

Extra Care Living Annual Report 2021



Nina the
motorcycling
lass

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Battle of
Britain

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New
developments

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Going
the extra
S.M.I.L.E

See page **42**

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Welcome

Stephen Hughes,
Chairman



Bruce Moore,
Chief Executive



A message from the Chairman and Chief Executive

The year from April 2020 to March 2021 was truly extraordinary and exceptional as we all adapted to Covid-19. We were inspired by the way that everyone within Housing 21 adjusted, responded and worked flexibly to provide help and support where and when it was needed most.

I'm sure you will join us in thanking our people for the remarkable dedication they have shown throughout the pandemic, especially our Care Workers, Cleaners and Scheme Managers who have been on site providing direct support and assistance. Scheme Managers were a constant source of assurance in our Retirement Living services, keeping in touch with residents and strengthening links between neighbours and with the wider community, who were so generous with their support.

Care Workers and managers ensured that residents in Extra Care continued to receive the support they needed and when Covid-19 infections occurred, some Care Workers stayed on site for up to

14 days to guarantee that services could be maintained whilst minimising the risk of spreading the virus. These annual reports also show some fantastic examples of the community spirit within our schemes thanks to you, our residents.

We are pleased that Housing 21's commitment to quality, innovation and improvement received external recognition including UK Housing Award's 'Best Older People's Landlord' for 2020/21. We hope that this also allows people to feel proud of the role they play and the impact they make.

Despite our achievements and successes, we know we can never become complacent, and we will continue to challenge ourselves to go further and do more. We are determined to remain focused on understanding and responding to the needs and preferences of our current and future residents, ensuring that our properties remain great places to live and where we provide incredible services. We welcome the Charter for Social Housing Residents set

out in the Social Housing White Paper and are already working on demonstrating how these standards are being achieved and can be used to hold ourselves accountable for our performance.

We always want to do the right thing but it is clear that we made mistakes in setting our rents and service charges. We are very sorry for this and have made significant changes and checks to ensure that our rents and charges are now fully compliant. As you know, we moved all our rents to social formula rents and away from the generally higher affordable rents. This was in order to ensure that they are genuinely affordable as well as maintaining the transparency and accountability that is achieved from variable rather than fixed service charges.

As we adapt to a new post-pandemic normality, we remain confident that Housing 21 will continue in its commitment to do more and better to serve the needs of our residents through the provision of quality Extra Care and Retirement Living.

Welcome

From the Head of Extra Care – North

We have recently completed a restructure in Extra Care to provide the best possible service to our residents, and now have two regions – North and South. This report highlights the North region.

This last year has been incredibly tough for everybody. We have seen less of each

other, less of our families and we have lost people.

I hope you feel we have managed to communicate well with you all and continued to support you to keep the community spirit high. Our employees have been outstanding throughout and we are so grateful to them.

We want to thank them for a fantastic job well done but also thank you, our amazing residents, for being so supportive, positive and understanding during these challenging times.

Throughout this report we reflect on the last financial year from April 2020 to March

2021 and celebrate what's been happening across the North region. There are some fantastic stories showing how Extra Care has kept it together throughout the Covid-19 pandemic, how communities have come together and supported each other and how together we have managed to keep safe but still work within the rules of the pandemic.

It's been a challenging year for everyone, but I am proud of how we have come through it.

We are pleased we are able to get back out to the schemes and engage with all our residents. It will be great to once again see the schemes coming alive with laughter, fun and happiness. Please do remember though to continue to keep yourselves safe.



Claire Charlton,
Head of Extra Care – North

To achieve our vision and purpose, we have established eight key priorities for Extra Care:



Meet the teams

There are three teams, one for each of our three regions

North East



Viki Whelan
Regional Operations
Manager



David McGee
Extra Care Manager



Catherine Hay
Extra Care Manager



Rose White
Extra Care Manager



Vivienne Ellwood
Regional Coordinator

North West



Donna Holmes
Regional Operations
Manager



Lyndsay Cutmore
Extra Care Manager



Julie Levesley
Extra Care Manager



Lisa Smith
Extra Care Manager



Becky Rigby
Regional Coordinator

Worcestershire, Walsall and Sandwell



Jenny Bloor
Operations Manager,
Worcestershire, Walsall
and Sandwell



Liam Pugh
Contract Monitoring
and Reporting Officer



Susan Mason
Operations Support
for Walsall & Sandwell



Kerry Haskett
Housing and
Care Manager at
Deighton Court



Asha Kailla
Housing and
Care Manager at
Winehala Court



Joanne Baker
Housing and
Care Manager at
Goldfield Court



Alison Norris
Housing and
Care Manager at
Alrewyth Court



Debbie Wright
Housing and
Care Manager at
Knaves Court



Ruth Gipson
Housing and
Care Manager at
Queensridge Court



Joy Sumner
Care Home Manager
at The Watermill



Julie Bellingham
Housing and
Care Manager at
Mattesley Court



Nadine McCann
Housing and
Care Manager at
Oakley Gardens



Lisa Carpenter
Housing and Care Manager
at Crookbarrow View

Resident stories

Nina the motorcycling lass

Nina is 90 years old and has lived at Meadowfields in Thirsk since May 2017. She loves chatting with employees and residents, and one of these chats led to a revelation that Nina was once a motorcycling lass!

Nina began her career in textiles in Droylsden, central Manchester. Travelling to and from work used to take her approximately an hour, as she had to take three buses. At the age of 23 she had saved enough money to purchase a Frances Barnett 197 motorbike, and unlike most motorbikes of that era, it had rear wheel suspension and so was low enough for Nina to sit on comfortably. It also shortened her commute to just 20 minutes.

Nina joined the Stretford Motorcycling Club which she found useful as it taught her road safety and maintenance. She went on to become an instructor at the club and even met her future husband, Peter, there. Peter and Nina used to go on weekend trips with the club, often travelling 400 to 500 miles. Nina enjoyed riding her motorbike but felt after the birth of her first child it was time to stop.



Jean and Margaret

During the Covid-19 restrictions, the number of people who could do activities together was limited, so we focused on trying to find smaller groups of people who would get on together. During lockdown we had a lady called Margaret move in with us; after getting to know her a little bit better I thought she would get on well with her neighbour, Jean.

As time went on, and restrictions eased, their friendship blossomed, and they now visit for cups of tea in each other's flat and enjoy attending activities whether it be arts and crafts or relaxation afternoons doing puzzles. They've even started having lunch with each other in the restaurant every day.

I have seen both ladies come out of their shell in their own way, each of them encouraging and supporting the other.

Margaret said:

"Jean's mood helps keep me upbeat, as she is always in a good mood. We have very similar hobbies including arts and crafts, playing the piano/organ, and singing."

"Jean's friendship means a lot to me as we always seem to be laughing together as we have very similar sense of humour. Jean's accepted me for me and never judged me, even though we have different religious beliefs."

"If I didn't have Jean as a friend, I would have been very lonely. But having Jean has helped improve my self confidence, and knowing I am going to see Jean every day brightens the day up and I look forward to spending time in her company."

Jean said:

"Before Margaret moved in my mood was a bit low and my confidence had dropped, but having her friendship has helped improve both. Beforehand I didn't want to leave my flat, but now we meet up for activities and lunch downstairs."

"Margaret's friendship means a lot as I feel like I can tell her anything, as I can trust her. Margaret's accepted me for me, even though I can be very forgetful at times, but Margaret helps me by reminding me of what I've had done (like my hair), and what activities we've joined in together."

"As Margaret said, my confidence and mood have improved since she moved in and we became friends. Margaret's friendship brightens my day up and I enjoy her company."

Elizabeth Broom
Activities Coordinator,
Mattesley Court



Court Life

Greyfriars compliment

We've had some lovely compliments come in during the year, including the ones below.

“Dear Catherine, just a brief note of gratitude to say thanks for our very productive and informative meeting. Sylvia and I had our first good night’s sleep in a dog’s age! Best wishes.”

Sylvia and Andrew

Greyfriars Court, Richmond

Winton compliment

“My mother has been an Extra Care resident in Winton Court, Winlaton for almost three years. I feel compelled to contact you on behalf of my mam and me.

“I cannot praise the management, admin and care staff enough. They always go that extra mile and make life for residents as comfortable, safe and happy as possible. This has become more apparent during the Covid-19 pandemic during periods of not being able to visit. Nothing is too much trouble and their care – emotional and physical – is to be commended. I feel it is important that Winton Court is given the credit it so rightly deserve.”

Julie



Limestone View

“During her time at Limestone View, you all made my mother, Pam, very happy and your attention and friendliness meant a great deal to her.

“Your compassion and gentle care were wonderful during her last few months, and it was so good to know that she was in such a good place, in her own home, when she died.

“Your hard work during the pandemic prevented her from contracting Covid-19 and this gave me the opportunity to see her in her last few months, for which I will be eternally grateful.

“I can’t thank you all enough for everything you have done.”

**Best wishes and love,
Claire**



Housing 21's national performance against strategic priorities

1. Providing more homes

At the end of 2020/21 we had 13 schemes on site, comprising 12 Extra Care and one Retirement Living scheme, working to deliver 875 much-needed homes for older people of modest means.



2. The quality of our existing properties

Despite the significant impact of Covid-19, we still managed to successfully deliver £18.4m investment into our properties and continued to make progress to meet our enhanced property standards. However, we've had to delay completely achieving these on all schemes to April 2022.

3. The quality and responsiveness of our services

Our resident survey did not go ahead during 2020 due to the pandemic but we look forward to the results of our Resident Census in 2021/22 which will hopefully help us toward our target of achieving at least 95% resident satisfaction.



4. Our people and potential

We were delighted to achieve Platinum Investors in People accreditation in 2021 underpinning our commitment to make work better for our people and placing us among the top 2% of organisations assessed.

5. Systems and technology

The digital transformation journey within Housing 21 continues at pace. Over the past year a significant shift in moving to a mobile working environment has resulted in the rapid deployment of mobile devices. For our residents, our vision is to facilitate digital inclusion by exploring, developing and introducing technology to help support independent living.

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

In an ordinary year we deliver a range of events and conferences to share our knowledge and expertise. In 2020/21 this was limited due to the pandemic, however we delivered a number of webinars with partners in the sector.

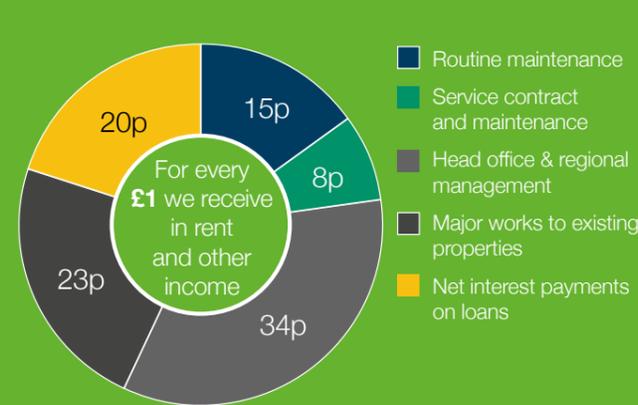


We remain committed to being a dementia-friendly organisation. All employees become Dementia Friends during their induction and we extend this to our contractors, who we expect to engage with the Dementia Friends' initiative.

Housing 21's national organisational performance

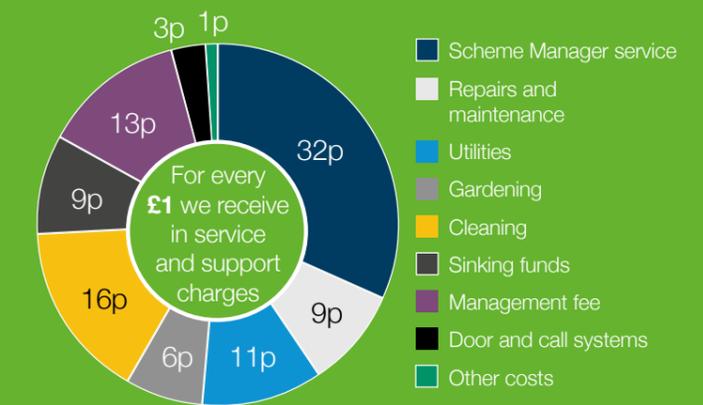
How we spend your rent and our other income

None of the rent we receive goes into the pockets of other people. It is all spent or reinvested in our services and properties.



How we spend your service and support charge

Your service and support charges go towards providing the valuable services which make your scheme your home.



Number of properties:
21,547

Turnover:
£202.0m

Operating surplus:
£35.8m

Reinvestment in our existing properties

We are proud of our properties and want you to be proud of them as well, making them a positive choice.



* The Covid-19 pandemic had a significant impact on the amount of work we were able to undertake during the 2020/21 year.

Court Life

Royal surprise

In 2021, Her Majesty the Queen became the first British monarch to reach the age of 95. To celebrate, The Royal Mint distributed 95 commemorative coins on her behalf to 95 people in Britain who were also turning 95.

Malcom, who lives at Fry Court in Great Ayton, was nominated by his family to receive one of these coins as a surprise – and to their delight he was chosen. Malcom was delighted too.

Malcom celebrated his birthday at Fry Court on the 24 June and enjoyed a lovely evening out with his family. He also had one of Fry Court’s homemade birthday cakes delivered to his door while the team sang happy birthday.



Lockdown birthday

Pam, a resident at Meadowfields in Thirsk, celebrated her birthday during lockdown, but despite restrictions being in place, she still managed to have a great time. She said:

“It was absolutely lovely being able to have a socially distanced birthday party with six of my friends.”

The celebrations were made extra special when she received delivery of a beautiful birthday cake and afternoon tea which her son had arranged as a surprise as he was unable to travel to visit her.

Pam also received delivery of a large box of chocolates sent by her daughter, who lives in Australia. Pam thanked employees for setting out afternoon tea for her guests and delivering it to a resident who was unable to attend. The team also took photos for Pam, including one to send to her daughter in Australia, who Pam hasn’t seen for four years. Pam said she thoroughly enjoyed having a glass of fizz and a good old chat with lots of laughter.



Support with a terminal illness

In June 2020, during a hospital admission for an unrelated issue, DL, a resident at Keelboat Lodge in Sunderland, was diagnosed with oesophageal cancer.

DL had a learning disability and mental health issues. He also had Chronic obstructive pulmonary disease (COPD), heart problems and was an insulin-dependent diabetic. His cancer was deemed inoperable, and his prognosis was poor, with a survival time of three to six months.

The rapid decline in DL’s health, and the emotional impact of this, was a challenge for the Keelboat team. A meeting was arranged with the Palliative Care Doctor from St Benedict’s Hospice so he could explain what was happening to DL and how his illness might progress. The team was able to ask questions which was very helpful in increasing their understanding and reducing fears.

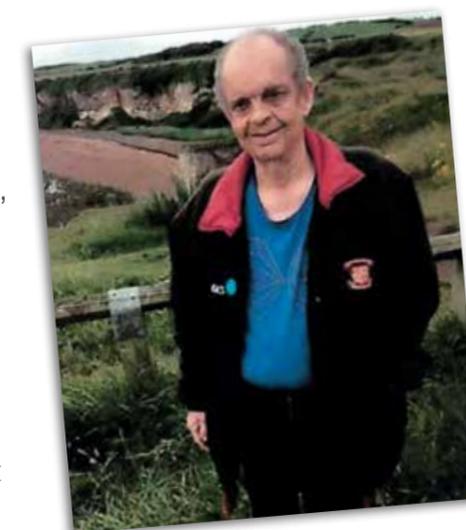
The Housing 21 team worked closely with the Palliative Care Team from St Benedict’s Hospice, DL’s social worker and the Learning Disability Palliative Care Team to ensure that DL received appropriate, responsive care during the final weeks of his life.

Weekly meetings were held with the multi-disciplinary team involved in his care, including the specialist nurse and support worker from the Learning Disability Team, his social worker, DL’s brother, DL himself and the Palliative Care Consultant. At these meetings Keelboat employees gave feedback on the previous week, feedback from monitoring and opinions on his mood and wellbeing. This allowed appropriate decisions to be made about his treatment and support.

DL was also supported to produce an End-of-Life Booklet which helped him express his

choices for the end of his life. The care team supported him to fulfil some of his final wishes – going for an ice cream at the beach, talking about football and spending time chatting to others.

DL’s wishes were followed, and he was admitted to St Benedict’s Hospice at the end of his life where he passed away peacefully.



Father’s Day lunch

The restaurant at Bransdale View in Helmsley doesn’t generally open at the weekend; however, it did on Father’s Day when a roast gammon meal was served. Claire received numerous compliments on the lunch.



Stand out events

Make A Difference (MAD) day

Across the organisation, as part of the Helping Hands initiative, we have been holding Make a Difference (MAD) days. Frontline managers have been doing lots to help make

a difference to our residents' lives, whether that be a discussion about benefits, how to save money or making up wellbeing packs and delivering them to all the residents at their schemes. Here are just a few examples:

- Dovecote Meadow held an information stand for residents. Residents could talk to Assistant Housing Manager, Shelley Brown, on managing money, benefits advice including contact numbers, how to avoid being scammed and there was even a takeaway biscuit for good measure.



- Elizabeth Broom, Activity Coordinator at Mattesley Court, created an information pack for all residents about dementia and how to spot the early signs in yourself and others. Also included was information for those who support individuals with dementia and where they can seek local support.



Playfulness at Limestone View

Playfulness may seem an unusual subject to write to you about, but I can assure you I believe it to be an important component of care. And at Limestone View, in Settle, it is a skill exhibited to a high level by employees.

I have worked on communicating with people who have dementia for 27 years, and playfulness is one of the characteristics I have singled out for special attention. I have written a number of articles, published a book, given talks and run workshops on the subject. I believe it is appreciated by people with the condition and lightens the load for employees carrying out their tasks.

My wife had a stroke and also has dementia. She has many hours of care every week, provided by employees in pairs and solo. I have encouraged them to be playful with her, and I believe she has encouraged it herself. As an example, last night, as usual, two Care Workers came to put her to bed. The laughter I heard coming from the bathroom and bedroom was infectious. When

I went to say goodnight to her afterwards, she could not stop talking about the experience – some of the things she said were: “They were jokey, and I was flowing over with jokey. I was ‘ha ha ha’ all the time, and it was good.”

I think the management and employees at Limestone View deserve congratulations for encouraging and practising this neglected, but in my view, essential characteristic of care.

John, resident at Limestone View



Court Life

Going for Gold

Knaves Court in Brownhills held its own Olympics... 'Going for Gold'.

It was a hyphenate afternoon and lovely to see residents laughing and smiling again – it really lifted everyone's spirits.

The events were adapted so all residents could take part and although the medals were gold-wrapped chocolate, the competitiveness was still there.



VIP visit

Alrewych Court in Walsall was delighted to have a visit from well-known boxer Amir Khan during the pandemic. He brought food parcels for residents which really lifted their spirits. The visit came about through a contact of one of the residents and was appreciated by all.



Resident stories

Our lovely Lilly

We first welcomed Lilly to Brookside House in Knotty Ash in December 2020. On her arrival she was very anxious around others and struggled allowing people into her home.

However, after only two days one of our Care Workers managed to gain some of Lilly's trust.

Today Lilly is a different lady. She is seen around the building most of the day. At lunchtime she loves to sit in Cafe21 and have a cup of tea, always offering others a drink on her.

Before Lilly's move to Brookside she did not access the community well. Now she

walks to the local shops and supermarket.

We are privileged to have her as our resident and will continue to support her to go from strength to strength, just as she is.

Full of life

Mike moved into Lea Court in Madeley during the pandemic. He had lost all self-esteem and suffered with mental health problems. He spent a lot of time in and out of hospital, and in his own words, he was "a little lost".

He is now full of life and is getting out every day on his scooter. Employees have supported him with his mental health, and he is now involved with the chess and coffee club.

His next goal is to walk independently, which, with the support from employees, is achievable. He has been referred for physio and the Housing 21 team is helping with exercises to build up the strength so he can walk proud.

Mike has already achieved so much and is now in a good place surrounded by people who care.



Battle of Britain Memorial Flight

Geoff Berriman, Summerfield Court resident and Project Leader with The Star of Stone Spitfire Project, shares the joy of a memorial flight.

“The Star of Stone Spitfire Group was very pleased to be able to fly its own Battle of Britain Memorial Flight over the White Cliffs of Dover in October. As well as for ourselves, we did it for all the people of Summerfield Court in Stone who have supported our project, for Stone’s own Norwegian pilot, Flt Lt Karl Jacobsen and his family, his Wingman Jens Muller, all the airman of our own 331 Squadron, our own RAF North Weald, and anyone else who values these things as much as we do.

“We have had great difficulty in getting our flights off the ground this year, with Covid and the weather grounding us no less than five times. But our luck turned in October 2020 at RAF Lashenden in Kent.

“We flew our Spitfire Elizabeth straight down to



Newhaven and turned east along the coast. The Seven Sisters chalk cliffs were stunningly beautiful, gleaming pure white in the morning sunshine. Then on past Eastbourne, Bexhill, Hastings and Rye, turning inland to avoid the Dungeness firing ranges, to Hythe and Folkestone. Next, a flyover and salute at the Battle of Britain Memorial at Capel le Ferne.

“At 88, I am old enough to remember the Battle of

Britain. We always listened to the news on the BBC Home Service, our ears glued to the set, and no one allowed to speak until it was over.

“Our thanks are due again to Aero Legends, whose support could not have been better throughout the whole project. They have put up Elizabeth wherever we needed her, with Flt Lt Anthony Parkinson MBE, Red Arrow and BBMF pilot, as Captain. We could not dream of a more illustrious company than this.”



Intergenerational activities

Helpful interaction

Anna, the daughter of one of our Care Workers at Bramble Hollow in Sunderland, became a pen pal to one of the residents, Allison, during lockdown. They still write to each other and met for the first time at a recent residents’ event.

Anna suffers from anxiety and Allison gave her a gift, a worry book, so she could write down her feelings. The interaction helped them both during a difficult time and it was lovely to see them meet for the first time.



Help coming home

Edmund, who has Asperger’s Syndrome, has lived at Beckwith Mews in Silksworth for 12 years and thinks of the team as his family.

He was admitted to hospital after testing positive for Covid-19, during which time his mobility declined. He became unable to stand up or walk on his own.

To help get him back home to Beckwith Mews, the management team ensured the correct equipment and assessed double calls were put in place. With his help, employees rearranged his apartment so he had more room to mobilise and stay independent.

The team worked alongside Edmund for weeks and he is now walking on his own again with confidence.



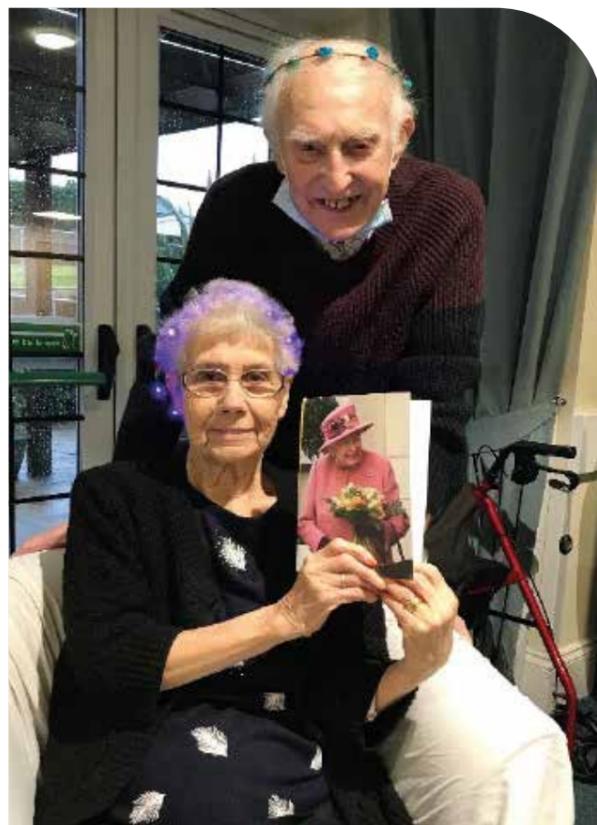
Resident stories

70th wedding anniversary

Ada and Ron, residents at Alrewych Court in Walsall, celebrated 70 years of marriage on 23 December 2020 with a party.

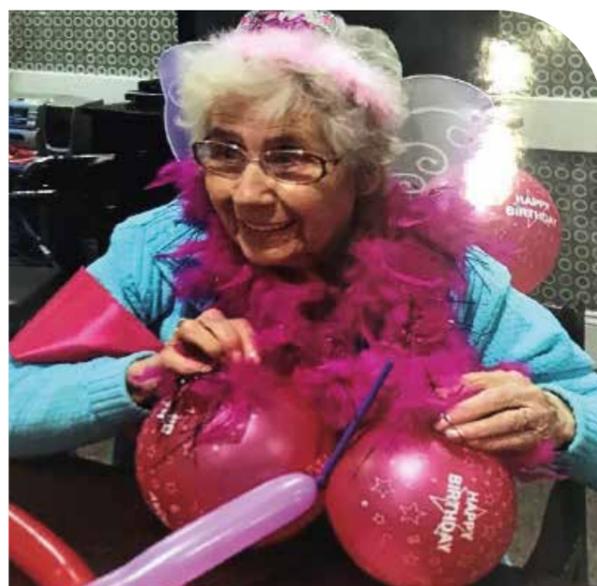
They have five children – four boys, of which two are twins, and one daughter. They are also proud grandparents to 15 grandchildren and have 23 great grandchildren, who they both love dearly.

Ada and Ron moved into Alrewych Court in 2016 due to a deterioration in their mobility – Ron is 94 this year and Ada 93.



Ada's first birthday party

"I had my first birthday party at 90 years young with all my friends at Alrewych Court, enjoying my princess party which I had dreamed about all my life and at the age of 90 my dream's come true. Thank you."



Tony's story

"My name is Anthony – Tony. I was born and raised in north London. I have three older siblings and a twin brother, Roy, who lives in Ramsgate."

"In 1975 I moved to the Midlands with my first wife Carol, and we had three sons. Sadly, my wife passed away in 1987. In 2000 I met and married my second wife Yvonne, but sadly she passed away in 2006 and I have been alone since then, but I have been happy."

"I moved to Oakley Gardens in West Bromwich on 8 March 2021 from a high-rise block of flats where I lived on the fifth floor. I was living independently until I suffered a stroke in 2019 and living day to day became difficult."

"Moving into Oakley Gardens has made a huge difference to my life. I can move about freely in my flat with my wheelchair, and I now also have an electric wheelchair to use when I go out. I have regained most of my freedoms."

"I have a Care Worker who visits me four times a day to support me with things like cooking and personal care."

"Moving in during the pandemic has been so hard to deal with, but I am looking forward now that we can have visitors and know that when my family visit, that they actually visit, and we can have some proper family time."

"I feel happier in myself and have a permanent smile"



on my face which turns to laughter every time I knock over my Chinese lady figures outside my door and the heads go rolling down the corridor; I really need to practise more on my new electric wheelchair!"

100th birthday

Joseph celebrated his 100th birthday at Queensridge Court in Oldbury. Arrangements were made for his family and close friends to come in to see him on his special day.

Joseph had a distinguished military service where he received numerous medals, and police service where he was appointed Divisional Commander of Sandwell Division and received the Queen's Police medal for distinguished service.



Community engagement and external partnerships

Phillip's story

Following a stay in hospital, Mattesley Court resident, Phillip, worked with his social worker to develop a plan which has transformed his life.

“Everyone’s life is different, and we all have different reasons as to why we chose to move into supported living – here is mine.

“At the beginning of 2018 I was admitted to Walsall Manor Hospital after being diagnosed with a stomach ulcer. I was not happy with where I was living.

“On 1 October 2018 I moved to the enablement room at Mattesley Court in Bloxwich, still feeling very low.

“During my time there I decided I wanted to become a permanent resident and applied with the support of my social worker and the Assistant Housing Manager, to go onto the waiting list.

“In December 2018 I gained a tenancy. I worked with my social worker to develop my care plan including all the goals I wished to achieve, taking back control of my own finances from my sister, being able to go to the restaurant on my own and to go out alone to do my shopping feeling confident and safe.

“Over a period of time, in small steps, I achieved these goals. Firstly, I contacted the bank and let them know I would be managing my accounts.

“I then took my first steps to building my confidence to go shopping – I was lucky as there are shops just over the road from Mattesley Court and I started by asking a Care Worker to come with me. I now go shopping on my own most days and feel safe.

“In my original care plan, I needed a Care Worker to escort me from my flat to the restaurant and then back to my flat once I had eaten; now I do this independently. I am learning to cook and can choose to eat in my flat or go to the restaurant.

“When I look back and reflect on my past I have come a really long way and I’m happy with my life.”



Welcome donations

Deliveries of fresh and nutritious meals (not to mention sweet treats to lift spirits!) came to James Horrigan Court in Bootle from one of their resident’s families. Many thanks to Beryl and her lovely family for helping everyone keep healthy and happy.

Essentials also came from the wonderful Veterans in Sefton volunteers Stephen and Dave. They donated out of their own pockets for all at the scheme.



Chess challenge

The first residents of Lady Ida Lodge, our new scheme in Cookridge, Leeds, celebrated moving into their new homes by challenging the contractor, Esh Construction, and Housing 21 to an outdoor chess event. The scheme has restored the dilapidated Grade II listed former Cookridge Hospital Ida Wing, which had been derelict for over 10 years. A four-storey extension and single-storey link building has brought the building into the 21st century and back into viable use.



Achievements at a regional level

Residents' satisfaction survey results – North



89%

of residents are satisfied with the management of the scheme



86%

of residents are satisfied with the repairs and maintenance service



90%

of residents are satisfied with cleaning of internal communal areas



82%

of residents are satisfied with the value for money for their service charge



88%

of residents are satisfied with the value for money for their rent



95%

of residents are satisfied with the overall quality of their home



93%

of residents are satisfied with the security and safety of their home

Quality Statement

Past

Housing 21 understands the importance of good quality care services for our residents and has achieved many great things including:

- Introducing 'Back 2 Basics' webinars for our care teams. These sessions focus on a particular topic each month related to care delivery.
- Launching our updated Duty of Candour policy, outlining our commitment to being honest and saying 'sorry' to residents when things go wrong.
- Rolling out a new medication policy and procedure, retraining all care employees, Assistant Care Managers and Housing and Care Managers in best practices related to supporting people with their medication.
- Selecting and training 78 'Medication Coaches' for every scheme to train colleagues and help embed best practice.
- Restarting our work with the National Gold Standards Framework in ten schemes to support more residents to die in the place of their choosing.

Present

Housing 21 had 90% of its services rated 'Good' or 'Outstanding' by the Care Quality Commission (CQC). We remain ahead of the social care sector average which is currently 85%*

This fantastic performance represents the amazing work done by our people who work in the schemes.

*National average figures taken from CQC 'State of Care' report 2020 and represents the Housing 21 performance at the end of March 21.

We have developed management oversight guidance which provides senior managers with a consistent approach to managing quality in their services to ensure we continue to meet your expectations.

Future

Our priorities for the next 12 months:

- We will develop a suite of specialist training for care employees linked to the people they support.
- We will launch a care service manual providing teams with policies, guidance, and tools all in one place to help deliver consistently high quality care.
- We will commission an independent review of our policies and procedures to identify gaps and opportunities to strengthen our approach in delivering quality care.
- We will work with residents to improve the care survey and ask the questions that matter most to people.
- We will improve the experience for people with dementia in Extra Care and those who receive care too.
- We will roll out the Gold Standards Framework to more schemes.

HQS and CQC overall ratings

Last year at Housing 21 we launched our very own Housing Quality Standards (HQS), which replicate the Care Quality Commission (CQC) ratings for care standards, across to housing services. We want the schemes that show

good or outstanding qualities to be held up as fantastic examples for others to follow!

The ratings allow us to demonstrate and celebrate our 'outstanding' housing services and to recognise where we

can improve. The HQS look at five key areas: **communication, compliance, community spirit, leadership, and quality.**

HQS ratings

North East

86% Good
14% Requires improvement

North West

4% Outstanding
83% Good
3% Requires improvement
10% Not graded yet

Worcestershire, Walsall & Sandwell

11% Outstanding
78% Good
11% Requires improvement

CQC ratings

North East

1 Outstanding
22 Good
3 Not yet inspected
Total 26 services

North West

10 Good
2 Requires improvement
4 Not yet inspected
Total 16 services

Worcestershire, Walsall & Sandwell

3 Outstanding
3 Good
3 Requires improvement
1 Not yet inspected
Total 10 services

Our CQC ratings as of March 2021

Internal audit ratings

North East

6 Outstanding
10 Good
9 Good with minor improvements
1 Not yet assessed
Total 26 services

North West

2 Outstanding
5 Good
5 Good with minor improvements
1 Requires improvement
3 Not yet assessed
Total 16 services

Worcestershire, Walsall & Sandwell

5 Outstanding
1 Good
3 Good with minor improvements
1 Not yet assessed
Total 10 services

Employee news

Apprenticeships completed

Congratulations to our employees who have completed their apprenticeships.

Level 2 Health & Social Care:

Caroline Simpson
Care Worker, Brookside House

Anya Nixon
Assistant Care Manager, Summerfield Court

Paige Collier
Care Worker, Summerfield Court

Danni Birks
Assistant Care Manager, Lea Court

Kara Muggleton
Care Worker, Handyside Court

Level 4 Housing & Property Management:

Jane Morley
Assistant Housing Manager, Rohan Gardens

Jennifer Wheeler
Housing and Care Manager, Webb Ellis Court

Level 5 Care Leadership & Management:

Michelle O'Connor
Housing and Care Manager, Oakwood Gardens

Lesley Cameron
Housing and Care Manager, Handyside Court

Lesley Parkinson
Housing and Care Manager, Summerfield Court



Jane Morley



Anya Nixon



Danni Birks



Lesley Cameron

A lockdown experience

From 7 December to 20 December 2020, Handyside Court in Derby was in lockdown after residents and six employees tested positive for Covid-19.

Residents had been informed, and employees that had volunteered to live on site went home to pack their belongings for a 14 day stay.

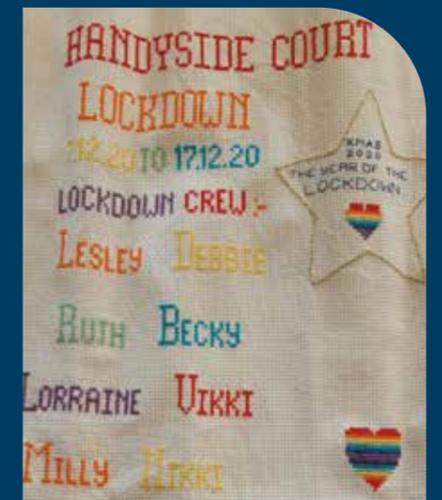
Employees stayed in an empty flat on air beds. The guest room and team room were also used,

and the manager stayed in a motorhome in the car park. Employees not staying on site did shopping calls for those that were and for the residents.

The team soon settled into a routine with care calls. They played bingo in the evening, carpet bowls, Who Am I or just chatted. They even had a mention on BBC Radio 2 and won a Sarah Award.

Housing and Care Manager Lesley Cameron said:

“Highlights during our time together were video calls from our loved ones, Housing 21 looking after us, and getting to know one another, knowing that we had kept the residents safe. The residents would shout to me ‘good morning’ or wave when I left the motorhome to walk across the car park to start my day.”



British Empire Medal for Joanne

Joanne Swan, until recently the manager at Fountain Court in Gateshead, went through a difficult time due to the impact Covid-19 had on her scheme. Fountain Court was one of the first schemes to fully lockdown at the very start of the pandemic, meaning employees had to live on the scheme 24/7, for a month.

Many employees tested positive as well as a large number of

residents, quite a few of whom we sadly lost.

It was a harrowing time for the whole team, but Joanne opted to stay on the scheme for over two months, making sure both employees and residents were looked after. She entertained and cared for them.

Joanne was nominated for the British Empire Medal for her selflessness during the

pandemic. When she received the letter telling her she was to be honoured with this accolade, she thought it was a joke!

Joanne attended an official engagement with the Lord Lieutenant Chamberlain, where she was presented with her medal. Congratulations Joanne, you thoroughly deserve this.

Welcome to Andrea Stewart

“I decided to relocate to the area in March 2021 and, following a challenging drive to my interview, I was successful in my application for the post of Housing and Care Manager at Bransdale View in Helmsley with Housing 21.

“My first impression was that the employees were so welcoming, and the environment was very homely. I was thrilled to be offered the post and started at the beginning of June 2021.

“Since then, I have met with all the residents and worked alongside all the employees to enhance the experience for everyone involved. We recently increased the bistro service that was offered to

residents and slowly life is returning to some normality following the lockdown restrictions. I have enjoyed every minute so far but still have such a lot to learn, which excites me greatly.”



Positive Pants

The Winehala Court team in Willenhall was involved in the assessment process for our successful Platinum Investors in People accreditation.

Operations Managers Jenny Bloor and Sue Mason held

what they called a Positive Pants meeting with the Care Team via Microsoft Teams to help them face our challenges with positivity.

The Winehala team presented Jenny and Sue with their own

positive pants which have been on tour around the Black Country as part of resident and employee events.



New developments

Poppy Dene

It's very exciting that Poppy Dene will be the first Housing 21 Extra Care Scheme working in partnership with Durham County Council.

This new-build scheme in Peterlee is scheduled to open in March 2022. The name Poppy Dene recognises Housing 21's heritage with the

British Legion and is also a nod to the many places named 'dene' in Peterlee and the surrounding area.



Cliffords Mews

Cliffords Mews in Tynemouth is being developed on the site of the old Tynemouth fire station. The scheme, due to open in March 2022, has 45 one-bedroom apartments and 19 two-bedroom apartments.



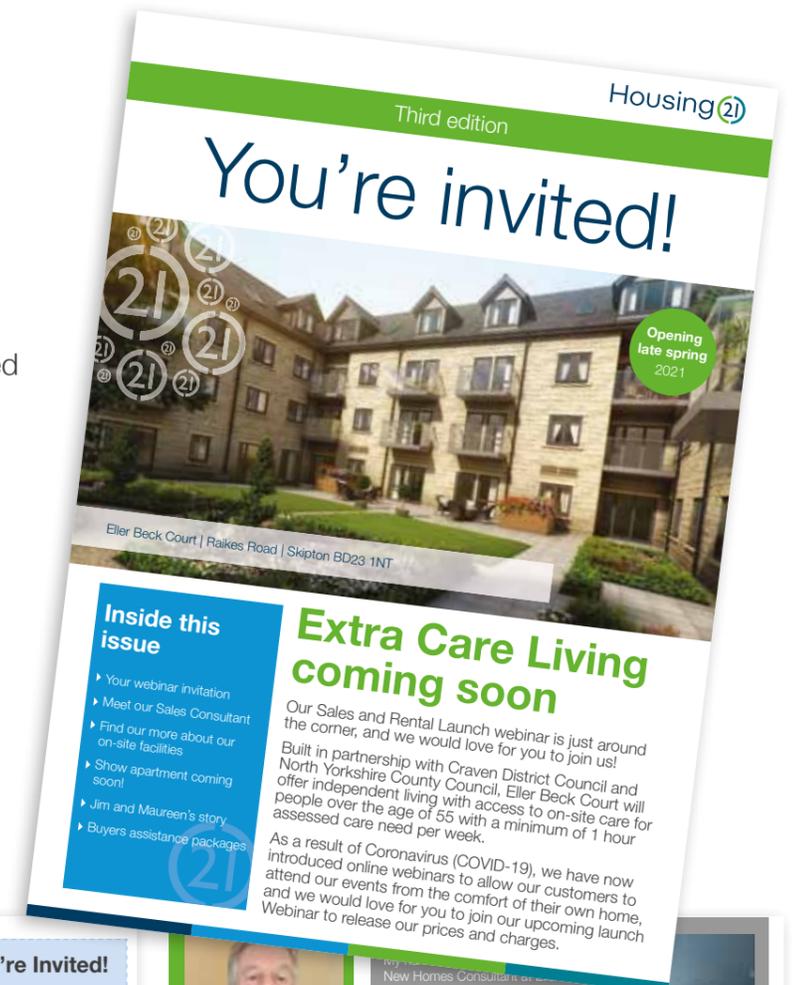
Filey Fields

From the ground-breaking ceremony in 2020 to taking over the building on 19 July 2021, the Covid-19 pandemic created obstacles, but the builders worked tirelessly to get Filey Fields in Filey ready for handover. The £9.3m development will soon be accepting its first residents.

Eller Beck

Built in partnership with Craven District Council and North Yorkshire County Council, Eller Beck Court in Skipton will offer independent living with access to on-site care for people over the age of 55 with a minimum of one hour assessed care need per week.

The scheme has been designed to provide fully accessible facilities for both residents and visitors, which include a café/bistro and hair salon for use by the community. There is also a residents' lounge and communal gardens for residents and their guests to enjoy.





Overview of Eller Beck Court
Upon completion, Eller Beck Court will offer 58 one and two bedroom apartments for affordable rent and shared ownership.

Charming market town

Eller Beck Court is located in the charming market town of Skipton, a prosperous town, trading sheep and woolen goods giving its nickname "sheep-town", and was also listed in the 2018 Sunday Times report on Best Places to Live in Northern England.

Eller Beck Court has been designed to provide fully accessible facilities for both residents and visitors, which include a café/bistro and hair salon for use by the community. There is also a residents' lounge and communal gardens for residents and their guests to enjoy.

We appreciate that when you are considering buying a property from us you need to make sure it is the right choice for you, and Housing 21 provide options for home ownership and rental to make it as affordable as possible.

Beverley Sanderson
Housing Manager

Typical residents lounge

You're Invited!
We would love for you to join our upcoming webinar!

Sales and Rental Launch webinar
4 November 2020, 11am

During the online webinar you will be able to find out about:

- Who we are
- Eller Beck Court and services that will be on offer
- How Extra Care Living can help promote independence
- The range of impressive communal facilities
- An update on the build progress and the show home opening
- Our prices, rents and charges, and how you can make Monaveen your next home
- Benefits of buying off plan
- Moving made easier
- Answering your pre-submitted questions

Register your attendance by contacting our Sales Consultant, Margaret Doust, on **07525 803 994** and a link to join will be sent to you via email the day before the webinar.

Should you wish to take your interest further, our application forms will be included in the information pack sent to you after our launch webinar for you to complete.



Build update

Construction at Eller Beck Court is coming along nicely with Block A roofed in and watertight with internal works progressing.

The roof truss installation to Block B is now complete with roof tiling progressing and the precast concrete floors are complete to Block C with masonry to wall-plate level progressing.




Paul Crosland
Construction Project Manager



Keeping you 'suite'

All of our apartments come with a level access shower, but if you enjoy a bath, we have the perfect spa-like surroundings in our assisted bathing suite.



Typical assisted bathing suite

We can also help to arrange masseurs, chiropractors, podiatrists and health checks. These facilities can be shaped and led by you as part of the Eller Beck Court community when you move in! We can offer these wellbeing services within our hair salon should you desire.

Catholic Care

Care and support services can be tailored to your needs and received in your own home. Whether you or your partner has additional care needs or you want to think about your future, we work with Catholic Cares' highly trained staff who are committed to providing a professional service 24 hours a day, seven days a week, to help you feel safe and cared for at home.

Whether you wish to enjoy the privacy of your own home or socialise at our communal areas, the on-site care team can work around you to provide you with care whether it is planned or in an emergency.

Everyone will benefit from an emergency response service through Catholic Care's on-site team, for which there will be a mandatory charge. Additional care can be provided at an hourly rate.

Lady Ida Lodge

Lady Ida Lodge is a mixed tenure scheme and forms part of a Grade II listed building originally built in 1889, developed in partnership between Housing 21, Leeds City Council and Esh Construction.

Works started on site in October 2018 and the scheme was completed in March 2021.



Crookbarrow View

“My name is Lisa Carpenter and I am the Housing and Care Manager for Crookbarrow View, our brand new scheme in Worcester.”

“Prior to joining Housing 21 in December 2020, I was a Registered Care Manager at a large retirement village in Coventry. I have worked in the care sector for over 12 years and I’m very excited by this new challenge. I’ve recruited a great team and we are all very eager to welcome our residents and start this new chapter together.”



Newton House

Newton House is another fabulous new development for Extra Care in the North West region.

Situated in the lovely market town of Penrith, and working in partnership with Cumbria County and Eden District Council, we have created a wonderful 54 unit scheme with Housing 21 also providing the care service.

This will create career opportunities for people in the local area, with communal facilities to provide the potential of building its very own community.



Lavender Meadows

Lavender Meadows is a mixed tenure scheme developed in partnership with Warwickshire County Council and Stafford District Council. The scheme was named by the local primary

school children. Work started on site in April 2019 and Housing and Care Manager, Zoe Hopkins and the team are looking forward to welcoming residents soon.



Investing in our buildings

Crawshaw Court, Edenhurst

We acquired Crawshaw Court, along with a number of other schemes in the North West, a several years ago. The scheme required a lot of investment as it is quite an old building. The photos show how the outside space, previously occupied by an old bungalow which was the scheme managers accommodation, has been transformed into an attractive communal garden for residents to enjoy. A new patio and gardens have filled the space, and are looking great, providing a nice, spacious area for residents to use.



Investing in our buildings

Bramble Hollow refurbishment

During 2020, Housing 21's commitment to improve our existing buildings continued at pace. Within the North East 2 region, Bramble Hollow has been transformed after

receiving a planned scheme makeover. Despite Covid-19, our interior designer, Polly Pearson, still worked closely with residents to decide on the colour schemes and new

furnishings. The results speak for themselves and feedback from residents and family members has been nothing but positive!



Court Life

Quacking addition

Wirral Met College Students have built an apartment block by the duck pond at Willow Bank Court in Poulton, to house refugee ducks who entered the pond in April, bringing 12 ducklings with them. On site, facilities include a duck bistro, 24-hour fox security and a communal lounge!



Car park bingo

During the pandemic the regular activities at Sunnyfield Court in Derby were put on hold. Sunnyfield is usually a busy, vibrant scheme and residents love to get together to socialise.

The changes that had to be implemented due to Covid-19 had a big impact on day-to-day living. The residents love a game of bingo, so employees arranged for the car park to be locked off one morning and set the tables up, adhering to social distancing.

The residents got to participate in their favourite game safely. It was lovely for them to be brought together and to see their smiles return.



Compliments

It's lovely when residents take time to say how happy they are in their Housing 21 home. Here are a few compliments received from residents at Harvest Court in Moreton.

"I moved into Harvest Court in September 2020, straight

from hospital after having a new hip. Jo welcomed me and helped to make me feel at home.

"It took a little while to settle in, I do have a lovely flat thanks to my daughter-in-law's hard work. I have been

here nine months during lockdown, but things are beginning to ease off and things are better. Thanks to Jo and Lisa I now feel more at home."

Joan

“I would like to say the moment I walked into my flat I felt at home. Jo and Lisa run Harvest Court like clockwork.

“If you have any complaints you only have to tell them,

and if they can, they will sort it out.

“The Care Workers will help in any way they can; they are very friendly and kind. It is very safe here, moving in was

no problem. It is very clean, and they don’t force you to do anything you don’t want to. I would recommend anyone to consider Harvest Court for a place to live.”

Christine

Finally, we’re sharing one written as a poem:

*Harvest Court is a happy place,
As you enter the door you meet a happy face,
She asks do you want coffee, tea or toast,
They are happy, friendly hosts,
You sit yourself down in a comfy wing chair,
And lo and behold a cup of tea’s there,
When the weather is nice,*

*We sit outside and chat
Of this and that
It does us good to talk,
Almost as good as going for a walk,
Or sitting with the cat in my lap,
Or sitting eating a bacon bap.*

Norma

16/3/1931 – 8/12/2020

Going the extra mile, to make someone S.M.I.L.E.

The ‘Going the extra mile, to make someone a S.M.I.L.E’ review, details how Goldfield Court employees go above and beyond to ensure a positive outcome for our residents.

Joanne Baker was appointed the new Housing and Care Manager of Goldfield Court in March 2021. As a new manager in the service, her main aim was to meet her residents and gain an understanding of residents’ care needs and risks. Upon

meeting David White, he began to discuss his visual impairment.

David discussed how he was not blind from birth and has experienced very challenging times adapting to his visual impairment and the frustrations this has caused. David moved into Goldfield Court due to safety and monitoring. David enjoys living at the scheme and has a close friend Mark, who supports him to attend health appointments and access the

community. David explained it was very important for him to maintain his independence and presently he can do so safely with a package of care delivered by Housing 21. David expressed his likes of audio library books and listening to his music. During the discussion Joanne asked how David currently consents to his care and how he gains understanding of the documentation included within his person-centred care plan. David explained the

management team read his care plan to him and he agrees to the contents.

Following Accessible Information Standards (AIS), Joanne wanted to ensure David was able to have access to information and effectively consent to his care plan and other required documentation. Research and information were obtained from websites and Skills for care- Black Country Registered Managers group where connections were made with Rebecca Green (Beacon Vision) and details of how to develop audio care plans were shared.

Joanne discussed the audio care plan project with David, who agreed to participate with the development. All required items and technology systems were accessed such as audio app, CD burner, CD format and

CD speaker system to develop the project. Paul Stevens (Assistant Care Manager) led with the technology element of the project, using our new ways of working devices and apps to download the care plan from word document to audio. Version 1 of the audio care plan was completed, and David was able to effectively use the new equipment and listen to the information detailed in his person-centred care plan prompting his choices, wishes and preferences.

Positive Outcome

Following the introduction of the audio care plan, this has enabled David to have access to his care plan and ensure he effectively consents to his care provision. David can ensure the detail included in his care plan is person-centred to his choices, wishes and preferences. By

effective partnership working with Beacon Vision to gain advice on how to develop the project, this has enabled a support network for both David and the care service to ensure we continually adapt the service to support visual impairments and blindness.

The audio care plan has been a project which the service is going to continue to develop to ensure David is able to access information meeting the Accessible Information Standards (AIS). David has been involved in the development of the project and has agreed to continue to support the service to develop our version two of the audio care plan and development of monthly newsletters.

Housing 21



Paul (ACM) and resident David, with his new accessible person-centered care plan

Complaints

Housing 21 welcomes complaints and sees them as an opportunity to learn and improve. We work closely with the Housing Ombudsman and in January 2021 we changed

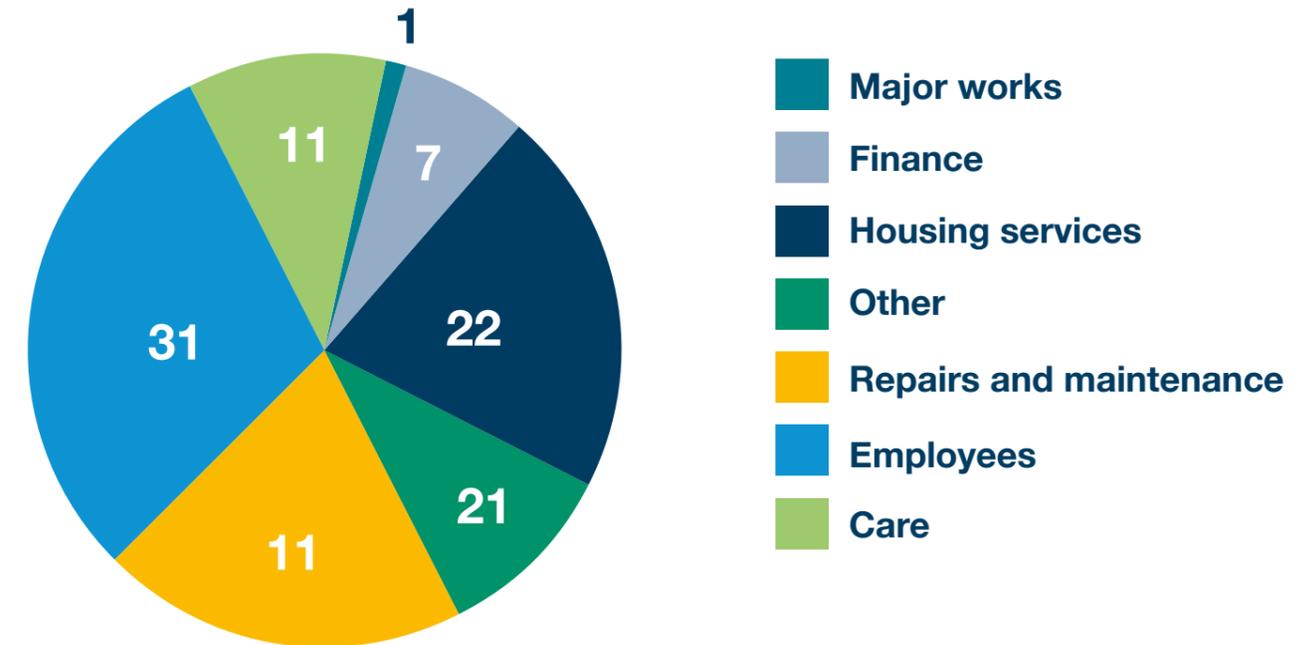
our policy and adopted their best practice for dealing with complaints.

We encourage our local managers to try to resolve

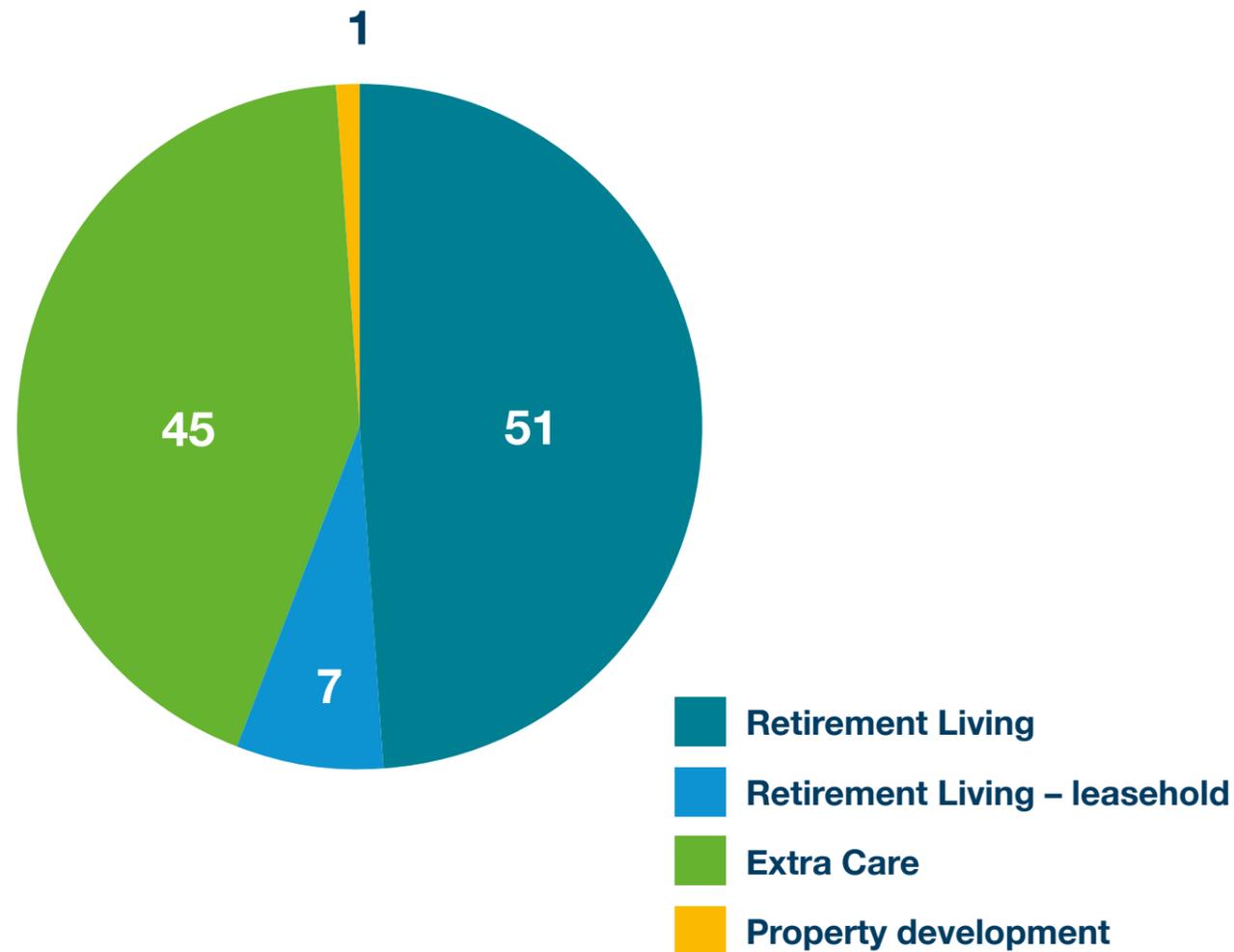
your issues promptly as they arise, where this has not been possible, we raise a formal complaint. During the year April 2020 – March 2021 we had 104 formal complaints.

The complaints were about a range of issues. The top three reasons for complaining were employees (31), housing services (22) and repairs and maintenance (21). In Extra Care the highest number of complaints received was for care (11).

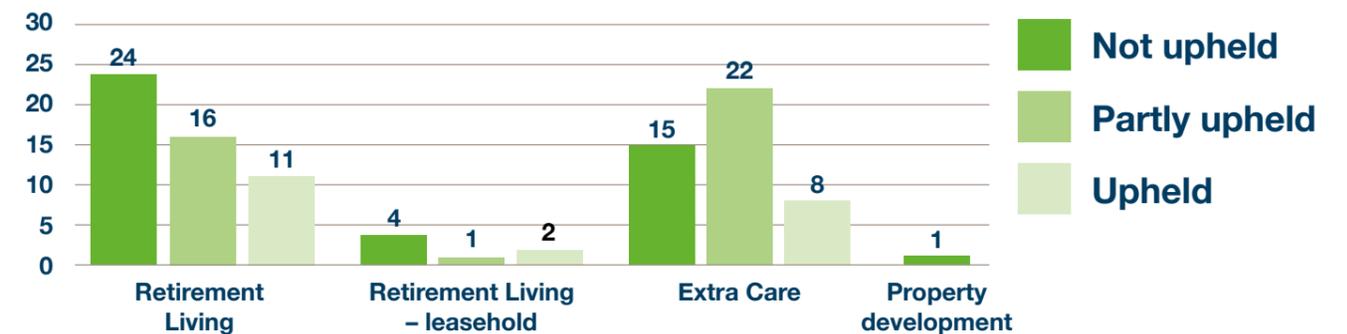
What our complaints are about



Formal Complaints – April 2020-21



Outcome of Formal Complaints



We look at all complaints to see how we can improve our services and have introduced changes both at scheme level and with our policies and procedures. This has included new training in damp and condensation and in communication around repairs, a review of the Pets Policy and the antisocial Behaviour Policy, improvements to the consultation process for major works and to the equipment used by local managers so they can take photos of documents and forms.

Housing Ombudsman

The Housing Ombudsman provided outcomes in six cases during the year – some cases covered several subjects so had more than one outcome (determination). In total there were 13 determinations of which:

- **Five** – No fault found
- **Two** – Where Housing 21 had already addressed the issue and offered redress

- **Two** – Outside of their jurisdiction
- **One** – Service failure around antisocial behaviour
- **Three** – Maladministration for failure to follow policy, delay in communication around repairs and how a complaint about a manager was handled.

Love food, hate waste

Do you love food and hate waste?

Do you find that portion sizes of foods you buy are sometimes too big?

Do you get to the end of each week and find you are throwing away the same foods?

You're not alone – on average each household wastes around £700 every year – that's a third of all food produced which goes to waste.

The UK was responsible for **9.5 million** tonnes of food waste in 2018. That amount of food waste could fill **190** Royal Albert Halls.

Households caused **70%** of the UK's food waste, throwing away **6.6 million** tonnes of food, of which **4.5 million** tonnes was edible.

As part of the Helping Hands initiative, Housing 21 have created the Love food, hate waste project. We would like to try and help you save money and food.

There are many ways you can help one and other such as:

- Share with a neighbour- one can buy the item one week and the other the next
- Enjoy a bring and share lunch with other residents which can be held in the communal lounges

- Speak to your Scheme Manager about having an area on court that residents can drop food into that would usually go to waste and see if other residents can make use of it
- Any food that is not wanted could always be donated to the local food banks

Email us at MAD@Housing21.org.uk with your stories and pictures so we can share with others and get more people involved.



9.5 million tonnes of food waste could fill **190** Royal Albert Halls



70% of the UK's food waste was caused by households

Safeguarding

Safeguarding statement: Nothing about me, without me

Safeguarding is how Housing 21 protects our residents' right to live in safety, free from abuse and neglect.

The statement sets out how Housing 21 and external agencies work together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that residents' wellbeing is promoted, and their views, wishes, feelings and beliefs are considered before deciding on any action.

Lots of work has taken place in the past year to strengthen our approach to safeguarding, guided by the overarching principle of 'nothing about me, without me.'

This means that whilst we will always fulfil our regulatory responsibilities, we always work with residents about matters concerning them and their lives, where it is safe to do so.

Safeguarding is not something we do to people – it is something we do with people.

Here are just a few of the improvements we have made this year.

- Introduction of reviews of serious cases led by our Safeguarding Lead. The findings from these reviews have been used to identify lessons learned which have been shared widely.
- Introduction of webinars providing Scheme Managers with opportunities to develop their knowledge around specialist safeguarding areas, such as hoarding and substance misuse.
- Introduction of a safeguarding signposting directory, highlighting external organisations who can provide support to residents.

- Over 90 Safeguarding Champions recruited across the organisation who will help embed best practice and provide guidance to colleagues dealing with more complex issues.

! If you are concerned about yourself or someone else living at your scheme, who might be the victim of abuse, always speak with your local manager in the first instance. If this isn't possible, please contact your Extra Care Manager.



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 92% 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 April 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 have been surveyed for climate change resilience and each scheme will have an action plan by April 2022 to promote longer term environmental sustainability.



Transport

We are aiming to reduce non-essential travel for employees across the organisation, and continue to explore new ways of working, 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 Annual Report!

Feedback

We hope you have enjoyed reading your Annual Report 2021. 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 Platinum