towards a changing world as the UK went into lockdown. It would be remiss of me not to mention the coronavirus, and I say that because I really want you all to know how proud I am of you, our residents, and the teams of staff across the region. You have all worked together to keep each and every one of you safe.

Within this report you will be able to read about all of the amazing things you have been up to across the schemes in the region and haven't you all been busy!

I know from the feedback I received that you all enjoyed reading last year's report and so this year we have given you some more great stories and photographs of the good times, and also some fun competitions regarding the county flowers within our region, and who owns which pet in the Senior Management Team.

To get you started there was a huge clue to mine in the newsletter that we sent to you in June 2020 called South West Connect, but don't tell anyone I told you.

We are also launching a challenge to all you budding David Baileys out there, and that is a photography competition to see who can take the best photograph which will feature in next year's Regional Report. Details of how to enter this can be found on page 45. We look forward to receiving your entries throughout the coming months.

I hope you enjoy reading this as much as we have enjoyed putting it together, your pictures and stories always bring a smile to our faces and remind us how great Extra Care living is and the rewards it brings.



Lorraine Jenner

Head of Extra Care, South West

Our performance against strategic priorities

1. Providing more homes



At 2019/20 year-end we had 19 schemes on site, 17 Extra Care, two Retirement Housing and a total of 1,195 properties under construction

2. The quality of our existing properties

In 2019/20 we successfully delivered £32.5m investment into our properties and undertook over 500 capital projects.

3. The quality and responsiveness of our services



We are on track to hit our overall resident satisfaction target of 95% by 2021, having achieved 94% satisfaction in Retirement Housing and 92% in Extra Care.

4. Our people and potential



We received recognition for commitment to our staff by winning the Investors in People 'Best Third Sector Employer' Award in November 2019.

5. Systems and technology

We are developing systems to allow remote access for frontline staff. Over 700 members of staff are using mobile technology to deliver an efficient response to residents. New Ways of Working (NWOW) aims to deliver a revised technology landscape for staff and includes a comprehensive review of technology, software, connectivity, devices and supporting infrastructure.

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 the opposite page.

7. Innovation and influence



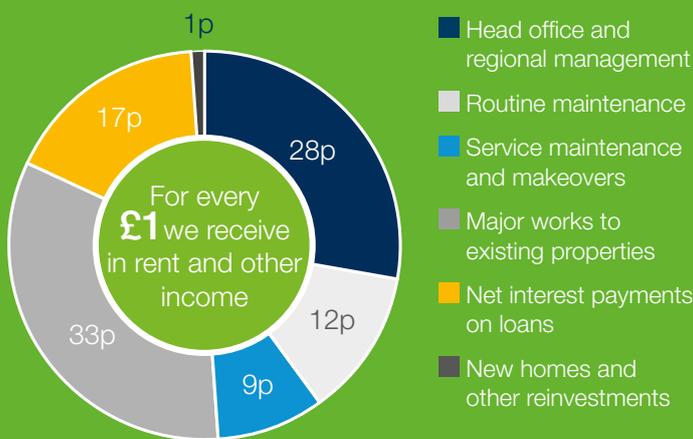
Our annual October conference brought together over 150 delegates to hear the thoughts of academics and practitioners surrounding 'Is the UK Institutionally Ageist?'

We remain committed to being a dementia-friendly organisation. All staff become Dementia Friends during their induction and we extend this to our contractors, who we expect to engage with the Dementia Friends initiative.

Organisational performance

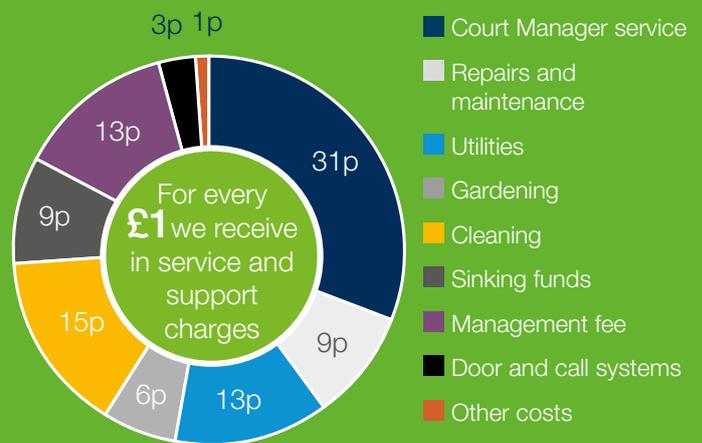
How we spend your rent and our other income

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:
21,072

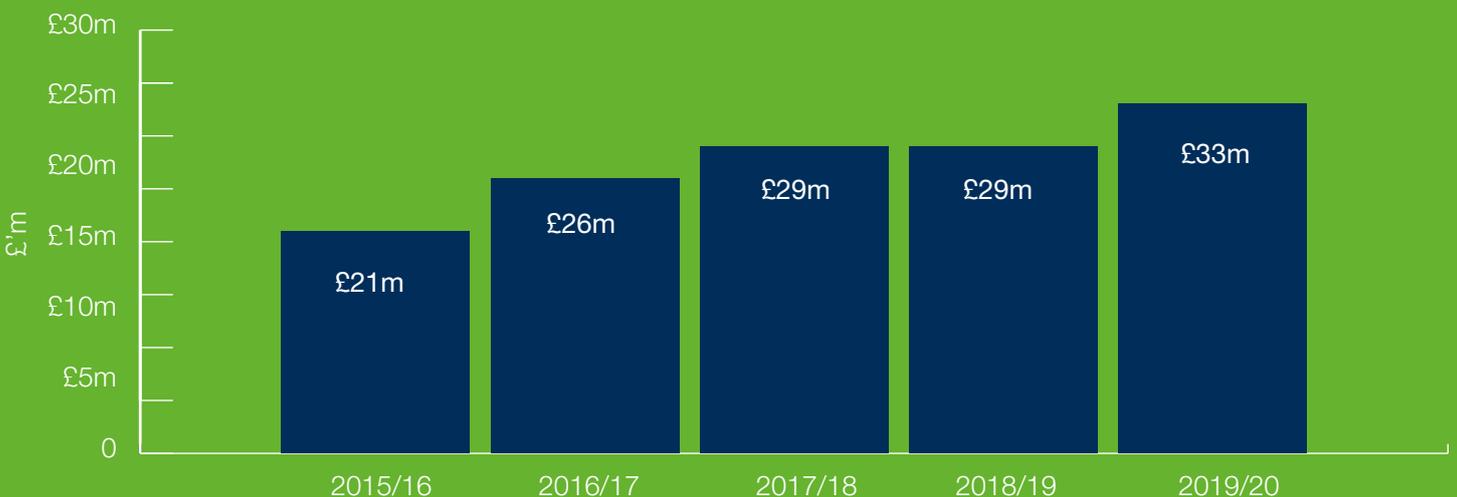
Turnover:
£192.3m

Operating surplus:
£32.1m

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

South West 1



Darren Herbert
Extra Care Manager

“Over the last 12 months we have seen the seasons come and go, we have seen the world turned upside down. Despite all this, you, our residents, and our staff have continued to remain positive and it has been amazing to see the amount of support given to each other. We have achieved fantastic results in both our resident and staff surveys but there

is always room for improvements and the feedback you provide gives us the tools to work towards being better. The year ahead will be a time to reflect, grasp new ways of working, improving, and engaging, and I am looking forward to a bright positive road ahead with your ongoing support. Thank you all so much and I look forward to seeing you all soon.”



Ann Nunnerley
Housing Manager at
Strawberry Gardens in
Yatton



Sydnie Hickery
Housing and Care
Manager at Hillside
Court in Bristol



Marie Dorney
Housing Manager at
The Rise in Plymouth



Kath Watts
Housing and Care
Manager at Dairy View
in Royal Wootton
Bassett



Sue Hill
Housing Manager
at Maple Court in
Swindon



Tina Davis
Housing and Care
Manager at Bluebell
Gardens and Haberfield
House in Bristol



Dawn Gill
Housing Manager at
Diamond Court in Weston-
Super-Mare

Meet the team

South West 2



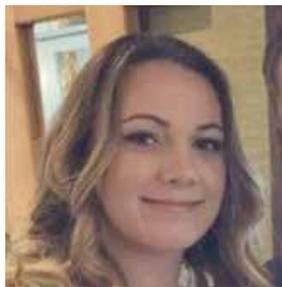
Fiona Clarke
Extra Care Manager

“I would just like to say a huge thank you to all of the residents in my patch for supporting us with making our schemes welcoming to new residents, vibrant active communities, and places where people can live safely with support on hand when needed from residents as well as staff. The Resident Conferences were a highlight of my year amongst many other events, as

it was great to see so many faces and focus on individual court’s ideas and plans. The Local Area Agreements now in place also provided excellent opportunities for us to continually improve, so thank you for your input into these meetings. I look forward to continuing to improve our services with your invaluable help and support over the next year.”



Sarah Rusted
Housing and Care Manager at Stanbridge House in Banbury



Georgina Hoare
Care Manager at Badminton Gardens in South Gloucestershire



Charlotte Rule
Housing and Care Manager at Cambrian Green Court in Yate



Gemma Herbert
Housing and Care Manager at Mulberry Court in Cirencester



Emma Taylor
Housing Manager at Erdington House in Yarnton



Lola Harizaj
Housing Manager at Erdington House in Yarnton



Lisa Vyner
Housing Manager at Falcon Court in South Gloucestershire



Kelly Hemmings
Housing Manager at Edward Jenner Court in Emerson’s Green

South West 3



Mandy Barlow
Extra Care Manager

“I had only just become an Extra Care Manager when the last Regional Report was produced - I can't believe how quickly the last year has passed! I really enjoyed meeting lots of residents at the Resident Events, Service Charge Meetings and during my quarterly visits to the courts.

I am looking forward to engaging with you more in the future to listen to what is important to you, and to see what you think we are doing well and what we could do better. I hope to see lots of you soon.”



Julie Stone
Housing Manager
at Caroline Square
in Portsmouth



Sarah Miners
Housing Manager
at Caroline Square
in Portsmouth



Samantha Goldie
Housing Manager
at Maritime House
in Portsmouth



Katrina Morgan
Housing Manager
at Brunel Court in
Portsmouth



Christine Clements
Housing Manager at
Foylebank Court in
Dorset



Sharron Haines
Housing Manager
at Beeches Manor
in Wokingham



Mike Logue
Housing Manager
at Rosaire Court
and Gardens in
Guernsey



Nicole Drake
Housing and
Care Manager at
Alice Bye Court in
Thatcham



Sadie Higginbotham
Housing Manager
at Milton Village in
Portsmouth



Jo Osborn
Regional Admin

“I can't believe a year has passed since the last Regional Report! One of my favourite parts of my job is working on the report. It is so lovely to see what residents and staff have been up to over the course of the year – so many happy smiling photos, heart-warming stories, charitable events and so much

more – all of which make me very proud to be part of the South West Team. It is particularly important for me as I don't get to visit schemes as often as I'd like. I hope you enjoy reading the report as much as I enjoyed working on it, it's been a real pleasure. Hopefully I will see you soon.”

Achievements at a regional level

Key achievements



Total number
of compliments

75

Resident
Satisfaction survey
2019 – South West

92%

“

Caroline Square has made me more independent and confident in everything I put my hand to.

“

I don't think I could possibly be cared for anywhere else as I am here.

“

This is a very happy place to live, I am always greeted with a smile.

Staff news

Charlotte Rule, Housing and Care Manager at Cambrian Green Court, welcomed beautiful baby Mia to the world in March. Charlotte and Mia are both doing well.



Care Award Nominations

“What a huge achievement for both Badminton Gardens and Mulberry Court! So disappointed I couldn’t make it on the night, I did do my bit on the judging panel weeks earlier and heard some amazing stories - there are some real superstars out there working in care.

Well done everyone, having seen the standard of nominees in those final interviews you are certainly all winners to me!” Georgina Hoare, Care Manager at Badminton Gardens

Congratulations to the following staff members who have received recent internal promotions:

- Kyra Hopkins is covering the role of Housing and Care Manager at Cambrian Green Court, in Yate, on a maternity leave temporary basis
- Chelsea Bailey has been promoted to part-time Assistant Care Manager at Mulberry Court, in Cirencester, whilst still working as Care Administrator on a part-time basis
- Kerry Newton has gone from being a Care Administrator to Assistant Care Manager at Cambrian Green Court
- Nicole Drake, who was Assistant Care Manager at Alice Bye Court, in Thatcham, has been promoted to the Housing and Care Manager there
- Joe Lomax, Care Worker from Badminton Gardens, is covering the role of Assistant Housing Manager at Cambrian Green Court on a maternity leave temporary basis
- Jenny Smith, Care Worker from Mulberry Court has been promoted to Assistant Care Manager



Court life

Caroline Square opens new lift



On 21 February 2020, residents of Caroline Square, in Portsmouth, celebrated the opening of the scheme's second lift. Housing 21 Chief Executive, Bruce Moore, marked the opening of the lift by cutting a ribbon and joined in with the celebrations afterwards where residents enjoyed tea, coffee and cake.

Everyone associated with Caroline Square was delighted to see the second lift open and ready for use - it is a much welcomed addition at the scheme to further support residents' independence.

"I am very happy with the new lift, it looks nice and it's easy to use. It gives me peace of mind in case the other lift breaks down, I know that I can still go out and do the daily things that I enjoy doing."

Sharon, resident

Safe Haven

Imagine two lonely people living in a claustrophobic environment in a traffic choked city.

Disaster strikes in the early hours of a June morning! Ambulance, Paramedics, Accident and Emergency, Hospitalisation.

The voice of authority: "You can never return to your home, it is unsuitable for your needs."

Placed in a care home. Deep despair. A grim future.

Son and daughter step in – a ray of hope
"Have you heard of independent living?"

Viewing a flat at Caroline Square, bewilderment tinged with sadness at leaving a much loved home.

The trauma of moving to a new environment. Then receiving a warm and loving welcome. Finding willing helping hands. Making friends. Serenity.

Like the Alms Houses of medieval times. A safe haven.

Maureen, Caroline Square resident

Resident story

Reg, Dairy View

Cliff moved to Dairy View with his brother, Reginald. It was established by social services that they both needed support in daily tasks as they were struggling to maintain their independence in their joint residence in the community. They had never been separated, growing up together as children in their family home and in later years caring for their parents together. When their parents sadly passed away they both remained in the family home. One day Reg was admitted to hospital and it became clear to the social care team that the brothers were both struggling at home.

A space became available at Dairy View and the gentlemen were given a shared tenancy enabling them to stay living together with the on-site support that they needed.

When they first arrived it was apparent that they had a close bond as brothers and really looked out for one another. Reg would often make the cups of tea and lunch for himself and Cliff. They were both thriving living at Dairy View and only had the support of carers twice a day for assistance with showering and personal care.

After a little while however, the Care Workers started to notice a decline in Reg's memory and also in his mobility. The Housing and Care Manager, Kath, arranged a care review with the adult community team and raised her concerns. Extra care was put in place to support with his meals and medication. Cliff's memory had also started to decline and so a memory assessment was requested by the Assistant Care Manager which resulted in an early diagnosis of dementia.

Kath ensured that they both had all of the support in place that they needed - not only was personal care support put in place, but regular social calls were implemented to help Cliff and Reg access the community. Kath arranged daily outings to the seaside, local coffee shops and garden centres. This had such a positive effect on both Cliff and Reg's mental wellbeing. They were so happy that they were living together, enjoying their later years together happily. Unfortunately after some time Reg's mental and physical wellbeing deteriorated to a point that he was unable to mobilise any longer and required equipment, and a lot of care needed to be put in place.

It was suggested to Kath that it may be more suitable for Reg to be referred to a nursing home, but Kath knew the devastation that being separated would cause both Cliff and Reg. Kath assured the adult community team that he would be just as safe at Dairy View as he would be anywhere else and that the scheme could accommodate all the care that was needed to be able to keep Reg with his brother.

Kath quickly organised all of this which enabled Reg to still go downstairs to the café to sit with his brother to have his lunch as he wanted. Care Workers would take Reg in his wheelchair into the garden where Cliff would push him around and water the plants.

If Cliff and Reg were ever apart Cliff would constantly ask where his brother was and just wanted to get back to him. With Reg being able to remain at Dairy View we were always able to bring them together.

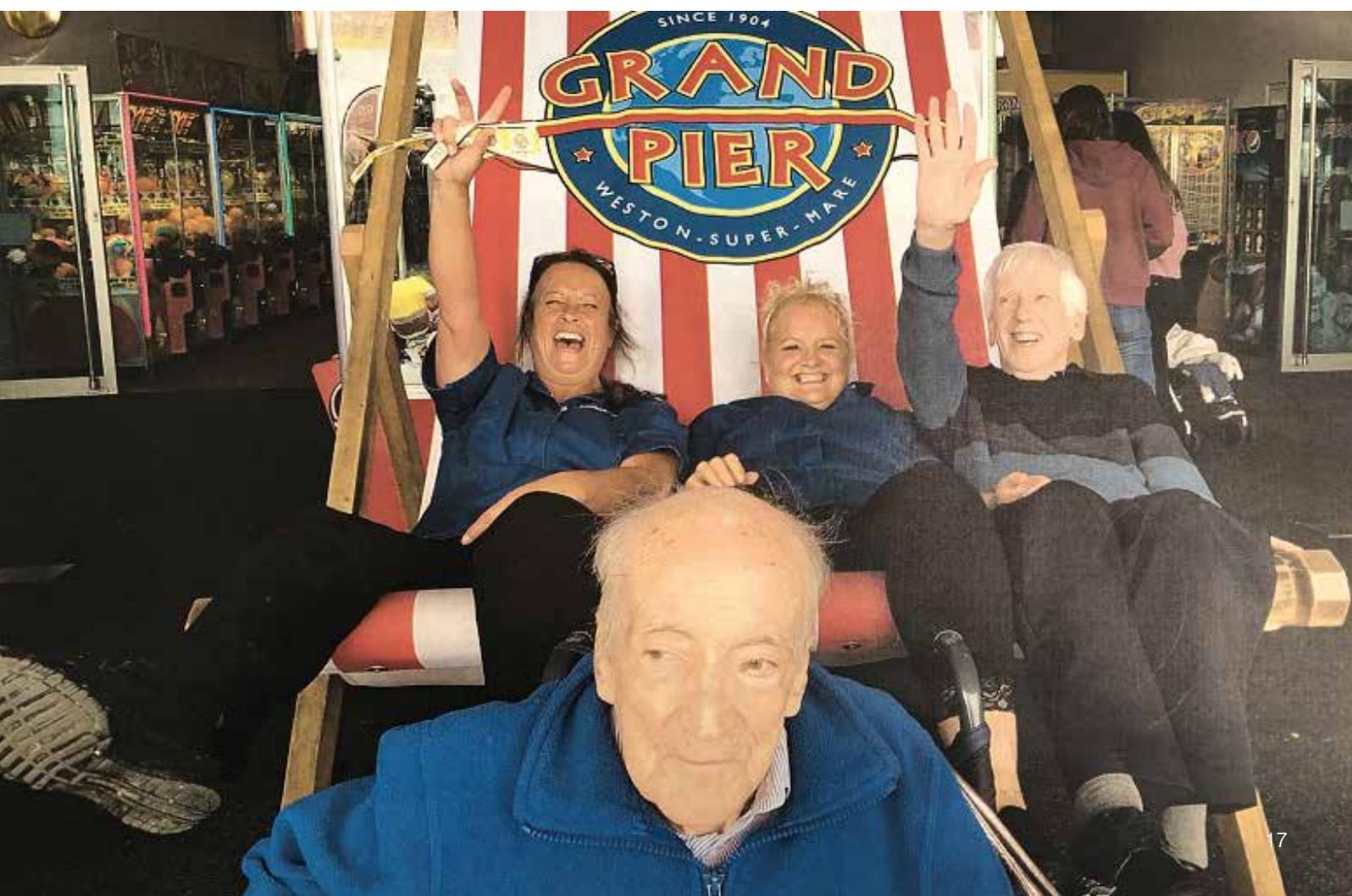
After a while Reg became very weak and poorly, and the doctor had advised Kath that he was now at the end of life stage.

It was suggested that hospices that could support Reg at this stage, however Kath knew that the brothers' wishes were to remain together until the end, and she wanted to uphold this as long as possible, providing that the brothers remained safe. Extra care calls were arranged and equipment delivered to ensure Reg remained at home until the end with his brother. Care Workers delivered end of life care and supported Cliff with understanding what was happening.

On the day prior to Reg's death, the management team ensured there was always someone available for both Reg and Cliff. Members of the team sat with Reg on the night he passed away and ensured everything went smoothly with the undertakers. Cliff was given support and although he didn't show signs of understanding we could see that he did understand. We offered support to take him to the funeral, but on the day he refused to go, so we ensured he had extra calls put in place for that day.

Since Reg's passing, extra calls have been put in place for Cliff to ensure he can still remain at Dairy View. We have put in a social call to offer him the option to go out, as he likes to go to the high street for a coffee and also likes visiting the garden centres in the area.

With the support from the staff at Dairy View, Cliff has taken the death of his brother very well and is living a fulfilling life. The support Cliff received from the staff at Dairy View made a huge impact to his life.



Court life

Community spirit

When the Covid-19 pandemic sent the UK into lockdown in March, we were overwhelmed with the community spirit shown throughout our schemes, with residents, staff, families, friends, and strangers all pulling together to keep spirits high.

I would just like to say a very big thank you for helping myself and my mother.

I had two weeks to find a new home for my mum. I came to view your place and immediately knew it was the best place for her. You have been so helpful, especially as it has been in lockdown because of Covid-19. It did not phase you, and you made sure everything ran smoothly, giving us all the information and help we needed.

I'm sure mum will be very happy living here.

Letter from Amanda, daughter of Barbara who is a resident at Erdington House

“We have had members of the community and our contractors bringing in hand sanitiser, homemade visors, as well as the local Avon and Body Shop reps coming in with moisturiser for the staff. They have been so kind and it's been completely overwhelming, especially when things have been quite tough on a daily basis.”

Marie Dorney, Housing Manager at The Rise, Plymouth

'Keeping Safe'

Written by Sheila, Stanbridge House resident

We are here in the flat
And we are quite happy with that.
The telly has Minder, Sweeny and Heartbeat,
Keeping one of us on a seat.
The other has knotty wool and fabric too,
But can do lot of things with glue.
We are busy cooking in a pan,
But not beans in a tin can.
Sometimes we need fresh air,
But even then we do take care.
We stay two metres away,
When we nip out to play.
We have a walk and enjoy the sun,
What a pity I can't run.
We wash and use plenty of soap,
That way we will keep safe
We hope!



Sheila

“Mulberry Court would like to give specific thanks to our residents’ families who have assisted with additional shopping requirements, as well as purchasing treats for the care staff throughout the Covid-19 pandemic. Likewise our partnership working has extended to the Gloucestershire Fire and Rescue service, The Churn Project, Cathy at Cirencester Outdoor Swimming Pool, Elaine at Neal’s Yard Remedies, Swindon GWS and staff members’ families and friends, who have assisted in providing PPE with the shortage at the start of the pandemic, additional training for staff, a friendly ear and care packages of gifts for staff members. Times have been hard and certainly testing, however it’s been a pleasure to be able

to care for all of our residents throughout this uncertain time. As a manager to see the care staff adapt and change pretty much on a daily basis has been amazing. Entertaining my crazy ideas on creating our own videos for ‘clap for carers’ has certainly been a highlight and when I watch these back it will bring happy memories of laughter echoing throughout the building... laughter which I understand to be infectious, the only thing we want passing on right now!”

Gemma Herbert, Housing and Care Manager, Mulberry Court, Cirencester



Staff in the South West were given a badge to remind them not only how amazing they have been throughout Covid-19, but also how amazing they always are.



Mulberry Court staff



Dairy View letters

Housing 21 annual quality statement

Our commitment to quality

The quality of care we provide to our residents is incredibly important to us. We are proud of our commitment to quality and as a leading provider we constantly want to do better.

Our care quality performance

It has been a successful year for Housing 21 with a further three schemes receiving 'Outstanding' ratings from the Care Quality Commission (CQC), taking the total up to six (9%). Receiving this rating means our residents can expect to receive outstanding care. However, six is not enough and we continue to focus on increasing this number.

2018

93% overall satisfaction

2019

97% overall satisfaction

94%

of our services across the country are rated as **'Good'** or **'Outstanding'** by the CQC. We are 8% above the sector average*.

*As of March 2020. CQC State of Care Report, 2018-19, Adult Social Care Sector, CQC ratings data, 31 July 2019

Our other achievements this year include:

- Reviews of our safeguarding and medication policies and training for staff by collaborating with industry experts such as Social Care Institute for Excellence and a qualified pharmacy consultant respectively
- We kick-started the Gold Standards Framework pilot, which is a programme aimed at reducing crisis admissions into hospital and supporting end of life care at home
- The success of this pilot will help us decide if we should roll the programme out to all schemes
- New supervision process (one to one meetings with line managers) introduced for our care staff which aims to help the Care Worker feel supported and to develop their care practices. Importantly, the new process involves us seeking feedback from residents about their Care Worker prior to these meetings to identify their strengths and areas for development
- We introduced a self-assessment, trends tool and continuous improvement plan for managers to locally assess quality and plan continuous improvements

Housing (2)



Care to share?

Feedback about the people who support you is important to help our Care Workers understand what they need to keep doing well and if there is anything that they need to change.

Would you spare a few minutes to tell us how you felt today's care call went?

Name of Care Worker:	
How would you rate your care call today? (Please tick one box)	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
What did they do well?	
What could they have done differently?	
Any other comments:	
Your name (optional):	

Thank you for taking the time to fill in this form, we appreciate your feedback.



Rate your care call card

You may be asked to complete one of these cards by our Assistant Care Managers. Please take the time fill these in, as your feedback will help our staff to keep improving the service that they provide to you.

Learning when things go wrong

Whilst it is important to celebrate our achievements, we must take time to reflect when things do not go to plan.

Whilst the number of 'Outstanding' schemes increased, we saw the numbers of services rated as 'Requires Improvement' increase, with six overall (9%). When a scheme is assessed as requiring improvement, it means that while the Regulator has identified good practice, they have also identified opportunities to improve.

Whilst this remains lower than the sector average, even one 'Requires Improvement' service is too many.

As a result, some of the actions we are taking are:

- Sharing these lessons with staff across Extra Care in our Quality Newsletter to avoid repeated issues
- Designing a new process for early identification of services that might require improvement and providing focused support for local teams to achieve quality standards



Our regulatory performance is important to us, but the best measure of quality is the feedback we receive from our residents.

As a leading provider, delivering 'Good' care services is the minimum standard a resident should expect from us. We set our standards beyond the minimum requirement and focus on providing consistently safe and high quality care to residents at all times.

Jamie Lindon-Lewis

Head of Quality Assurance and Commissioning

Housing 21 annual quality statement

CQC ratings in our region - As of January 2020

Outstanding ★
Cambrian Green Court

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

Requires improvement
Alice Bye Court



Collaborations and partnerships

Residents engage with food heritage project

Locals in Plymouth came together to work on a project with new museum and gallery, The Box, to create a heritage recipe book to preserve local recipes. Bob, a resident from The Rise was fortunate enough to have two of his recipes published in the book.

“The Box approached us via our catering team, CaterEd, who provide school meals and community meals in Plymouth. They wanted our residents to be involved in a new food heritage project and came to visit the scheme with local school children. The day was made up of a presentation relating to fish and they all had a fish and chip lunch provided by CaterEd. After this they did activities and encouraged residents to provide their recipes so they could form part of the book and also part of the archive.”

Marie Dorney, Housing Manager at The Rise

“Your Recipes, Your Heritage is a two-year partnership project with meals on wheels service CaterEd, Age UK Plymouth and The Elder Tree Befriending Service. It delves into the personal recipe books of the people of Plymouth to create new and exciting heritage-themed menus.

The project has been looking at the history and changing fashions of our eating habits over the last century, including the fun foods that have sustained and delighted Plymouth over the past 100 years.

The events that have taken place have provided valuable opportunities for people of all ages to come together to share both meals and stories. A fleet of new educational resources designed for older people to use in their homes and exploring the wealth of the collections at The Box have been created, including a recipe book celebrating the project’s work.”

The Box



The Box visit



Residents from The Rise and local school children receiving a demonstration of fish.

New developments

Worle Development

“Planning application has been submitted for 20 new apartments adjacent to Diamond Court, in partnership with Kitto Group. Planning application was validated in May and the outcome will be announced later in the year and we will be looking to submit a Homes

England grant application. I will be looking forward to welcoming this new addition to Diamond Court with Jason Protheroe – Construction Project Manager” - Leanne Taylor – Senior Property Development Manager – South



Willow gardens

Progress continues at Willow Gardens in Chipping Norton despite Covid-19 challenges and a brief pause in construction. This 80 apartment new Extra Care scheme will provide a mix of properties for rental and shared ownership, thanks to support of a £2.9m grant from Oxfordshire Growth Deal funding. The partnership with Oxfordshire County Council and West Oxfordshire Council will provide a much needed service to the local community. Morgan Lewis, Construction Project Manager is working closely with Deeley Construction to transform a barren wasteland into stunning new homes.



Edward Jenner Court

Working in Partnership with Vistry Partnership, South Gloucestershire Council and Homes England, the new Extra Care scheme in Emersons Green is starting to come alive. The photo show the crane on site and brick work is continuing to develop the outline of the new scheme. This 50 apartment new development will provide a mix of rental and shared ownership properties, thanks to funding from Homes England and South Gloucestershire Council.



Strawberry Gardens

Strawberry Gardens in Yatton, North Somerset, is our latest addition to the South West Extra Care portfolio due to open and welcome residents from September 2020. There had been some delays due to the lockdown experienced earlier this year, though a dry spring has allowed the contractors to get back on track. Strawberry Gardens is offering rented and shared ownership two bedroom

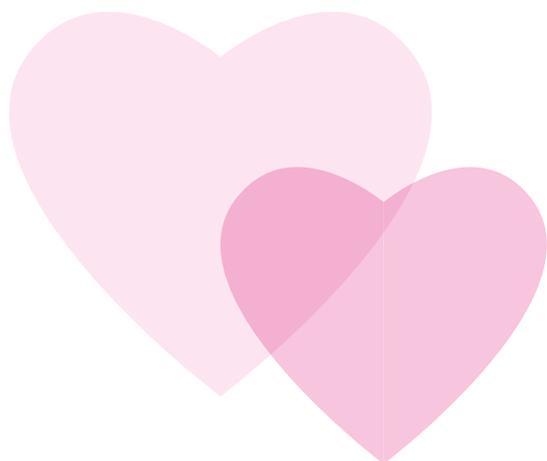
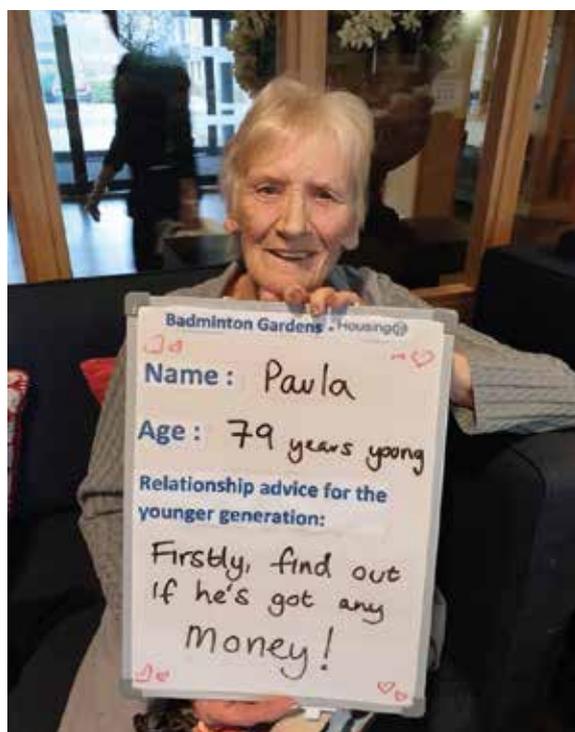
apartments with on-site services including a restaurant and hair salon. Ann Nunnerley, Housing Manager, and Jem Parker, Assistant Housing Manager, will be working alongside Radis Community Care and North Somerset Council and we are looking forward to our partnership working to create a diverse, active scheme and community hub in Yatton.



Court life

Valentine's Day

Residents of Badminton Gardens shared their relationship advice during the Valentine's Day celebrations.

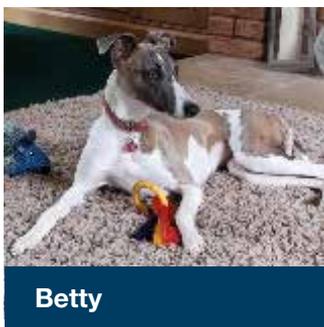
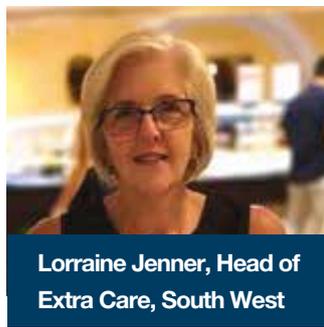




Quiz

Housing 21 pets and their owners

As you know, all of our properties are pet-friendly and we support pet ownership for the positive difference it can make to your life. Our employees have several furry friends of their own – can you guess who belongs to who?



Court life

Digital system installed at Maritime House

In September 2019 the work to replace the emergency call system at Maritime House in Portsmouth was completed. This was a big task in a building with 80 flats and communal areas spread over four levels. The upgrade has given the scheme a modern digital system with improved features including the ability to see a live picture on the screen of who is calling a flat before deciding whether to open the doors or not, and a much clearer speech function, making two way communication so much easier.

Residents have commented that the new system has given them added peace of mind regarding security and has made them feel even safer than before.

Staff at the scheme have said it is a much better system with the ability to answer multiple calls at once as opposed to a single call on the old system. It also tells us where a pendant was last used if a resident calls from somewhere other than their flat and the system does an automatic check of the pendants every few days too which gives us peace of mind.

“

I prefer it to the old system, I really like the fact that I can see who is calling my flat from outside, it gives added security. I also like the fact that the system regularly checks that pendants and monitors are working ok.

Marie, resident



Court life

Activities across the region

It's great to see our schemes buzzing with activity – here are a few highlights from over the year.



Garden party at The Rise



Christmas party at Rosaire Court



Halloween at Badminton Gardens



Halloween at Badminton Gardens



Christmas Lights at Mulberry Court



Valentine's Day at Foylebank Court



Coffee and cake at Beeches Manor



Lynne and Jan (left) from Bluebell Gardens in Bristol who organise many events and activities for fellow residents



Resident story

Eileen

When Eileen first moved into Maple Court she was very active and involved in everything that went on at the scheme- she was even on the committee.

She would always be up early, and would clean her flat ensuring it was spotless and well-presented every day.

Unfortunately Eileen had a fall that resulted in her breaking her hip, and this had a huge impact on her confidence and self-esteem.

She became very isolated in her home and also depressed due to her not being able to get out and do the things she wanted to do. She went from helping everyone at the scheme with the activities and going out when she pleased, to being stuck in her recliner chair, unable to support herself with all aspects of care and mobilising.

This also led to an increase in Eileen's anxiety to the point that her medication needed to be increased.

In December 2018 new management took over the running of the care provided at Maple Court. Assistant Care Manager, Katie, had a chat with all residents to get a better understanding of their care needs and their personal goals and wishes. On meeting Eileen it was clear that she was very isolated and lonely. Eileen was asked how long it had been since she had been out of her flat or attended any on-site activities. Eileen replied it had been years. Katie asked her if she would like to go out - she said she would love to but she couldn't due to her mobility and anxiety.

Eileen was offered support to get back to being active and sociable and she happily accepted.

We began supporting Eileen to attend weekly coffee mornings and bingo, staying with her to

offer some moral support as she hadn't seen some of her friends for such a long time. All of the other residents were so happy and surprised to see Eileen again.

Eileen then wanted to venture out into the community so we arranged social calls and we went out for lunch and did some shopping at Eileen's request - she was delighted. She requested her social calls to be two hours per week so we put this in place and had some lovely trips out that contributed to Eileen's wellbeing improving so quickly.

She began to feel confident enough to attend all on-site activities alone and no longer requires a carer to stay with her. The only support we now provide is assistance with getting her there and back.

Eileen also loved gardening so we now take Eileen into the garden using her wheelchair and help her to plant her flowers.

We have regular catch ups and coffees and maintain Eileen's flat during her care calls and an extra 30 minute cleaning call so she can still have her home looking and feeling as she likes it, immaculate!

Eileen is now upbeat and sociable. She has her personality back and is very comical and caring. She thrives on social engagement and when asked if she feels lonely or anxious now, she replies: "No, I love it here and I love the girls." (Our Care Workers).

"When I first met Eileen I felt sad and disappointed that she wasn't supported with her with her personal wishes and wellbeing. I feel sometimes in the care industry residents' emotional wellbeing can be overlooked. When I meet with Eileen now, I am very pleased with how happy and sociable she is."

Katie Joyce, Assistant Care Manager, Maple Court

Eileen was offered support to get back to being active and sociable and she happily accepted.



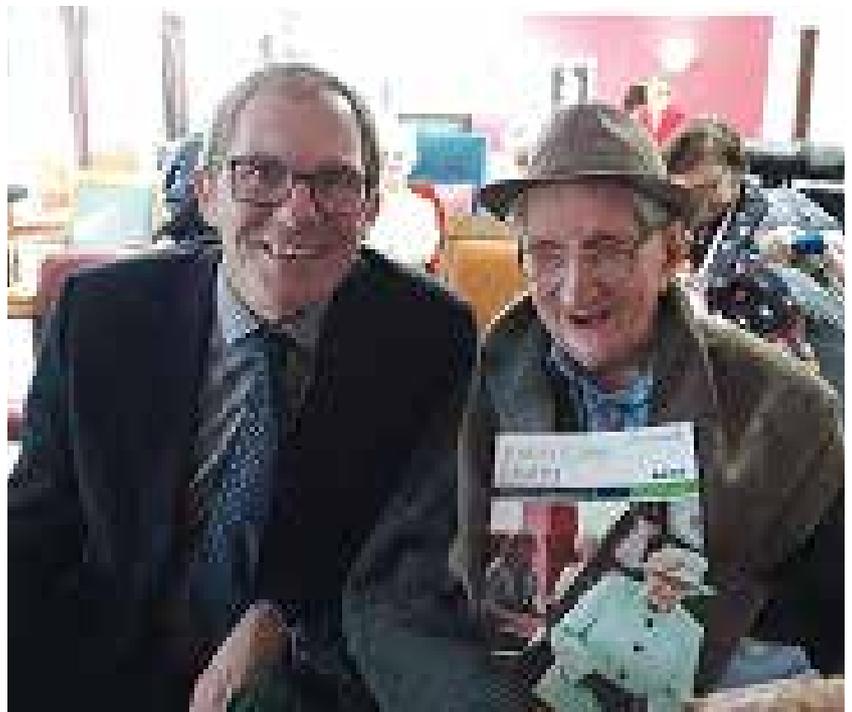
Meet Eileen

Stand out events

The '100 plus' club



- Vera from The Rise in Plymouth celebrated her 100th Birthday in May. Vera had lived in the same town for 94 years before moving to The Rise. Since moving in she can't believe how friendly the people are.



- Gwen celebrated her 101st Birthday on Christmas Day

- You may remember Fred from last year's Regional Report – Fred celebrated his 105th birthday



- An extra special birthday
- Doris from Brunel Court
- celebrated her 100th birthday
- on the 29th of February
- 2020 - her family and friends
- joked that it was actually
- Doris's 25th real birthday due
- to it being a leap year!

Gwen from Maple Court
in Swindon celebrated her
101st Birthday in August.

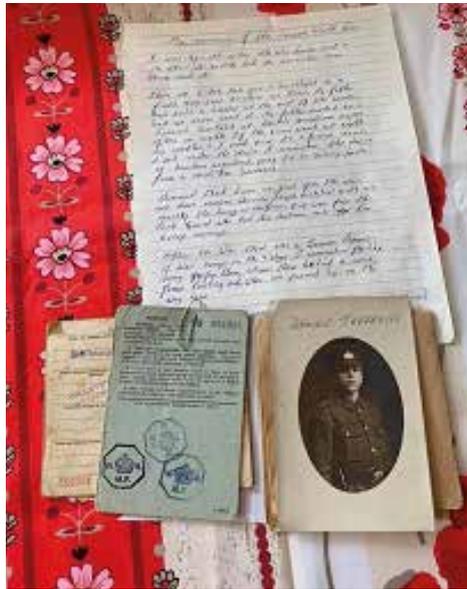


Court life

1940s day at Mulberry Court

On August bank holiday Monday, residents Vera and Sue organised a 1940s day at Mulberry Court, along with a little help from Housing and Care Manager, Gemma Herbert. The Cirencester Theatre Company made a special appearance and completed 30 minutes of skits based on the 1940s. Residents, including former Air Raid Warden, Bill, brought down artefacts, ration books, medals, and an 80 year old gas mask in its original box and shared stories from the decade. It was a wonderful day which brought the Mulberry community together.





Resident story

Gaining independence

Jon used to live in a two storey house with his mum in Cirencester. Unfortunately in 2007 he suffered a stroke which affected his left side. This resulted in him being in a wheelchair and his mum became his main carer. Over time her health declined, she was admitted to hospital and sadly passed away in 2017.

This left Jon at home in a large house with many areas he could not access due to the effects of the stroke on his mobility. Jon's sister was helping with shopping, cleaning and paying the bills, as well as the upkeep of the house, which was challenging alongside raising a family and working full-time. Her relationship with Jon was becoming more like a carer than a sister.

Social services assisted and put a care package in place to support him, however Jon's quality of life wasn't great. He was unable to access his bedroom or bathroom as they were on a higher floor with no stair lift access. The house needed to change dramatically for Jon to stay at home - the dining room became his bedroom, his toilet became a commode and he was

unable to access the shower or bath, meaning carers in the community were using bowls of hot water to maintain some form of daily hygiene. The house was also aging which brought its own issues. Electrics were unsafe and the top floor of the house, which was now unused, was in a very poor state. Jon was desperate for many things - a shower, and to be independent, were at the top of his list.

Mulberry Court works alongside the local authority and at the end of 2019 the scheme informed them of a property that was available so they could nominate. Being an Extra Care scheme comes with its own stipulations, in Jon's case his age, however Jon's Social Worker made a case for Jon to be considered for Mulberry Court and staff on site continued with this nomination after getting approval from the Extra Care Managers.

On his visit he was so overwhelmed by the flat and facilities at the scheme that he cried. We had never experienced someone so overcome with the properties that we have on offer. There were certainly more happy tears when Jon was offered the flat and we were able to give him

three of his wishes – to have a shower, to have his sister be his sister and not his carer, and to live independently.

Jon has a cracking sense of humour and we cannot wait to see how he'll integrate into the scheme. He said: "I'm very happy here and this is my home... please let everyone know that I am single and could be looking for love. You never know your chances!"



Meet Jon

Court life

A day in the life of a Care Worker

“I started my job as a Care Worker in May 2017. I wasn’t sure that I would be able to do the job, but I was willing to give it a go. At first I did find it difficult, but with the support and training I was given, I now love my job!

“At the start of the day I go to a resident’s flat, knock and enter, and always ask how they are feeling. I then ask if they would like a shower or a wash and if they need assisting to the bathroom. I help with drying and getting dressed, talking to the resident throughout, which shows them that you care.

“Medication is important so I always check the chart to see what they should be given, making sure that it is the right amount. After medication it is breakfast time, and the best thing a resident likes to hear is ‘cup of tea next’.

“I always leave the bedroom and bathroom tidy before leaving. The most rewarding thing is when a resident says ‘Thank you so much’.

“Residents may then have lunch, supper and bedtime calls. I always do my best to ensure that they are looked after and happy when I leave.

“No two days are the same – one day can be good and the next not so good, but every day is about making the residents happy and seeing them smile - this means a lot - I know then that it’s a job well done.

“I now know I am in the right job as I will always do my best to help out with anything I can and make the residents feel at home, happy and cared for.”

Angela Smith, Care Worker at Mulberry Court in Cirencester



Meet Angela

Court life

Hillside Court's 'Turkey and Tinsel' holiday

In December, residents of Hillside Court ventured down to Torquay for a Christmas getaway – here are the highlights:



Christmas Eve

On our first evening at the Headland Hotel, after our six course dinner, we joined the other guests for evening entertainment and bingo. This was Ron's first time playing bingo and he won £90! He celebrated by having a dance at the cabaret!



Christmas Day

Following our full English breakfasts, we received a visit from Father Christmas who has brought presents for everyone!



We travelled to Brixham on the coach and took a stroll around the harbour to see the boats, followed by a look around the shops and lunch.



A well-deserved coffee in Brixham after a long day of exploring.



New Year's Eve

After a day in Torquay and another six course dinner, we saw in the new year with the other hotel guests, dancing to Dire Straits and The Shadows!



Alan enjoyed training for the UK Snooker Championships!



Sheltering from the rain while waiting for the coach to take us home to Hillside Court.



Fundraising

Raising money for Multiple Sclerosis Trust

My wife Shirl has contributed to the Multiple Sclerosis (MS) Trust for some considerable time and we had often said that we would like to raise more. The Trust is a charity and receives no funding from any sources apart from donations and fundraising events.

We often receive flyers in addition to the quarterly magazine and, in one such flyer, was an invitation to do a sponsored sky dive. I wanted to do it, daredevil that I am, but Shirl wasn't keen on the idea of me jumping out of an aeroplane with only an instructor and a parachute between me and... (well, you get the idea).

One evening, we were watching a quiz show, 'Impossible', on TV and one of the contestants had a wonderful head of snow white, wavy hair down to his shoulders. Jokingly, I said to Shirl, 'I think I'll grow mine like that'. Given that I have been short changed in the hair department since I was about 20 years old and only ever grew a short beard, this would have been some challenge.

The idea grew, literally, from there. The MS Trust set up a fundraising group at Virgin Money Giving, which Shirl

administered and maintained. To complete the challenge, I was not to have my hair or beard cut for 12 months. I would then have it all dyed in the colours of my home town football team, Oldham Athletic, namely tangerine hair, blue and white beard. Our initial target was £500. As donations came in, that target grew to £1,000 and then £1,500 followed by £2,000. As that figure was surpassed, we aimed for £2,500. We didn't quite make it, but the fund closed at £2,378.43 so we were delighted with that.

Huge thanks go to the residents of Falcon Court, friends, family, colleagues at Men in Sheds, and also the general public who donated at Kings Chase where the Centre Manager gave me three separate slots during the year, free of charge, to have a fundraising table. In addition, Sam Burge at the Falcon Court hair salon had collection tins and also dyed my hair and beard free of charge.

On 27th November 2019, we had a party at Falcon Court (thanks to Housing 21 giving us the use of the lounge and dining room), attended by a large number of friends and residents who came to witness

the 'unveiling' as I came out of Sam's salon with a towel over my head. One of the highlights was having my great friend of more than 20 years, Mac, with whom I go to football with, at the party with his wife. The caterers at the time, Paul and Tracey provided a fantastic cake for the day, also free of charge.

It was also hoped that I would be able to go to a match in Oldham after that, where my friend, Roy, who works for Oldham Athletic, would have tried to help raise more funds through the club. Unfortunately, Shirl's health took a turn for the worse and it wasn't possible for me to leave her whilst I went up to Oldham. We will never know how much more may have been raised had that happened, but to be so close to £2,400 was far more than we ever dared to expect."

Pete, Falcon Court resident



Bag2School

Care Worker, Fiona, has two children who attend a local primary school and they fundraise for various different causes throughout the year.

They have recently been raising money through the Bag2School scheme where clothing is bagged up, weighed and dependent on weight turns in to a monetary amount for the school.

Sue, one of our residents at Mulberry Court, donated a huge 77kg of clothing which managed to raise a total of £30.80. Fiona was also able to sell on four tops adding an additional £16.50 to the total raised.

The £47.30 raised just by Sue (and Fiona) will go back in to the school to allow them to buy equipment and resources. This is a great idea as with funding cuts schools are somewhat limited to what they are able to purchase.



PJ day for Children in Need

Staff and residents at Badminton Gardens wore their pyjamas and held a cake sale raising over £200 for Children in Need.

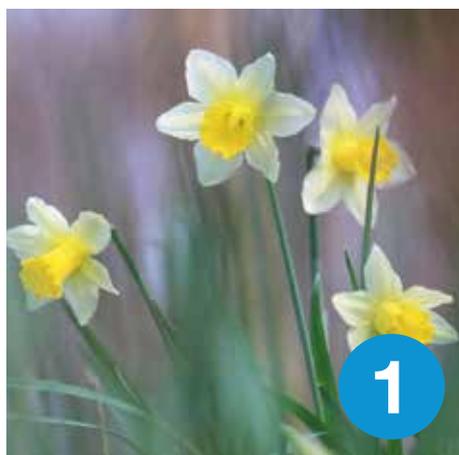


Quiz

South West county flowers

Do you know your dog rose from your daffodils? Each of these flowers represents a county in the South West of England. Do you know what they all are, and which flower represents which county? You can find the answers at the end of this report.

Do you have any of these flowers in the garden at your scheme? Perhaps they could provide some inspiration for the photography competition on the next page.



Photography competition

Do you have a passion for photography? Would you like to see one of your photographs printed in next year's Regional Report? Why not enter our photography competition!

The theme is 'Mother Nature', so think wildlife, trees, plants, flowers, seasons - anything which you feel fits this category. The entries will be judged by our Chief Executive, Bruce Moore, and Chief Operations Officer, Tony Tench.

The winning photograph will be included in the report next year, with the photographer winning £100, and the runner-up receiving £50. All we ask is that the photo is digital and high resolution (a clear, good quality image).

To be in with a chance of winning please email your photo to jo.osborn@housing21.org.uk along with a brief description. Please ensure photos are sent by the end of March 2021 to allow time to review all of the entries. The winner will be announced in April.



Guest room listings

The following schemes have guest rooms for family or friends to visit. As a resident, you are welcome to stay in guest rooms throughout the country. Please note availability is dependent upon any Covid-19 restrictions in place. Please ask your Housing 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, South Gloucestershire	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	Yarnton, Oxfordshire	0370 192 4156	Ensuite, drinks facilities	£15
Falcon Court	South Gloucestershire	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



Pets quiz answers

Bruce Moore – Rats
Tony Tench – Monty
Kris Peach – Piper
Lorraine Jenner – Betty
Darren Herbert – Charlie
Fiona Clarke – Tom and Pearl
Mandy Barlow – Wispa
Jo Osborn – Talisker

Flower quiz

Wild daffodil – Flower of Gloucestershire
Dog rose – Flower of Hampshire
Maltese Cross – Flower of Bristol
Primrose – Flower of Devon
Pyramidal Orchid - Flower of Isle of Wight
Summer Snowflake - Flower of Berkshire

Did you know any more?

Flower of Somerset – Cheddar Pink
Flower of Guernsey – Guernsey Lily
Flower of Wiltshire – Burnt Tip Orchid
Flower of Cornwall – Cornish Heath
Flower of Dorset – Dorset Heath
Flower of Herefordshire – Mistletoe
Flower of Oxfordshire – Snakes Head Fritillary

Looking ahead – taking care of the environment

As an organisation we are committed to making positive changes for the environment and are focusing on areas that will make the most difference:



Carbon impact / energy consumption

We are currently leading in the housing sector in terms of energy consumption with 84% of our properties already having an Energy Performance Certificate (EPC) grade C or above, saving you money on your energy bills. Our aim is for all properties to have an EPC grade C by March 2022. We will also be installing non-fossil fuel heating systems on new homes and, where possible, on replacement systems from December 2022. Our policy is to only source electricity from certified renewable sources.



Climate change resilience

All of our schemes are being surveyed for climate change resilience and each scheme will have an action plan by March 2022 to promote longer term environmental sustainability.



Transport

We are aiming to reduce non-essential travel for staff across the organisation, exploring new ways of working and reducing our carbon footprint.

This is just the beginning. We will build on these strong foundations to develop our commitment to 'Doing the Right Thing'. Talk to your scheme manager if you have any thoughts or ideas on

how to make positive changes for the environment at your scheme. Your story could feature in next year's Regional Report!

Feedback

We hope you have enjoyed reading your Regional Report 2020. We'd love to hear your feedback and any suggestions you have for next year. Please get in touch by emailing ECResidents@housing21.org.uk or speak to a member of the Housing 21 team.

If you need this report in a different format, for example large print, Braille, audio file/CD or another language, please contact your local manager.

Thank you.



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housing21.org.uk    

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