

# Extra Care Living



Regional Report 2020

North West



Achievements at a regional level:

Gold Standards Framework

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Resident story:  
Going the extra mile



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New developments:

Three new Extra Care schemes for the North West



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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, North West

Welcome to the second Regional Report, which helps to highlight and celebrate the great things that have happened in the North West 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. It has been overwhelming to see the positivity and community spirit shown over this time, and you can see some examples on page 29. A huge thank you to you, our residents for your cooperation and patience, and to our wonderful staff who went above and beyond in such difficult circumstances.

Last year saw us roll out local resident events which I hope you found useful and interesting. I really enjoyed talking with you and listening to your ideas and feedback - this 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.

Once again, this year's report highlights celebrations, resident experiences and stories, and partnership working, as well as an update on organisational performance. You can also see how our three new Extra Care schemes are coming along!

I am so proud to work in Extra Care and love seeing what residents and staff organise to make the schemes such wonderful places to live and work. You are all part of this, making vibrant communities, thank you!



**Donna Holmes**

Head of Extra Care, North 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



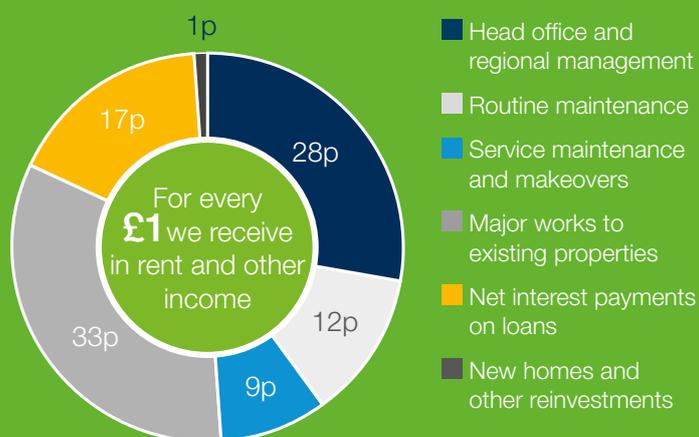
Our annual October conference brought together over 150 delegates to hear the thoughts of academics and practitioners surrounding 'Is the UK Institutionally Ageist?'

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

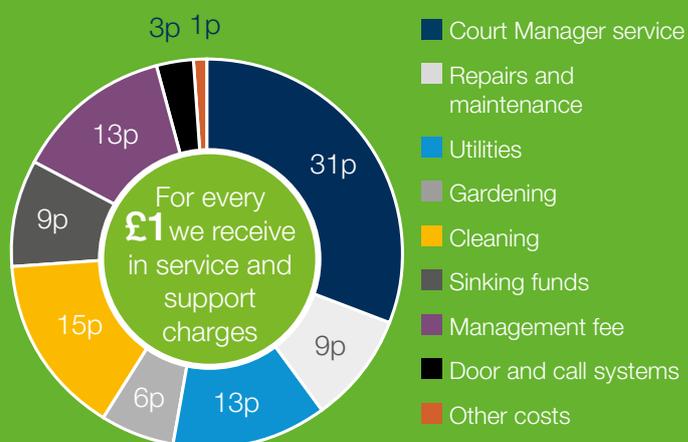
## How we spend your rent and our other income

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.





# Meet the team



**Donna Holmes**  
Head of Extra Care

“I hope you enjoy reading the second Annual Regional Report, which shows what great things have happened across the North West region last year. There are so many lovely stories from celebrations, resident experiences and partnership working to exciting new Extra Care schemes being developed.

I am so proud to work in Extra Care and love seeing what residents and staff organise to make the schemes such wonderful places to live and work. You are all part of this, making vibrant communities, thank you!”

“My first year in post as an Extra Care Manager has been full of surprises and challenges - a very rewarding year getting to know residents and my new team. Having worked for Housing 21 for seven years, there is still something new to learn or experience on a daily basis. I am proud to be a part of watching

Extra Care grow and bring quality of life to so many, building communities and friendships - this Regional Report shows just some of the examples from our area - I hope you enjoy reading it.”



**Lyndsay Cutmore**  
Extra Care Manager



**Lisa Smith**  
Extra Care Manager

“During my first year working for Housing 21 I have had the pleasure of meeting many residents along with their families and friends. I have really enjoyed seeing first hand all of the amazing work that both

residents and staff continue to do for the benefit of all – you are what makes Extra Care so special to live and work in. Thank you, and I hope you enjoy reading this year’s Regional Report.”

# Meet the team



**Rebecca Rigby**  
Regional Administrator

“Since joining Housing 21 I have seen the organisation develop and change in terms of technology and ways of working. I feel very lucky to work for an organisation whose focus is to look after all staff and residents. Last year was a great year for the North West Team, welcoming three new Extra Care Managers - it feels like we have been a team forever!

“This year has brought some challenges but as an organisation we have pulled through and worked hard together. It has also brought about changes in the way we work as a team and made us reflect on the positives. Going forward I think you will see the positive changes that have been made, and as we start to get back to a new normal we can reflect on this time.”



**Julie Levesley**  
Extra Care Manager

“I started working for Housing 21 in December 2019 so came in over halfway through the financial year. Lots had already happened including most of the resident events and the resident surveys, however, I have been really pleased to see the results and how they have improved since 2018. It's great working with managers on their plans for improving services based on your feedback.

“We welcomed two new Housing and Care Managers into the region during the year – Amanda Nestoruk at Laurel Gardens, who is doing some fantastic work in Mancetter, and Deborah Bucknall, who was

promoted to the role at Farmers Court in Rugby. Deborah started her new role in mid-March, the week before the lockdown due to Covid-19, so she really has been challenged during her first months but has managed admirably.

“Work has started on the new Extra Care scheme in Stratford-upon-Avon which has been a learning curve in managing tasks to support the build and opening, along with the needs of the seven Extra Care schemes that are open and running across my region. There's never a dull moment!”

## Court life

# Westhall Court

## Christmas Party

In December we held our first joint resident and staff Christmas party, organised by members of our wonderful care team. We decided on a Peaky Blinders theme, which was popular with staff and residents, who dressed up as characters from the TV show. The event was a roaring success and a similar event will be planned again!



## Valentines Bake Sale

We came up with the idea of holding a Valentine's bake sale to raise funds towards our summer ball. Residents and their family members, along with staff, baked cakes and goodies to sell, and we were impressed by how professional they all looked! The event was enjoyed by all and we raised over £200 towards our ball.



## Achievements at a regional level

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# Gold Standards Framework

We were delighted to have two schemes in the North West region chosen to take part in the Gold Standards Framework training and accreditation – Lonsdale Court in Penrith, and Webb Ellis Court in Rugby. Gold Standards Framework is a national training and framework approach that is used across health and social care including hospitals, GP practices and care homes. The aim is to provide better quality care to residents nearing the end of their life through achieving the outcomes of living well and dying well in a place of their choosing. It enables better working with GP practices and other external agencies to reduce hospital admissions and to improve communication and teamwork.

Lonsdale Court has been an Extra Care scheme since 1999 and Housing 21 has always been the care provider. End of Life care has always been

a very important part of what we offer at the scheme and the staff are passionate about ensuring our residents have the care and support that they want and need, especially when they suffer with life limiting illnesses. Spending your final days in hospital can be clinical and unfamiliar, and not what many people want. People often want to be at home in their own bed surrounded by their family and friends and cared for by our Care Workers who know and understand them. The opportunity to take part in the End of Life Gold Standards Framework programme will help us not only develop what we already do, but give us the skills to have conversations with our residents, their families and other professionals to document and ensure people's wishes are adhered to when they are no longer able to express these themselves.

Since opening in 2015, Webb Ellis Court has had the privilege of supporting residents with End of Life care, and some residents have experienced exceptional multi-agency working. The scheme was keen to be involved in the Gold Standards Framework training so we could all be confident and competent that all residents will always receive a dignified end to their life. We believe that the standards and guidance which will be implemented as a result of attending the training will allow us to provide remarkable End of Life care.

End of Life<sup>+</sup>  
Support



## Resident story

# Going the extra mile

When Carol first moved into Lea Court, she unfortunately fell and broke her pelvis. On return from the hospital she was very shaky on her legs and felt low in confidence, worried that she would fall again. She was able to transfer and walk a few steps using her Zimmer frame, but preferred Care Workers to be present.

Carol was receiving her care calls throughout the day to support her with all elements of daily living. She did not feel confident mobilising independently and would often request the glide chair for transfers from room to room.

Once her pain was under control, and following a review from management, Carol was determined to regain her confidence and meet some of the residents at Lea Court to establish friendships. With the support of the care staff, Carol began going down to the café or to coffee mornings. At first she would go down using her wheelchair but then began to walk down using her Zimmer frame, with a Care Worker at

her side, for added confidence. To begin with, Carol could only manage a few steps before needing to sit in her wheelchair.

After some time, with Carol's perseverance and the support and encouragement from the staff at Lea Court, Carol was able to walk all the way to the café and back.

She now feels confident to walk around the apartment prepare her own meals and often walks to the patio area to sit in the sun with friends. She still uses the Zimmer for added confidence and stability when mobilising, but no longer requires a Care Worker to be present and walk alongside her. Carol knows that she has her pendant available if she struggles with tasks, and has regular visits throughout the day from the Care Workers.

Carol was very grateful for the encouragement from the care staff which enabled her to regain her independence and settle into life at Lea Court.



**Meet Carol**

## Court life

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# Brookside House

Assistant Care Manager, Pamela Smith, got into the spooky spirit of Halloween to host an event in the Day Centre at Brookside House. Anyone living at the scheme was welcome to come along and join in.



The Breakfast Club takes place every Friday morning at Brookside House between 9am-12pm. Residents from all three sites – Brookside House, Ash Grange and Oak Grange - participate and the Care Team pop down after their shifts if they want to. We also welcome family and friends and the occasional contractors gatecrash too!

## Stand out events

# Evelyn turned 105

In October over 50 family members and friends came to visit Evelyn, who was a resident at Granville Court, to help her celebrate her 105<sup>th</sup> birthday. Special guests also included a Scottish piper and the Mayor of Wirral, Cllr Tony Smith, who presented Evelyn with a bouquet of flowers.

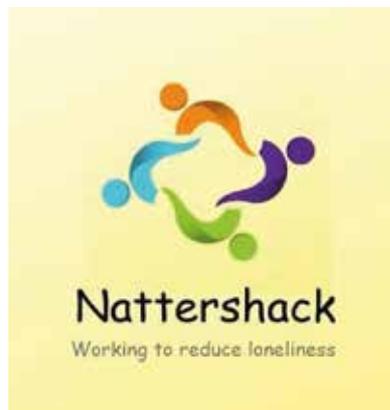
A keen swimmer throughout her life, Evelyn fundraised for numerous charities and used to teach disabled adults and children to swim. In 2008 she received a 'Wirral Award' for 'Services to the Community', honouring her 55 years of service to the Wallasey Disabled Swimming Club. Sadly Evelyn passed away just before this report went to print.



# Collaborations and partnerships

## Bonfire night party

In November residents at neighbouring Crawshaw Court and Edenhurst Court, in Liverpool, worked together with care provider CRG to organise a party for bonfire night. It was a double celebration as resident, John, was also celebrating his 60<sup>th</sup> birthday! The celebrations included music and dancing and plenty of bonfire themed decorations – a fabulous night was had by all!



## Nattershack gets underway at Elkin Court

The first Nattershack session at Elkin Court was a great success! Nattershack is a friendly and confidential space which aims to bring people together to eat, chat and make new friends. It was so good to see people from the community and our residents sharing experiences and helping to reduce loneliness in Trafford. One of our residents has already formed a good bond with a member of the community.



## Sefton Veterans

Wonderful 'Veterans in Sefton' volunteers, Stephen and Dave, generously provided James Horrigan Court with deliveries of essential items during the lockdown in March. We are so grateful to them for all of the donations received, which helped to keep residents topped up during such a difficult time.



## 4 Eden at Lonsdale Court

4 Eden is a local charity to Lonsdale Court which offers children and adults with learning disabilities training and support to reach their full potential. In particular, their aim is to upskill adults of any age to enable them to live as independently as possible, and to give them the skills and qualifications they need to gain paid employment, either with the charity itself, or with local businesses.

They currently have a shop and bakery in Penrith, which is open to the public to purchase cakes,

homemade breads, pies and sandwiches, and they also have a café just outside the town.

They use the commercial kitchen at Lonsdale Court to teach and upskill their members to hopefully go on to work in the bakery or café. On the days that they are with us, they cook our residents Wiltshire Farm Foods which they serve and then clean up afterwards. Once a month they prepare and cook a lunch with dessert that our residents can order as an alternative.

They also hold cooking lessons which our residents can join, where they can enjoy baking cakes, playing a game of dominoes, and most importantly, sharing stories.

It's so lovely at Lonsdale Court when they are in our kitchen and dining room, the place is alive with laughter and chatter and the residents really enjoy them being there.



# 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** 

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 February  
2020

## **Good**

Brookside House  
Farmers Court  
Lea Court  
Lonsdale Court  
Oakwood Gardens and  
Mayfield Close  
Rohan Gardens  
Saxon Court  
Summerfield Court  
Sunnyfield Court  
Webb Ellis Court  
Westhall Court  
Handyside Court



## **Requires improvement**

Laurel Gardens



## New developments

### Lavender Meadows

Our new scheme in Stratford-upon-Avon, Warwickshire, was named Lavender Meadows by schoolchildren from the neighbouring school, Bishopton Primary. The scheme will provide 75 two bedroom apartments for affordable rent and shared ownership. It is anticipated that the first residents will move in during spring 2021.



### Newton House

Newton House is a new development in the heart of the Eden Valley in Cumbria, bringing 54 apartments for affordable rent and shared ownership to the area. Situated one mile away from the town centre of Penrith, the scheme was named after the old building which was well known in the area. Residents are expected to be able to move in spring 2021.

### Castlestead View

Castlestead View is a fabulous new development located in Oxenholme, Cumbria, in the Lake District. Comprising of 101 properties, Castlestead View is first Extra Care scheme for Housing 21 in this region. The scheme is expected to open summer 2021.



## Court life

# Mendell Court Activities

Over the course of the year Mendell Court has enjoyed a variety of activities and events. In May we enjoyed having Larry White to sing and provide afternoon entertainment – he went down a treat with many residents enjoying a dance or two. Other highlights included a cupcake afternoon in aid of Alzheimer’s Society which raised over £230, and daily Christmas films over the festive period to get everyone into the Christmas spirit.

We’ve also enjoyed the company of a range of visitors, including Chester University’s American Football Club, who served tea and cake to residents. A very popular visitor in June was Fudgecake, the three year old miniature Skewbald therapy pony. Fudgecake walked around each resident and guest so everyone had the chance to give him a stroke and make a fuss of him. His visit was thoroughly enjoyed by all!



# Summerfield Court

Residents at Summerfield Court enjoyed a variety of activities over the year including a couple of trips to the seaside - fun was had by all at Blackpool illuminations, and the coastal town of Llandudno. They even managed to bring some sunshine to the court by hosting a Hawaii themed event, complete with ukulele band, grass skirts, leis and the obligatory Hawaiian shirt!

In December, staff and residents supported Alzheimer's Society's Elf Day, embracing elf attire and raising approximately £200 for the charity!



# Integration with health and social care

## Partnerships

### **Kingsway Court and Blackburn with Darwen Carers Service**

Kingsway Court residents enjoy a fantastic partnership with Blackburn with Darwen Carers Service (BWD), who are based in the office space in the building. Our residents are lucky enough to have access to a range of their services including trips, coffee mornings and events, sewing and craft groups, and a new therapy room.

Residents enjoy using these services and have also been encouraged to attend the Dementia Support Café, which they love - especially when there's a theme! Events have also been popular, with many residents enjoying Mama Mia and an afternoon tea for International Women's Day.

It is lovely that residents feel confident to chat with the BWD staff who are always happy to help - they once assisted a resident who had become a little confused one day and helped him back to the scheme. They also helped out when there was a flood in the main lounge during a volunteer event in the evening, and helped to liaise with the relevant services.

There are many Housing 21 residents who are also carers and have registered with BWD. They continue to be supported through one to one and group support, and the carers have commented on having such a vital service on their doorstep:

“

Blackburn with Darwen Carers Service are an invaluable resource to the residents of Kingsway.

“

They always go the extra mile and are an asset to the building and to the community here at Kingsway.

“

We will enjoy another year of great partnership working and future events.



## Collaborative working in North West 1

“Working with third party care providers can often present challenges, however in the North West 1 region we have worked hard to build these relationships and work as a team.

“Premier Care support three of the Wirral schemes and have been fantastic in their communications, delivery of care and supporting the residents with Housing 21 as a joint working partnership, often going above and beyond expectations. Trust, honesty and collaborative working is the relationship we now have, and this is evident when talking to residents about their experiences.”

**Lyndsay Cutmore**, Regional Extra Care Manager, North West



Premier Care carers with resident Frances on her 70<sup>th</sup> birthday

# Court life

## Willow Bank Court

Since April last year we're delighted to have raised over £2,000 for Macmillan Cancer Support, St Johns Hospice and Breast Cancer Awareness. During lockdown in March, residents donated a further £320 to St Johns Hospice to support them during the Covid-19 pandemic.



Just before the lockdown we were very pleased to have several students from Wirral Met College come in to give residents a pamper day, including make-up, nails, eyebrows and hand massages.



Last summer residents were able to get out and enjoy a game of golf, organised by Assistant Care Manager, Ian, at no cost by contacting local golf courses. We had a couple of competitions with residents in teams which went down very well, and we look forward to being able to do more!



Other popular activities throughout the year included making our tree of life, which is now proudly displayed on our wall, our buffet afternoon, where a singer provided brilliant entertainment, and pumpkin carving at Halloween, by resident, David.



Our Director of Extra Care, Kris Peach was impressed when he visited Mendell Court and Willow Bank – here’s what he had to say:

“I found myself a little closer to home today by attending a resident event at Mendell Court and popping into Willow Bank in the Wirral - both amazing schemes and staff with some extremely cheerful residents.

I could possibly have stumbled across one of the best gardens at Housing 21 in Willow Bank - water fountains, golf course, and even a homage to the nudist beaches in Florida!”



## Resident story

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# Margaret

Margaret has been a resident at Handyside Court for the last four years. When she first moved into her flat she had no care needs and was very independent - she would go out shopping and took good care of herself – she was a very sociable lady. Towards the end of last year however, we noticed a change in Margaret's behaviours - she wasn't looking after herself, and she seemed unhappy. She started to barricade her door and would not let anybody in.

Margaret unfortunately then had a fall, and was taken to hospital. While there, she had a brain scan and an Alzheimer's assessment completed before she was discharged. We worked with the local authority to organise care calls for Margaret four times a day, shopping and cleaning calls, and a social call once a month. We also arranged for a financial assessment, as Margaret had some concerns.

In March she was allocated a Community Psychiatric Nurse, and was diagnosed with Alzheimer's disease. A medication review was carried out, resulting in a change of medication.

Since delivering Margaret's care and ensuring she is taking her medication and eating regularly, she is like a different person. She is now receiving all the benefits she is entitled to and is a much happier lady.



**Margaret has been a resident at Handyside Court for the last four years**

# Thank you



Well who would have thought we would end the financial year with a pandemic? Going into lockdown in the middle of March was a challenge for us all – residents, families and friends, cleaners, care staff, managers and support workers, but we all worked together to get us through. I would like to thank each and every one of you for this!

I missed visiting our schemes and spending time with you and our staff teams. Here are just a few examples of the many ways we stayed upbeat throughout Covid-19.

**Donna Holmes**, Head of Extra Care, North West



**Well wishes from local school children at Handyside Court**



**Socially distanced bingo at Sunnyfield**



**A resident provided Oakley Gardens staff with angel key rings to say thank you and keep us safe**



**Crawshaw Court's isolation station with activities for residents**



**Generous food donations at Lacemaker Court**

## Court life

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# My mum by Jan Magill



**Janet and her mum**

“I have always played a big part in my mum’s life. She has Parkinson’s disease with Lewy Bodies dementia, plus a number of other illnesses. She moved into Brookside House in August 2018 after living with me for some time, and I continued to play a big part, visiting her every day.

“When the Coronavirus started to escalate in Britain, I knew my mum was very high risk and I would visit but keep my distance from her. In March, I was informed I could not call in to see her due to the risks imposed for everyone who lived at the scheme. I was heartbroken, but I understood this decision because I am a Housing Manager at the scheme next to Brookside, and I wanted my mum and others to be safe.

“My visits consisted of looking at her through the window, though I did not do this daily because my mum thought I was locked out, and would try and get out of bed (she is bedbound) and I did not want her to fall. My mum would cry when she saw me.

“Shopping was passed to the staff at Brookside to take to my mum along with the messages of missing her.

“Although I thought my mum was in a vulnerable situation and I felt helpless, the reassurance and the trust I was able to glean from the staff at Brookside was immeasurable, bearing in mind the anxiety and fear that the staff were encountering themselves. They showed care and commitment and gave me invaluable comfort at an incredibly stressful time. I would speak to them every day and they would let me know how she was doing and update me accordingly of any changes.

“When we were allowed to form a support ‘bubble’, I became part of my mum’s bubble and when I visited her she gave me a big smile and thought I had been there the day before. I could see for myself how well cared for she had been in those months without me, so thank you Brookside.”

**Janet Magill**, Ash Grange Housing Manager

Just as this report went to print, Jan’s mum, Roselyn, passed away peacefully with her family.

## Stand out events

# Handyside Court celebrates 10 years

Handyside Court, in Derby, celebrated its 10<sup>th</sup> anniversary with a jam packed day which included a visit from the Mayor, and two ex-Derby County footballers, a singer, a 30 piece brass band, a sit down meal and loads of games.



“

I was very touched by my amazing team who presented me with a lovely bouquet of flowers. What a great team I have - thank you for all your hard work!

**Lesley Cameron**, Housing and Care Manager



## Compliments

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My mother, Margaret, has been a resident at Webb Ellis Court for over five years, having been among the first to move in. She has a degree of vascular dementia, but she absolutely adores her flat and life in general at Webb Ellis. The current 'lockdown' restrictions present challenges and necessary inconvenience to everyone, but people suffering with dementia find it especially difficult to accept and remember the requirements.

My sister and I just wanted to express our heartfelt thanks and give credit to Jennifer Wheeler and her team at Webb Ellis for not only helping and supporting our mother through this difficult period, but also - more significantly - keeping the establishment free of the dreadful Coronavirus.

Our mother and all the residents owe their health and wellbeing to the care and diligence of the whole team throughout this crisis.

*Once again, thank you all*

*Kind regards*

*Martin*

I have been at Laurel Gardens for three years and have known two previous managers. Amanda is diligent, professional and an outstanding manager, caring and kind who gives 100% to her job.

I have been worried about lockdown because of Covid-19 and it is because of Amanda that we have had no one with the virus at Laurel Gardens. She has followed instructions to the letter and has given confidence to her staff and residents. It is a privilege to know Amanda who is very approachable and her expertise is second to none.

The morale at Laurel Gardens has never been so high since I have been here and I think that we are very lucky to have such a manager. Whatever we do Amanda puts 100% of her capabilities to the occasion. I hope Amanda stays with us for a considerable time and allows Laurel Gardens to go from strength to strength,

*Susan, Laurel Gardens resident*

Dear Linda and Jo,

Words are inadequate to express my thorough appreciation of all your wonderful care you gave to my dad during his final two years. He absolutely loved living at Harvest Court and it was the best move he could have ever made. You made the transition from his house so smooth and your common sense and kindness, always having his best interests at heart, were very much appreciated especially with me living so far away!

You both work so hard to enable the residents to enjoy and live their autumnal years to the full. Dad loved the fact that there were always activities to look forward to – and the outings you took them on – no mean feat with lots of wheelchairs etc!

*Thank you so much once again.*

Dear Linda, Jo, Dot and all staff at Harvest Court

I am writing to thank you for making Cliff's final years so fulfilling and rewarding. Many people dread the thought of moving from their homes to a 'home', not Cliff he felt he was in a better place.

He always let me know how appreciative he was that all the staff made life so much better for the residents, he was a gentleman and was treated as one.

*Many thanks for your kindness.*

*Regards*

*Dave*

*Thank you to Jacqui, Teresa, Dawn, Pam, Kev (the chef) and all the Brookside House team for all their care and support for Belle over the last five years.*



# Fundraising

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## Oakwood Gardens' Macmillan coffee morning

Great fun was had by all at Oakwood Gardens' coffee morning in aid of Macmillan Cancer Support, and there was plenty of spending! A highlight of the day was 'brave the shave' where domestic staff member, Tracey Worley, stepped up and said goodbye to her locks all in the name of a good cause. Other activities included a tombola, guess how many berries in the pie, cake sale, raffle, a performance from a ukulele band and a visit from a beautiful Shetland pony!



## Saxon Court's Elf Day

Staff at Saxon Court donned their best elf outfits in aid of Alzheimer's Society's Elf Day on 6 December and managed to raise over £400, with activities including a raffle, cake sale and book sale! Another festive fundraiser at the scheme was Save the Children's Christmas Jumper Day, raising over £100, and in September staff and residents managed to raise nearly £600 through a cake sale for Macmillan Cancer Support!



# 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 No.	Additional information	Price per night
Ash Grange/Brookside House	Liverpool	0370 192 4376	Ensuite, drinks facilities, microwave	£15
Crawshaw Court	Liverpool	0370 192 4424	Ask your Court Manager	£15
Elkin Court	Manchester	0370 192 4980	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Farmers Court	Rugby	0370 192 4458	Ensuite, drinks facilities, microwave	£15
Granville Court	Wirral	0370 192 4966	Ensuite, drinks facilities	£10 - £15
Handyside Court	Alvaston, Derby	0370 192 4900	Ensuite, TV, drinks facilities, kitchen facilities	£15
James Horrigan Court	Bootle	0370 192 4449	Ensuite, drinks facilities, kitchen facilities	£15
Kingsway	Blackburn	0370 192 4611	Ensuite, TV, drinks facilities, kitchen facilities	£15 - £20
Lacemaker Court	Nottingham	0370 192 4202	Ensuite, TV, drinks facilities	£15
Laurel Gardens	Atherstone	0370 192 4241	Ensuite, TV, drinks facilities	£15
Lea Court	Crewe	0370 192 4064	Ask your Court Manager	£15
Lonsdale Court	Penrith	0370 192 4053	Ensuite, TV, drinks facilities, kitchen facilities	£15
Mendell Court	Wirral	0370 192 4496	Ensuite, TV, drinks facilities, kitchen facilities	£15
Oakwood Gardens	Bedworth	0370 192 4212	Ensuite, TV, drinks facilities, kitchen facilities	£15
Rohan Gardens	Warwick	0370 192 4061	Ensuite, TV, drinks facilities	£15
Saxon Court	Birmingham	0370 192 4536	Ensuite, TV, drinks facilities, kitchen facilities	£10 - £15
Spring Bank Court	Blackburn	0370 192 4650	Ensuite, TV, drinks facilities, kitchen facilities	£15 - £20
Summerfield Court	Stone	0370 192 4470	Ensuite, TV, drinks facilities, kitchenette	£15
Sunnyfield Court	Derby	0370 192 4025	Ensuite, TV, drinks facilities, kitchen facilities	£15
Thomas Fields	Buxton	0370 192 4014	Ensuite, TV, drinks facilities	£12
Waltham House	Matlock	0370 192 4010	Ask your Court Manager	£15
Webb Ellis Court	Rugby	0370 192 4697	Ensuite, TV, drinks facilities	£15
Westhall Court	Birmingham	0370 192 4695	Ensuite, TV, drinks facilities, kitchen facilities	£20
Willow Bank	Wallasey	0370 192 4152	Ensuite, TV, drinks facilities	£20
Harvest Court	Wirral	0370 192 4130	Ensuite, TV, drinks facilities, kitchen facilities	£15

# 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](mailto: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.



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

**0370 192 4000**

[housing21.org.uk](http://housing21.org.uk)    

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