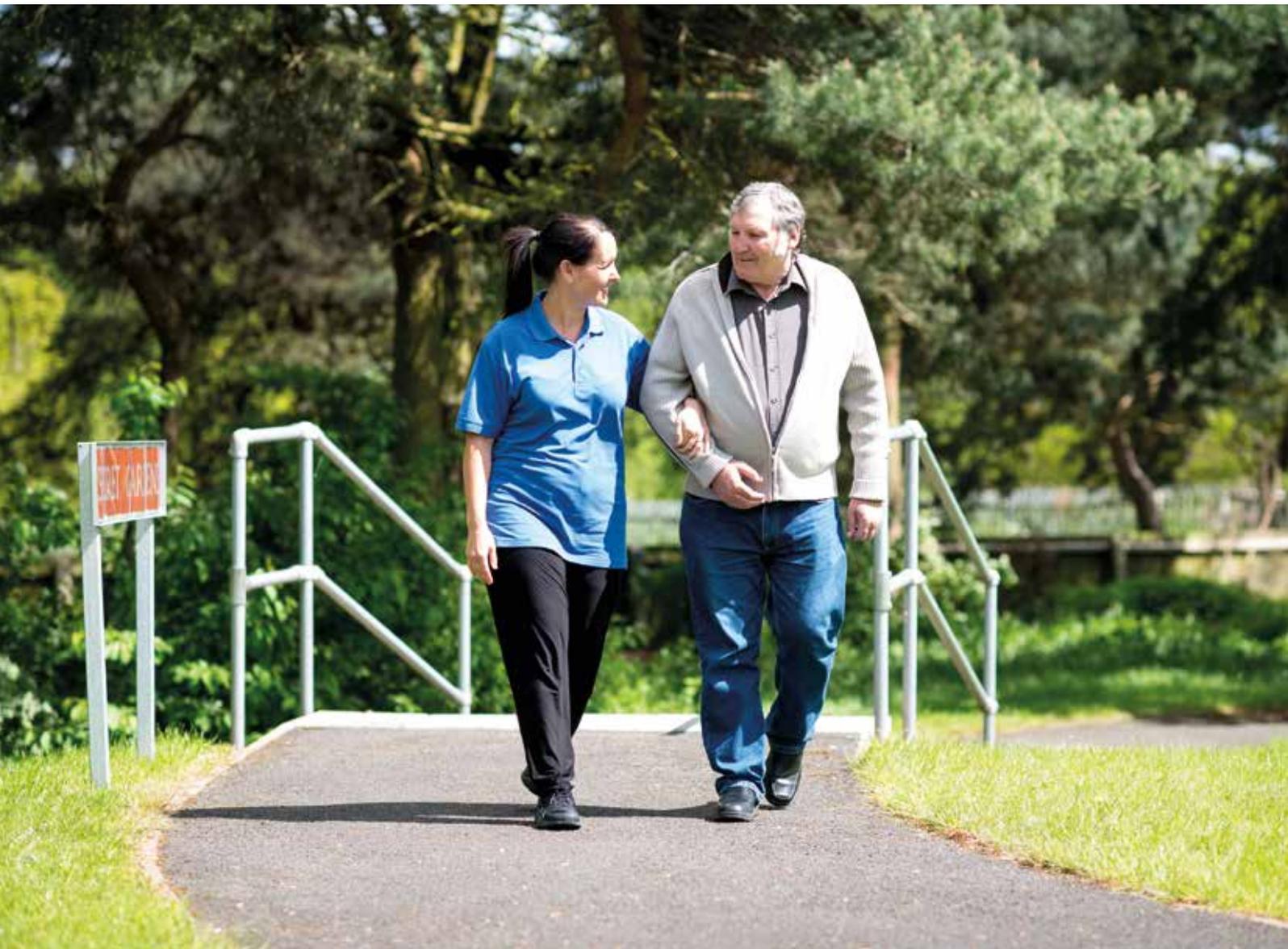


Extra Care Living



Regional Report 2020

Worcestershire,
Walsall & Sandwell



Achievements at
a regional level

Resident story:
Audrey



New
developments

Fundraising



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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 Operations Manager

I am delighted to be sharing the second Regional Report with you, following the success of their launch last year. These reports help to highlight and celebrate the great things that have happened in our region over the last financial year, from April to March. The end of this financial year saw us face unprecedented times as Covid-19 took hold and sent the UK into lockdown. Thank you does not seem enough to you, our residents, for the cooperation and community spirit you showed during this time, and to all our wonderful staff - our fabulous Care Workers, Caterers, Domestic, and managers who all went above and beyond the call of duty to their best to keep everyone safe - I am so proud of you all for the commitment and care you demonstrated.

I've worked in care for a long time and have seen a lot of care delivery, some good, some terrible and some outright amazing. I always think about my own relatives, and ask myself is the care we deliver good enough for them, and if not, why not? I will always lead our teams to deliver care that's good enough for their own loved ones. We had more CQC success in the year, with Oakley Gardens becoming the third scheme in our region to achieve an 'Outstanding' grading - a fantastic achievement. We know, however, we still have work to do, and it is our priority to ensure all of our schemes are at least rated 'Good', and we have action plans in place to achieve this.

I intentionally take time to talk and listen to people, be they residents, relatives, staff or colleagues. Simply listening can have a powerful impact on the person you're talking to.

There is nothing I enjoy more than sitting with you and having a chat over a cuppa and some biscuits and putting the world to rights. I especially enjoyed talking with you and listening to you at our resident events in the year - I really hope you enjoyed them and found them useful. Your input and feedback is essential in helping us to do the right thing for you, so please continue to let us know what we do well and where we need to improve. Doing the right thing, and being fair will always be my first approach. Our region's motto is 'All for one and one for all', and that includes you too.



Jenny Bloor

Operations Manager, Worcestershire,
Walsall & Sandwell

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



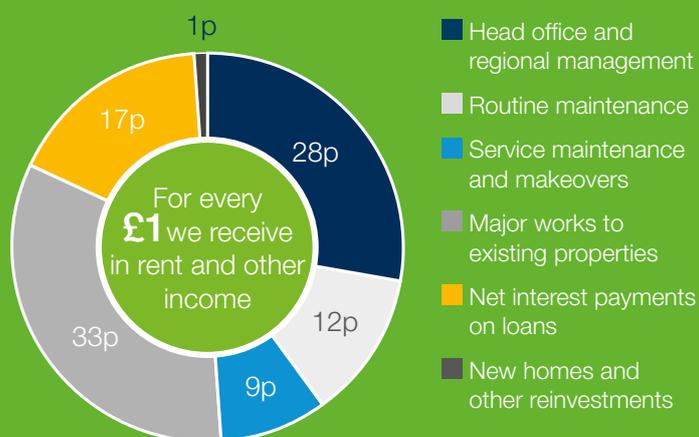
Our annual October conference brought together over 150 delegates to hear the thoughts of academics and practitioners surrounding 'Is the UK Institutionally Ageist?'

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

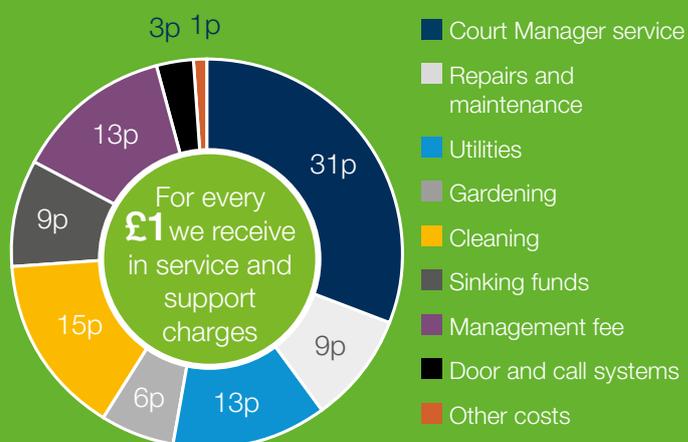
How we spend your rent and our other income

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

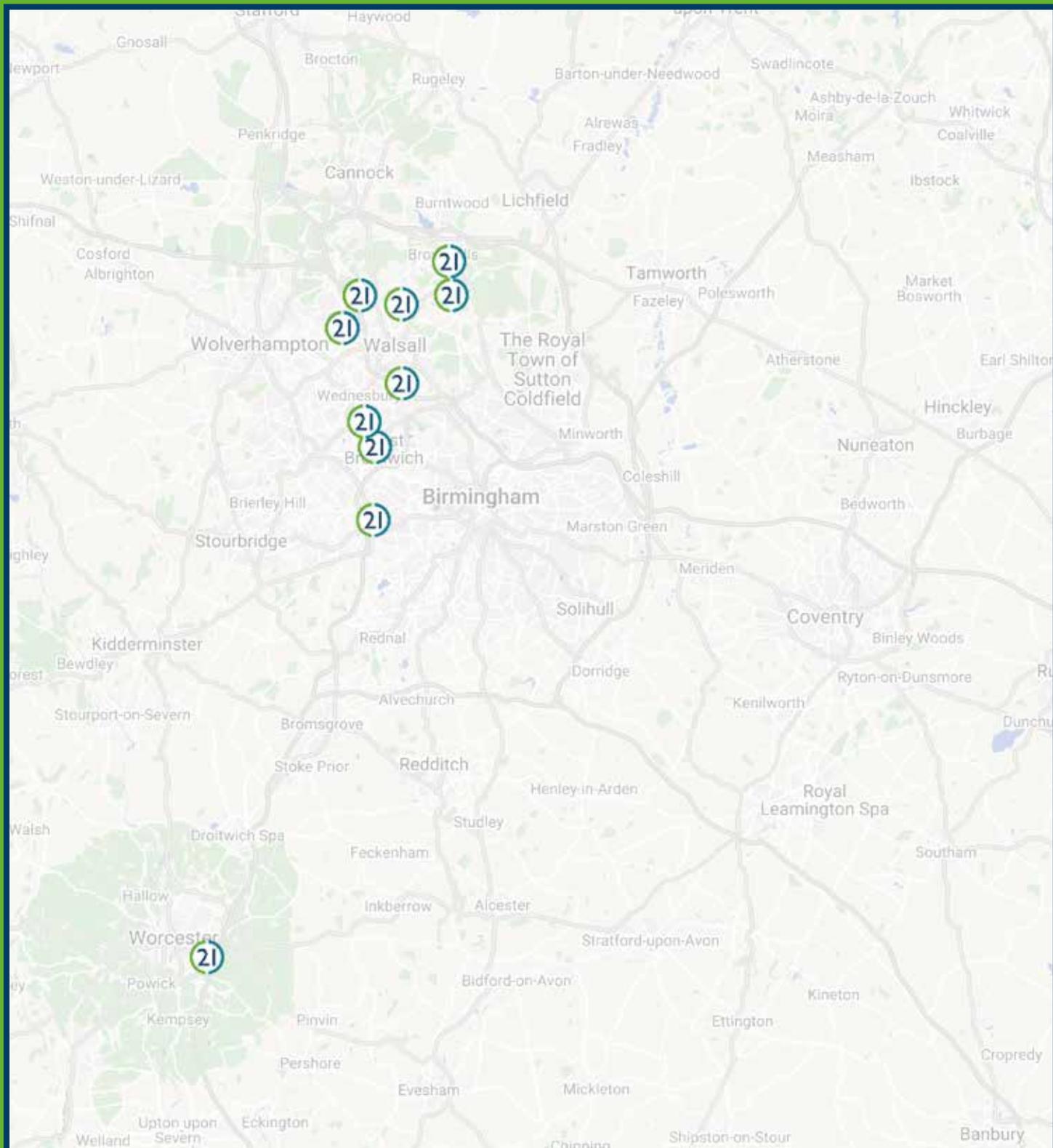
Reinvestment in our existing properties

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



“My first and foremost priority is to ensure excellent customer service and resident satisfaction and to be the employer of choice for our staff teams. I’m proud to lead our services to create inspirational and balanced communities which enable our residents to maintain some independence and feel secure in their home. My favourite part of my job is meeting the residents and staff in the services, and the cakes and biscuits too!”

Jenny Bloor

Operations Manager for Walsall & Sandwell



“As an Operations Support Manager my role is very diverse and rewarding. I support our teams to work in partnership with the local authorities to meet the contractual obligations at our eight Extra Care schemes and Specialist Dementia Care Residential Home. The most pleasurable part of my role is being able to spend time with staff and residents and their families.”

Susan Mason

Operations Support for Walsall & Sandwell



“The role of Housing and Care Manager can be challenging, rewarding, hard work, fun at times, and sad at other times. You really become part of people’s lives - it’s the most amazing job and I feel privileged to do it. Working with amazing, committed and passionate people just completes the role.”

Alison Norris

Housing and Care Manager at Alrewych Court



“I enjoy working in a diverse community and making a difference to people’s lives. My aim is to assure quality and excellence in all that we do to ensure our residents live well and always strive for 100% resident and staff satisfaction.”

Kerry Haskett

Housing and Care Manager at Deighton Court

Meet the team



“I have been the Manager at Goldfield Court since it was built in 2012. I trained originally as a TV producer before life guided me into social housing and care 27 years ago. I love a person’s history and getting to really know how my residents tick - that’s the best part of my job.”

Jayne Price

Housing and Care Manager at Goldfield Court



“I am passionate about my role and making a difference to residents by providing the highest standard of care and quality of life. I believe in promoting my staff and supporting them in maintaining an ‘Outstanding’ service.”

Debbie Wright

Housing and Care Manager at Knaves Court



“I enjoy the challenges and rewards of being a Housing and Care Manager at Housing 21, meeting a variety of people who have different needs, and making a difference to people’s lives. I love having the opportunity for continuous learning and development - for myself and my team - and the sense of pride seeing staff and residents develop.”

Julie Bellingham

Housing and Care Manager at Mattesley Court



“I have worked at Housing 21 for nine years and within this time I have been able to develop my career to become the Housing and Care Manager of Queensridge Court. I enjoy my role and it is rewarding every day, from being able to lead and support an excellent team, who go the extra mile to make a difference to our residents daily, to ensuring our residents are happy and safe in their homes. I am proud of my service and being an employee of Housing 21.”

Joanne Baker

Housing and Care Manager at Queensridge Court



“I enjoy the challenges I face daily as a Housing and Care Manager, and the satisfaction when they are dealt with. The best thing about my role is supporting residents to have a good life and working with a great staff team and being part of a family. #TeamWinehala.”

Asha Kailla

Housing and Care Manager at Winehala Court



“The role of Care Home Manager is extremely rewarding - to be able to offer support to people who are vulnerable and require 24 hour care is a privilege. It is wonderful when the families thank us all sincerely for the great care that is being provided. I love working with such an amazing team.”

Joy Sumner

Care Home Manager at The Watermill



“My role involves ensuring that all key performance indicators (KPIs) are being adhered to by the Walsall schemes for the Walsall PPP Contract. I have been in this role for five years and have various responsibilities including submitting weekly and monthly information which has to be accurate and comply with data protection regulations. I have to be flexible in my role as certain stipulations may change year on year, so I'm constantly learning with regular training and exposure to multiple teams within the organisation for reporting purposes. The monitoring side of my role is regularly checking information is up to date and maintained, so it can be used at any time for reporting/auditing.”

Liam Pugh

Contract Monitoring and Reporting Officer



“As Housing and Care Managers, we have many challenges and successes in our careers. I have to say that opening Oakley Gardens, seeing the service and the staff team grow, and having a CQC rating of 'Outstanding' in four areas in less than four years is one of the highlights of my career to date. I look forward to the next part of my journey at Oakley Gardens and I am very proud to lead such an accomplished team.”

Nadine McCann

Housing and Care Manager at Oakley Gardens

Achievements at a regional level

'Outstanding' Oakley Gardens

In November 2019 Oakley Gardens, in Sandwell, became Housing 21's fifth Extra Care scheme to be awarded an 'Outstanding' grading by the CQC! This is a phenomenal achievement, and Oakley become the first scheme to achieve 'Outstanding' in four out of five areas following their inspection in June.



'Good' Alrewych Court Mattesley Court

Alrewych Court and Mattesley Court, both in Walsall, were also delighted to be awarded. 'Good' ratings following their CQC inspections.



PASS goes live

In September our Walsall schemes went live with PASS, a new care planning system which is being piloted for 12 months. Jenny Bloor, Head of Operations for Worcestershire, Walsall & Sandwell, tells us how a colleague who was anxious about a new way of working adapted to the new system.

“Pauline has worked at Housing 21 for five years as a Care Worker based at Winehala Court in Walsall. She readily admitted that technology wasn’t her strongest area of expertise and when we introduced PASS to the Walsall services she was so nervous - the night before PASS went live at Winehala Court she didn’t sleep.

“Pauline came in early for her first PASS shift, still feeling nervous. Her manager, Asha,

reminded her of the training she’d had and went through the basics with her before her shift.

“Four days later and I visited Winehala Court and saw Pauline proudly using the PASS tablet with ease. I asked her how her first week has been - and her reply: “Easy, I love it, it’s the best thing we’ve done!”

“Pauline embraced change, even though it terrified her and pushed through her anxious feelings. She is now our official ‘PASS super user’ who supports new staff to use the device and software.

“Pauline is a lovely person, so kind and caring - and now a technical whizz kid! Congratulations Pauline.”

Jenny Bloor, Operations Manager



PASS super user Pauline



PASS go live day Winehala Court



PASS project training



PASS go live day Mattesley Court



PASS go live days 1 and 2
Knaves Court



PASS go live Deighton Court



PASS go live day Alrewych Court

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 March 2020

Outstanding ★

- Knives Court
- The Watermill
- Oakley Gardens

Good

- Alrewych Court
- Mattesley Court
- Queensridge Court
- Winehala Court

Requires improvement

- Deighton Court
- Goldfield Court

We are currently working with Deighton Court and Goldfield Court to improve our internal processes to achieve a 'Good' rating at our next CQC inspection.



Oakley Gardens



The Watermill

Collaborations and partnerships

Turning conversations into books

“Talking to residents over the years, it has always been clear that they have many wonderful memories and a wealth of local knowledge, and it seemed a shame for all this to be lost. Our books, ‘Chatting with Brownhills’ and ‘Poetry in Brownhills’ are an attempt to give a voice to these memories and talents.

“We wanted to widen this idea beyond our residents, to include all the people of Brownhills. Going out to groups and individuals in the area and talking to them about childhood, relationships, work and the war years has helped to place our residents at the heart of the community, building links and some wonderful friendships. We now have trusted relationships

with local churches, schools, businesses, partnerships, youth groups, residential homes, senior citizen social groups, the local dementia cafe and local individuals.

“From my point of view, the most wonderful thing about turning conversations into books is the inclusiveness that it has allowed - dementia, deafness or sight problems, being unable to move from your bed – none of these factors have been a barrier to anyone taking part if they wished to, and seeing your own words in a printed book, with your name alongside them is a wonderful boost to the self-esteem of all involved.

“Self-publishing on Amazon meant that the project cost

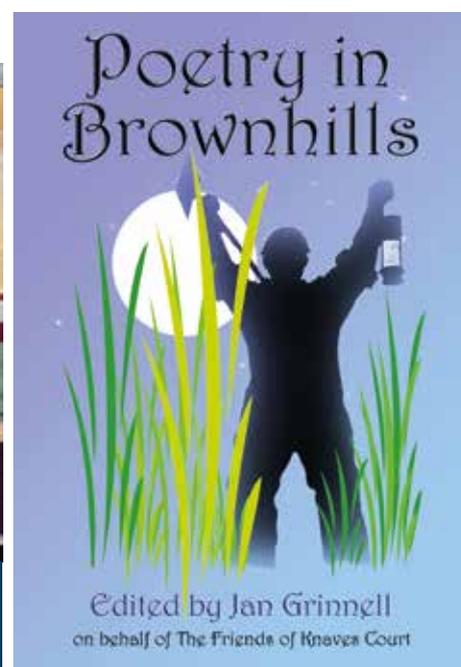
absolutely nothing, just a lot of time and commitment from myself and Care Worker, Sharon Cooper, who helped me gather memories within the court itself. I’m immensely proud of what we’ve achieved, both for Knaves Court and for the Brownhills community - we still have people popping into the court with stories and asking if we’re doing another book!”

Janet Grinnell

Activities Co-ordinator,
Knaves Court



Knaves Court book launch



Resident story

Audrey

My mother moved into Mattesley Court in 2019 under quite difficult circumstances, having lost her husband of 64 years. The decision to move into the court was hard, and at first she found it difficult and missed her home. Gradually she adjusted to her new surroundings and started to make friends - she has now become a regular at the activities, from quizzes and fish and chip evenings to knit and natter groups, and especially enjoys when the court has a singer or entertainment. She also loves a day out and has been to the pie factory and to Southport with other residents. She now says she is glad she moved in and would have been very lonely otherwise.

Mattesley Court has given us as a family, and my mother, peace of mind and security that she is in a safe environment which is equipped with all the relevant adaptations like a wetroom and emergency cord to ensure she is safe in her home, with the added bonus that she can source company when she wants it,

and the freedom to come and go as she pleases. She has also found the restaurant very helpful and it gives us peace of mind that she is having a balanced meal each day. All the staff from the carers to the cleaners are very friendly and have the best interests of the residents at heart.

Moving my mother into Mattesley Court was definitely the best thing we could have done for her, and I would recommend any family considering moving their loved ones into a flat there to do it. The transition may be difficult to begin with but they will soon make friends and settle in.

Written by Audrey's daughter, **Dawn**



Meet Audrey

Court life

Getting involved in court life

“I moved to Alrewych Court in 2015, a year after losing my beloved husband. I used to live in a three bedroom house but I felt isolated due to my poor health and restricted mobility, leaving me unable to leave my home. My family became very concerned about my wellbeing and how isolated I was, so they decided to contact Housing 21 and enquire about Alrewych Court in Aldridge, as Housing 21 used to deliver my late husband’s care in our home and we were all really happy with the care he received.

“When I moved into the court I was overjoyed with my little flat and how welcomed I was by management, staff and residents. I was a little apprehensive about joining in with the activities and making new friends, but I am now into my fifth year and I cannot put into words how life changing living at Alrewych Court has been for me.

“I receive a large care package, delivered by a fantastic team of carers who go above and beyond to deliver my care needs. I use my electric wheelchair which I depend on to get myself around. This has given me so much

freedom and I can access all areas of the court. I have a fantastic social life, enjoying all activities including moving to music, which, although I have limited movement, helps me so much and I always feel good when joining in. We have great entertainment nights and parties for different occasions, my favourite being New Year’s Eve - it’s been a long time since I partied into the early hours!

“I involve myself a lot within the court and the activities and events, and I am now a Dementia Friend. I became a member of the committee team in which I am Vice Chair and Secretary, organising some lovely events for the residents such as our summer fair, Remembrance Day service, and many more events alongside our Activities Co-ordinator. I also help out with the residents’ church service which takes place once a month doing readings, and have also been a part of an interview panel when people are attending interviews for care jobs at the court which I find very interesting and feel very privileged to be asked.

“I feel very fortunate to be living at Alrewych Court. I have made so many new friends and have

a wonderful care team who go above and beyond and give me the best quality of life. I am surrounded by beautiful gardens and a lovely welcoming restaurant where I am able to get a hot meal daily, not to mention the lovely desserts. Alrewych Court is a lovely place to live and I feel very safe and happy within a lovely atmosphere - thank you Housing 21.”

Shirley, Resident



Meet Shirley

Court life

A trip to the seaside

Last year Queensridge Court residents enjoyed a fantastic day trip to Weston-Super-Mare. They were joined by several members of staff from Housing 21 who had used their volunteer days to come along and lend a helping hand. For some residents this was a bit of a rude awakening, but they certainly enjoyed themselves! They met people who work in different departments at Housing 21 and learned a little bit more about what they do. Equally, it was a great opportunity for office staff to get out and spend time with our residents and gain a better understanding of our operational roles.

We were lucky to have brilliant weather, so it was ice creams all round! For our resident, Alan, this was his first day trip, and as you can see, he had a fantastic day! This is what working in care is all about - making a difference to someone's life.



Alan



Ethel



Joan and Ron



Silvia, Jen and Mary with office staff on their volunteer day

Resident story

“Life is so much better for me”

“Hello, my name is Rita and I am a resident at Oakley Gardens. Before I moved here I lived in a nice two bedroom flat and was friends with the other tenants in the building. There were only four flats and we were all about the same age – I think that’s why we got on so well.

“Over a period of time however, the tenants moved out and younger tenants moved in which caused some problems with loud music being played at all hours. I also reported that I had planters and hanging baskets go missing which mounted up to 42 planters in total, and was told by the police these were stolen for car boot sales. Then, sadly, the lady next door passed away and I felt so alone.

“I moved to Oakley Gardens to feel secure and safe, and to live in peace and quiet, knowing that should I need any help, it is available.

“Moving to Oakley has been the best move I have made. Since moving in I am happy, contented and have people I can talk to - life is so much better for me.

“I can be alone and have my privacy should I want it, or if I want to go downstairs and socialise, I can.

“There is a hair salon should I choose to use it, and if I don’t feel like cooking I can use the restaurant service. I just feel it’s the best place to live.”

Rita, resident



Meet Rita

Court life

A snapshot of court life across the region



Residents John and Mary dressed for carnival at Knaves Court



Valentine's day at Winehala with residents Ron, Lyn and Joan



Knaves residents, Bram and Frank in panto



Oakley Gardens residents enjoy bowls



Goldfield Court residents enjoying a meal together



Mayor of the West Midlands, Andy Street, visited Alrewych Court in October to look around The Aldridge SHED, which is based at the scheme. SHED is a national voluntary organisation which provides a place where people can share and learn new skills, make new friends, reduce loneliness and give a sense of purpose to those who are socially isolated.



Deighton Court resident, Brian



Winehala residents enjoying puzzles on the tablet



Resident Linda celebrates her 100th birthday at Deighton Court



Deighton Court wins Gold Health Switch Award



The Watermill resident event



Dementia sessions for residents at Alrewych Court



Knaves Court Pantomime bow



Stacey and Asha prepare an afternoon tea for Winehala residents

Thank you

This is not our whole team of Domestics, but we want to thank each and every one of you for keeping our buildings safe.



Annette Bone
Knaves Court



Beverley Mansell
Mattesley Court



Emma Holt
Alrewych Court



Jackie O'Callaghan
Queensridge Court



Jenna Price
Oakley Court



Julie Wood
Winehala Court



Karen Phillips
Knaves Court



Karen Cowley
Knaves Court



Laura Smart
Goldfield Court



Leah Atterbury
Oakley Gardens



Linda Green
Winehala Court



**Sharon Doughty,
Joy Beesley and
Debbie Moore**
The Watermill



Mandy Morgan
Goldfield Court



Ruth Pearson
Deighton Court



Tracey Cooke
Oakley Gardens



Liz Coley
Queensridge Court



Wendy Haynes
Deighton Court

Community spirit

The last few weeks of the financial year saw us face challenges we have never seen before as the Covid-19 pandemic took hold, causing the UK to go into lockdown on 23 March. Though a testing time, it was heart-warming to see everyone pull together and show real community spirit. Next year's 2020/21 Regional Report will highlight some of the amazing stories from this period, but in the meantime here are just a few photos showing how staff and residents alike stayed positive.



Winehala - stay safe



John - Queensridge



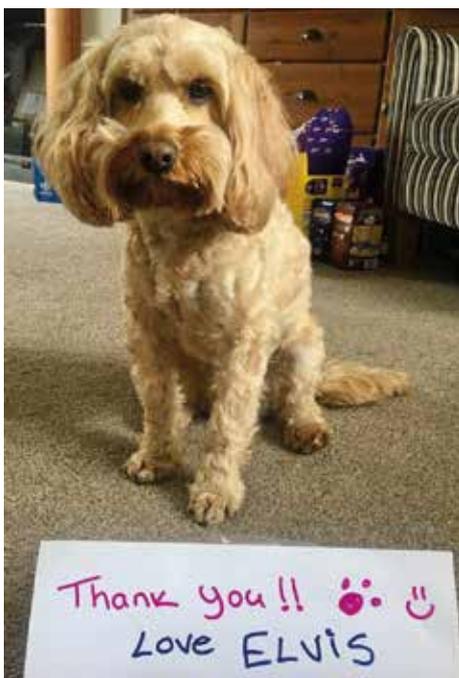
Leanne Cullum, Assistant Housing Manager at Winehala Court



Brandhall school children



Irene Bastable and Lorraine Burgwin



Elvis



Tiger



Front door at Queensridge Court

Resident story

Improving quality of life

Karen is a resident at Deighton Court in Walsall. Before moving into the scheme, she was receiving care from an agency and was having regular hospital admissions due to her skin integrity following a lower limb amputation, and was spending a long time in bed.

Since moving to Deighton Court, Housing 21 has been providing Karen's care. The team have ensured her calls were spread out throughout the day,

and working closely with her specialist hospital in Oswestry, we have avoided any hospital admissions.

Living in Extra Care has improved Karen's quality of life and has enabled her to spend time in the communal areas for dining, activities and entertainment, and to go out to visit her family.



Meet Karen

New developments and acquisitions

Crookbarrow View

We are delighted to be building a new scheme in Worcester in partnership with Worcester City Council and Worcestershire County Council, which will provide 71 one and two bedroom apartments for affordable rent and shared ownership. The development, being built by Vistry Partnerships, will offer people

over the age of 55 a range of services and facilities including a 24 hour on-site care team for those who need it, a café/ bistro, hair salon and communal lounge which is also available to the local community. The first residents are expected to move into their new homes in summer 2021.



Stand out events

International Women's Day

On 8 March we celebrated women all around the world and learnt so much as residents recalled some of their own experiences, including being evacuated, working in munition factories where bullets would sometimes explode, air-raid shelters and sounds of sirens, bringing up families alone or working at the same time.



Poster by residents attending Queensridge's art therapy group



Queensridge Court



Daphne and her daughter Amanda who came along to our International Women's Day at Queensridge Court



Some Queensridge ladies celebrating the day

Stand out events

Resident events

This year Housing 21 took the decision to hold local resident events to give as many of you as possible the opportunity to attend. It was great to hear your views on what we do well and where we can improve, and we hope you found the days useful. We had some great themes for the events – from the 80's at Alrewych Court to Disney at The Watermill!



Alrewych Court



Deighton Court



Goldfield Court



The Watermill



Winehala Court



Mattesley Court

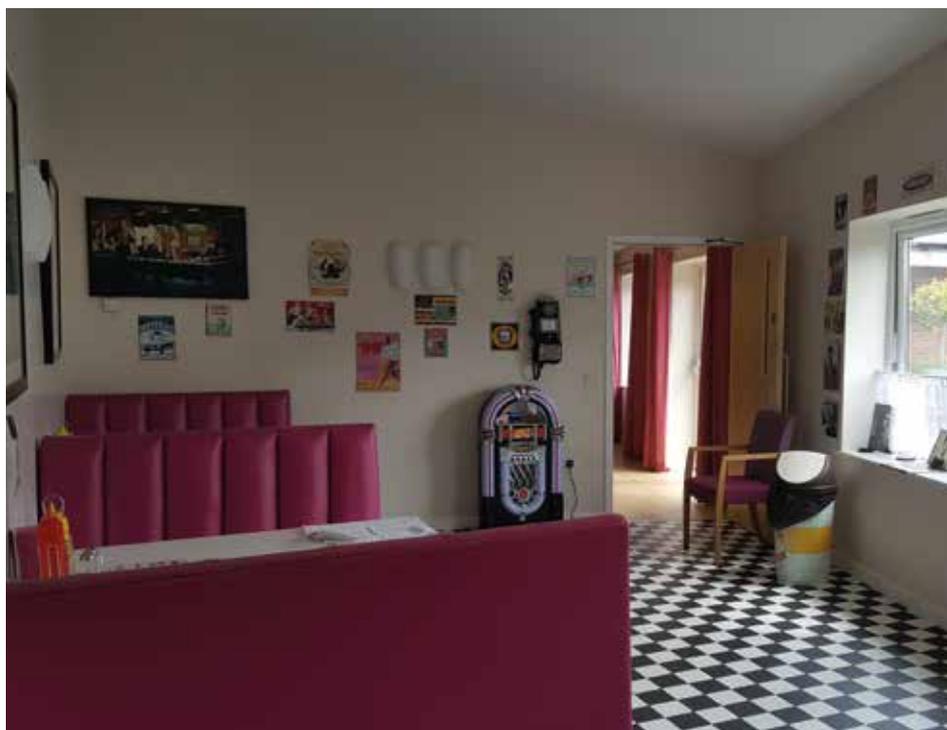
Court life

Another amazing year at The Watermill

We opened up our shop, which is run by residents (giving them the opportunity to be valued for the work they do) here at The Watermill. The shop enables residents, friends, families and staff to purchase items such as toiletries, gifts, confectionery, and greetings cards.



For the past few years The Watermill has produced a new themed room each year, which has included a cinema and a pub, and this year, staff on Summer House wing of the scheme completed a 1950s/1960s style diner! They raised the funds for this room themselves and put all the hard work into making what it is today. It has booths, a jukebox, 50s style telephone, and chequered style flooring. It looks fantastic and was down to the hard work of Summer House staff, in particular Catherine Healy - well done to them all!





A few years ago we had a student on placement here at The Watermill undertaking his Level 2 in Social Care. His name is Maurice and he was 17 at the time. He won all of our hearts especially the day care clients, particularly our Thelma. Maurice left to join the army but did not forget us and last year whilst on leave he turned up at The Watermill to say hello. The young boy that left us returned as a gentle giant! He is now serving and training to be a medical officer in the army.

A resident sadly passed away aged 99 who was well known within the community for the many years she spent on the Great Western Railway. Her family created some artwork which has been put up at The Watermill in her memory.



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“My name is Violet, I am 95 years old and I lived in Bloxwich until last year. I was lonely and fed up living on my own, so my daughter brought me to have a look around some homes and I liked The Watermill and fell in love with my room.

“The staff look after me and the other residents very well, they do my washing and make me happy. I love it here - once you’re here you don’t want to leave, everyone is so lovely.

“I enjoy doing the quizzes here the most, there’s nothing more anyone could do to make me happier.”

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Intergenerational activities

One community

“Butts Primary School’s connection with The Watermill was born from a personal connection that I have with the scheme. My auntie was a resident at The Watermill and after her passing, and seeing the wonderful care she received while there, I was inspired to try and help, in some small way, other people living with dementia.

“As an Early Years teacher at Butts Primary School, which is very close to The Watermill, and with our school motto being ‘one school, one community’ it got me thinking.

“It started with organising and taking part in a cupcake day for the Alzheimer’s Society, which raised more money than the school had ever done before for any charity. It got us all thinking about how this cause must have touched the hearts of the parents and children, and so this idea grew.

“We had talked to the children about dementia and Alzheimer’s disease, and how they could help any family members who may have the condition, but we also wanted them to help in our local community. With my connection to The Watermill, we contacted the Activities Coordinator, Lisa, and took the first step in developing a relationship with the residents in

the hope that we could benefit each other in many ways.

“It began with some residents visiting the school to watch Christmas plays and summer concerts, and groups of children visiting The Watermill to sing Christmas carols.

“This year the school decided we would like to expand our relationship with the residents and arrange more regular visits from the children in the hope that it will help the children grow into caring members of society, while bringing some joy to the residents and improving their wellbeing.

“We have initially started the visits with our Year 4 children and hope to expand it to other year groups. They were very excited when I spoke to them about the project and all their parents were happy for them to be involved. We wanted the children to have a better understanding of dementia and be confident when they visited the residents, so Lisa came and spent time with the children, training them as Dementia Friends. They thoroughly enjoyed Lisa’s visit and were very proud to be new Dementia Friends and excited for their first visit.

“We selected a small group of children and, accompanied by me and other staff from our

school, we embarked on our first morning visit.

“The children thoroughly enjoyed meeting the residents. We decorated countless heart shaped biscuits for Valentine’s Day - and ate them all - and made heart wreaths, talked, laughed and even shared a story. The children had such a positive experience and were so thoughtful and caring toward the residents - it melted my heart I was so proud. The children wanted to stay all day they enjoyed it that much. They shared their experience with their classmates who were all keen to be part of the next group visit. Sadly this was put on hold due to Covid-19, but I know when it’s safe the children will be ready to go back and visit their new friends.

“We hope this relationship will continue to grow and will help our children to become caring members of society and help them to gain a better understanding of dementia. One of the children who made a real connection with a resident said: “I will be a doctor when I am older and find a cure!”

“Many thanks to Lisa and the staff at The Watermill.”

Miss Julie Fellows,
Reception class teacher, Butts Primary School

Butts Primary School



“One school, one community”



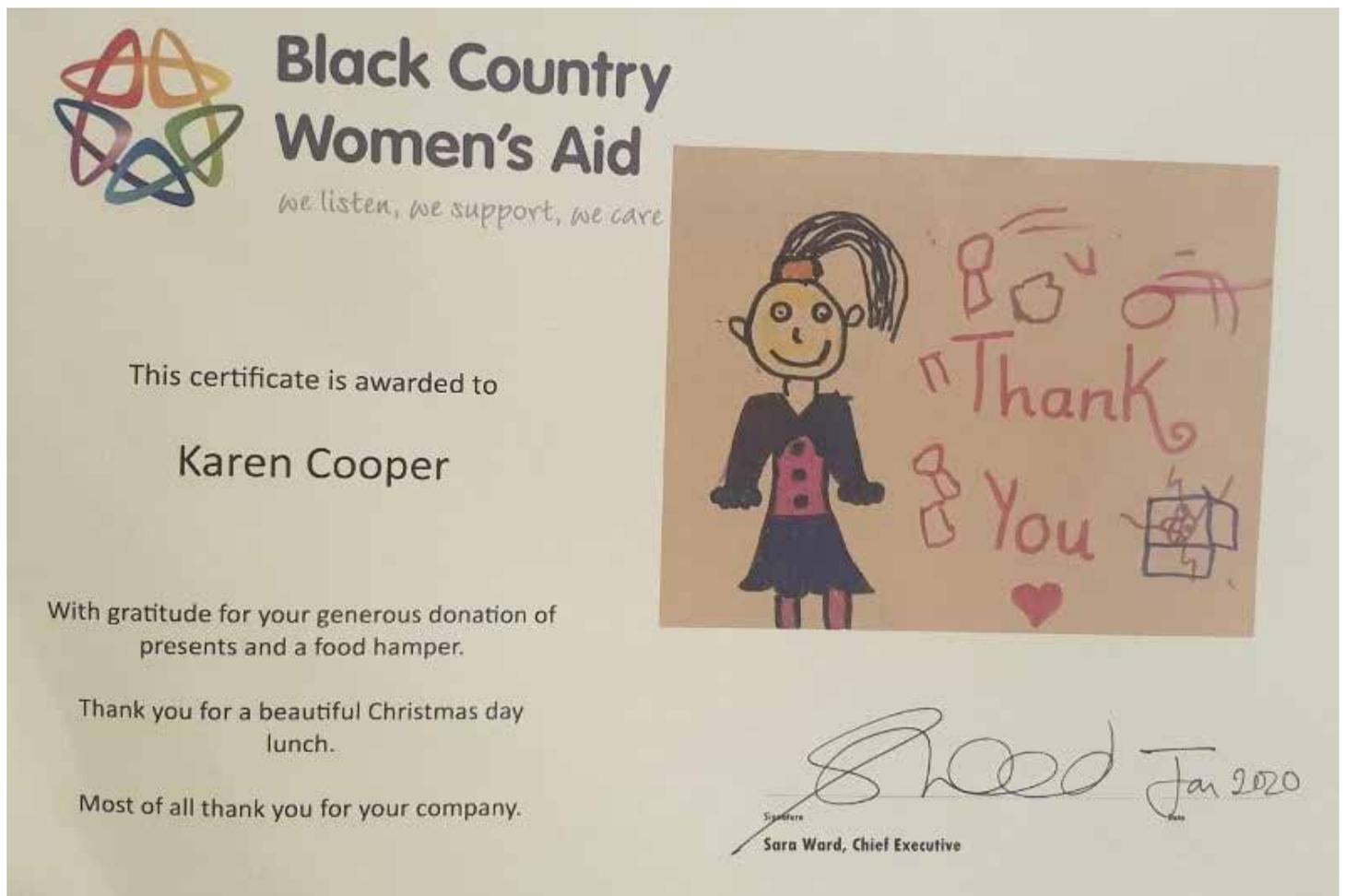
Butts Primary School Year 4 notice board



Fundraising

Queensridge Court

Karen Cooper runs the restaurant at Queensridge Court and is always there to support not only the court but many other good causes. Prior to Christmas she had donations which she raffled to raise funds in order to feed those using Black Country Women's Aid.



Oakley skydive

- : Oakley Gardens' Assistant Care
- : Manager, Guy O'Connor, was
- : brave enough to take part in
- : a skydive to raise money for
- : Birmingham Children's Hospital
- : and raised just over £1,500 –
- : well done Guy!



Staff news

Staff events

Goldfield staff awards



Walsall & Sandwell Strategic Plan Launch at Mottesley Court



Knaves Staff Event

Doing The Right Thing

To recognise the importance of staff engagement we held 'Doing the Right Thing' staff events during the year to share organisational news and listen to our frontline staff.



Elizabeth's progression at Mattesley

"I started at Housing 21 in May 2008, when the Walsall PPP contract started. I was taken on as a Care Assistant, as initially we still had residential homes, until the Extra Care courts within the borough were built. When Mattesley Court opened in September 2009, it felt daunting as there was a huge difference between what we did as residential homes to what we did in Extra Care, but the difference was definitely for the better for all the residents.

"Within the time I have worked for Housing 21, I have completed lots of extra training beyond the mandatory requirements for my job role. These have included a Level 2 qualification in Understanding Mental Health, and the 'train the trainer' course - which

normally, only the Assistant Care Managers undertake.

"I loved my care role, knowing what a difference I was making to people's lives by giving them the support they needed on a daily basis, but when the Activities Coordinator role came up, and after showcasing some of my crafts on our internal social network, my manager, Julie, suggested I apply - and of course I got the job!

"Since starting the new role, I have done various types of activities with the residents, including organising external people to do activities or shows. Having known each of the residents for so long before becoming the Activities Coordinator has allowed me to gain knowledge of what sorts of

things that they all enjoy doing. This definitely came in handy when the lockdown came into effect in March due to Covid-19, as I had to think outside the box to provide activities which could be printed and distributed around the court.

"I am really enjoying my new role, and I am grateful for the opportunity to be able to make an even bigger difference to the lives of Mattesley Courts residents."

Elizabeth Broom, Activities Coordinator, Mattesley Court



New Walsall and Sandwell recruits

Welcome to our newest Housing 21 members, the two baby Archies, both born during the Covid-19 lockdown! They certainly put a smile on our faces. Congratulations to parents Paul, Assistant Care Manager at Goldfield Court, and Leanne, Dementia Care Supervisor at The Watermill on the birth of Archie S and to Amy, Care Worker at Mattesley Court, on the birth of Archie F.



Archie S



Archie F



Mattesley Court

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

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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Community Benefit Society FCA Reg. No. 16791R

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We invest in people Gold