

Wellbeing 21

News, information and advice for Oldham residents

The winning entry in this year's Housing 21 Garden Competition under the category best communal garden which is Throstle Court, Royton.



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AROUND THE SCHEMES

This summer, Her Majesty The Queen became the first British Monarch to celebrate a Platinum Jubilee after 70 years of service and this historic event was celebrated across our schemes.

At **Lynmouth Avenue** residents had a Jubilee garden party in the communal garden at Lynmouth Avenue and Iris Street.



At **School House Flats**, the communal lounge was the venue for their Jubilee celebration.



Similarly, residents at **Victoria Gardens** got in the party mood.



Residents at **Springlees and Dunsford Courts** are also pictured enjoying their Jubilee celebrations.



There was a fantastic Jubilee party at **Violet Hill Court** with singing, dancing and lots of laughing.



Jubilee celebrations are also pictured at **Hopwood Court St Herbert's Court, Brownedge Road** and **Aster House**.

There have been a variety of other activities taking place over the last few months too.

In other events, our first cohort of learners at **Victoria Gardens** in Shaw have completed the four week **'Learn IT Together'** IT course. They learnt about the basics of turning on devices, setting up an email address, web browsing and contacting friends and family using various digital methods. The feedback on the pilot has been positive and we've now booked in lots of other dates at our other Oldham schemes. Speak to your Court Manager if you'd like a course at your court or bungalow area.



Residents at **Violet Hill Court** enjoyed a fantastic presentation from Pearson Solicitors, on the importance of having a will and lasting power of attorney in place. Residents and family members benefited from the talk and found it very interesting.

AROUND THE SCHEMES

Old Mill House

recently held its first Summer Fair since before lockdown.

Court Manager Dianne said 'I

was so proud of all my residents and their families, friends and our lovely volunteers. We raised over £700 and it was well worth all the hard work! Some of our stalls consisted of a chocolate tombola, gift tombola, garden ornaments and fancy goods to name but a few and our lovely Knit and Natter group raised over £100 selling their own handmade items. We were also visited again by the Petting



Farm which all the children loved, plus an ice cream van and various other stalls from outside traders. All in all, a good day was had by all."

At **Trinity House**, residents enjoyed pottery sessions with 'Get Up and Grow'



Whilst at **School House Flats**, Court Manager Karen Camm received flowers, chocolates and afternoon tea with residents for her 60th birthday!



At **Aster House** there were words of thanks and a gift too from resident Frank, for the extra care team there.

Violet Hill Court was also the venue for a Summer Fair, on Saturday 30th July. Court Manager Joanne said 'A big thank you, to everyone who came to the Summer Fair, it was a great day and lots of fun was had. We raised £944.00, which is amazing.



I would like to thank all the social committee members for all your hard work, as always and thank you to Phyllis, Barbara, Beryl, Lesley and



Brenda for helping. I couldn't do it without your support. Here are a few pictures from the day...p.s. I am still drying out, I think a lot of people had been practicing their throwing skills....!'

Also at **Old Mill House**, thanks go to our painting and decorating contractor Alan Wood, who has kindly offered to paint two walls in the shop and remove furniture, free of charge.

Making Space, based at Tandle View Court, offer a range of activities across our schemes including:



- **Hopwood Court, High Crompton** – every other Wednesday, from 1.30 to 3.30 p.m. 'Let's Get Quizzical' – fun reminiscence quiz!
- **Tandle View Court, Royton** – every other Tuesday, 1.00 to 2.00p.m. – arts and crafts.
- **St. Herbert's Court, Chadderton** – every Monday, 9.30 to 11.30 a.m. – carer's drop in and support group.
- **Aster House** – every other Monday, 1.30 to 3.00p.m. – arts and crafts.
- **Trinity House** – every other Monday, 1.30 to 3.00p.m. – fun quizzing

Some of the handicrafts completed by residents at Aster House.



If you would like Making Space to help with activities at your scheme, they can be contacted on **0161 633 2403**.



Valuable feedback on our Extra Care service delivery

We recently undertook our biannual residents' survey across all six **Extra Care** schemes. Before we tell you little more about it, let us give you a quick lowdown of our service...

Working alongside **Housing 21** and **Oldham Council**, we provide a care service to older people living in Oldham's six Extra Care schemes:

- **Aster House (Oldham, opposite Royal Oldham Hospital)**
- **Charles Morris House (Failsworth)**
- **Hopwood Court (Shaw)**
- **Old Mill House (Grotton)**
- **Tandle View Court (Royton)**
- **Trinity House (Coldhurst)**

Extra Care housing is designed with the needs of older people in mind. Residents living in the six aforementioned schemes have their own self-contained homes and access to on-site personal care, delivered by MioCare Services staff.

Our service is regulated by the Care Quality Commission and was last rated as 'Good' in all areas. Read the CQC's full report here

<https://www.cqc.org.uk/location/1-1546980282>

So, back to the recently completed residents' survey – we're delighted to let you know that the results were largely very positive, and we have acknowledged the areas where we can learn and improve and have actioned what we could, where we could.

A few things below that residents commonly would like to see (with our plan of action in brackets):

- More activities like quizzes, games and get togethers (--> **this is being reviewed against risk assessments so that we can lead more in-person safe, inclusive activities again**)
- More carers employed in order to get things done that little bit quicker (--> **we are working alongside Oldham Council on a new recruitment campaign and reviewing our own procedures and recruitment partners**)
- A number of residents expressed an interest in supporting the Group with recruitment – specifically in the interview process to give a resident's point of view and insight (--> **in line with the campaign mentioned above, we will be in touch with the interested residents with information about how they will be able to contribute**)

Below are just a few of our findings through this survey:

- **96% of surveyed service users told us that the care they receive from MioCare meets their everyday needs**
- **83% of surveyed service users told us that the care team provide opportunities which prevent them from feeling isolated or lonely**
- **93% of surveyed service users felt that overall, they are satisfied with the service they receive from MioCare Group**

And finally, a few comments that residents made about the care they receive from the MioCare Group:

- **“Helpful, caring, friendly and do all they can do to keep me happy.”** (Aster House resident)
- **“Staff are polite, helpful and are available to listen and talk to. The staff do not judge you.”** (Aster House resident)
- **“I am happy with the carers.”** (Charles Morris House resident)
- **“At Hopwood Court the service myself and my husband receive is very good - such teamwork!”** (Hopwood Court resident)
- **“It’s nice to feel safe and looked after, it’s given me confidence.”** (Hopwood Court resident)
- **“The carers are all excellent. Very friendly.”** (Old Mill House resident)
- **“The carers at this court are very friendly and cheer me up and when you live alone this is important.”** (Tandle View Court resident)
- **“The care staff are very understanding.”** (Tandle View Court resident)
- **“A very caring and supportive team.”** (Trinity House resident)
- **“The care we receive is exceptionally good, no complaints.”** (Trinity House resident)

It’s great to hear feedback like this, especially with the backdrop of an ongoing pandemic which has certainly meant a lot of change and challenge for our workforce. A challenge that they have risen to. Our teams, made here in Oldham, are not only skilful but are committed and made of strong stuff.

We would like to thank everyone who took part in the survey; we are really proud to support you. Your regular feedback is appreciated and so valuable in helping us shape service delivery.

As a little extra thank you, we put the names of everyone who completed the survey in a hat and drew out three – those three lucky people received a small luxury food hamper, put together by our friends at **Tandle View Court restaurant**.

**MioCare Group - “supporting people to get the most out of life”
#MadeInOldham**



Congratulations to Jean, Mike and Susan!



Annual Garden Competition 2022

Judging took place over two days in July. Altogether, we received 44 entries across five categories and our two independent judges, Chris Wood from Greenfingers and Caroline Lawson, from Veg in the Park, were very impressed by the standard of the entries and it was an extremely difficult task to choose between them. However, they had to pick one winner and one ‘highly commended’ in each category and these were as follows –

Category	Winner	Highly Commended
Best Communal Garden	Throstle Court, Royton	Violet Hill Court, Waterhead
Best Garden	Anne Thorley, Recreation Road, Recreation Road, Failsworth	Ruth Armstrong, Cypress Avenue, Chadderton
Best Pot, Box, or Hanging Basket	Eric Harvey, Covert Road, Holts Hathershaw	Kevin Wilson & Tracey, Prestwich, Iris Street,
Best Creative Expression Of Gardening	Mrs. A. Cooper, Cypress Avenue, Chadderton	Julie Ryan, Alt Lane, Alt
Best Grow Your Own Fruit or Veg	David Kynaston, Violet Hill Court, Waterhead	Royton Robbins, Tandle View Court, Royton

The winners will each receive a certificate and a £30 shopping voucher; the highly commended will also receive a certificate, plus a £20 shopping voucher.



WELCOME TO THE TEAM!

Emma Gemmell has recently been appointed as our new Neighbourhood Services Manager. Emma said “I am excited to be starting my new role as an NSM. Having worked for Housing 21 since February 2022 in a different role and seeing the great work the Court Managers and staff do, I was so pleased to be given the opportunity to work alongside the incredible staff we have on a permanent basis. I am looking forward to meeting all the residents at the schemes to introduce myself personally”

We also welcome **Sue Levy-Martin** and **Mel Duffy**. Sue is working as maternity cover for our Services Support Officer. She has worked for Great Places Housing Association for over 20 years in a variety of roles and has vast experience in tenancy management. Mel is the new Court Manager at Throstle Court, Royton. Mel has worked in the housing field for many years, most recently with Yale Housing as a Housing Officer.



Joan's Story

Joan Abell (nee Baxter), who will be 78 years of age in November, is a Housing 21 bungalow resident, from Bleasedale Street in Royton and she has an interesting life story to share with us.

Joan was born and raised on Whetstone Hill Close, Derker, the second youngest of eleven children, although she never knew three of those, because they died at an early age. Joan's Dad also passed away, from tuberculosis, when she was only one, so she has no memory of him either.

Consequently, Joan's Mum, Edie, had to bring up eight children on her own, holding down two jobs to try and make ends meet. She worked in the local chip shop at lunch times and worked behind the bar in a local pub on a couple of evenings a week – the older children having to help look after the younger ones. She also worked as a 'Knocker – Up', getting people up for work, using a long stick to tap on the upper windows!

As a child, Joan went to Derker school, leaving at 15 to go and work at Park Cake bakery. She then got another job at the carpet works at Austerland Mill, where she met her future husband, Alan. They married in 1967 and were together for 40 years, before Alan sadly passed away. They have three daughters, four grandchildren and two great grandchildren.

Joan also worked as a nursing assistant for 19 years, firstly at Strinesdale Sanatorium, before moving to the Children's Ward at Oldham Hospital. She was also a Beaver Leader at Trinity Methodists, in Royton, for 18 years!

After retirement, Joan volunteered at the Dr Kershaw's Hospice shop in Shaw for 14 years. She is a lifelong fan of Elvis and has quite a bit of memorabilia in her home! Both Joan and Alan always had a great affection for robins and on her 70th birthday, her grandson, Dan, challenged her to have a robin tattoo done on her wrist, which she proudly wears today.

Joan's eldest brother, Fred, who passed away three years ago, was a senior manager at Boundary Park Hospital, Oldham at the time of the birth of the test tube baby, Louise Brown. He was inundated with requests from around the world for photographs – which he had to fend off! Fred was also a local Labour Councillor for many years and was Mayor of Oldham County Borough Council between 1971 to 1972. Joan also has a sister, 'Ena' who emigrated to Australia many years ago, following her two sons over there. They haven't met for many years, but still keep in touch.

Fab Neighbour Awards 2022

Earlier this year, we once again ran the Fab Neighbour Awards, when you were invited to nominate a Housing 21 resident that is always helping others and deserves to be recognised for it. We received 14 nominations altogether, with 5 winners and 9 highly commended entries. The five winners received a certificate and shopping voucher. The following table lists the winners and a small selection of the comments which we received about them –

WINNERS	COMMENTS
Sandra Marsden, Victoria Street.	‘Sandra is always willing to do and help anyone and is very genuine.’ ‘Kind and caring, always there to help from shopping to walking dogs to organising community the over 50s club’.
Margaret & Ron Pearce, School House Flats.	‘Since they arrived here at School House flats, they have gone above and beyond being a good neighbour. Nothing is too much for them.’ ‘You couldn’t ask for better neighbours. They go out of their way to help others, whether it’s shopping, hospital, or just calling or phoning to check you’re OK.’
Anita Jones, School House Flats	‘Anita is very helpful to everyone and puts a lot of work in organising the activities here such as bingo nights, play your cards right and social afternoons, when a great time is had by all.’
Ray Robinson, Lido House.	‘Always there to help. Cultivated a beautiful garden for everyone to enjoy. Offers to help everybody.’ ‘I am nominating Ray for all the kind things he does for us all in Lido House. This year he will be growing tomatoes in the green house, from which we all benefit. He is a very kind and thoughtful neighbour.’
Gordon Ryder, Lido House.	‘Gordon helps every day. He delivers the free newspapers. He goes to Aldi to collect the milk, tea and coffee. He is like a caretaker here, he is kind.’ ‘From the day I moved in, he has always been there, offering help. Little things mean a lot at this age, simply the best neighbour, thank you Gordon.’



Sandra Marsden - Victoria Street



Margaret & Ron Pearce, Anita Jones
School House Flats



Ray Robinson & Gordon Ryder
Lido House

Housing 21 Annual Bowling Competition returns

Housing 21



After a two-year absence due to the Covid pandemic, the sixth annual crown green bowling competition took place on Wednesday 13th July at 1 pm at St. George's Square Bowling Club, Chadderton. A fun afternoon of bowls, with light refreshments, was enjoyed by all. We received sponsorship of £280 from our contractors for the event and thanks are due to **Dynamic FM, Frontline Northwest Electrical, AGS Tech, John Abbotts Flooring, Knowsley Lifts, Alan Wood and David Rowell Ltd.**

The top three pairings were –

- 1st Place Stewart Buckley, Violet Hill Court with Mick from Dynamic FM (contractor)
- 2nd Place Betty Hooley, St George's Square and Dave Farrell, Walton House.
- 3rd Place Asif Aslam (Housing 21) and Byron from Frontline Northwest Electrical (contractor).



Installation of Carbon Monoxide Monitors

New government regulations to improve building safety require all landlords to -

- Install at least one smoke alarm on every storey of residents' homes
- Install carbon monoxide alarms in every room, which contains a fixed combustion appliance (boiler / gas fire)

Housing 21 already has smoke and heat detection installed in all properties. We now need to meet the second requirement which is to install a **carbon monoxide detector**. We will, in the majority of homes, replace an existing heat detector with a combined heat and **carbon monoxide detector**. Where we are unable to do this, we will have to install a second detector onto the ceiling. We have appointed **Frontline Electrical** to install the detectors on our behalf and they will be making appointments directly with residents to complete the installations.

Extractor Fans

Housing 21 has installed extractor fans into kitchens and bathrooms. The purpose of the extractor fan is to remove moisture-laden air from your bathroom or kitchen to help prevent condensation, black mould and damp in your home. Most fans are linked to a light switch, so when you switch on the light to either the bathroom or kitchen your fan should activate. Some fans may be on a timed delay; we also have fans that activate when the humidity in the air reaches a certain point.

If your fan is not working correctly, your home may experience damp or condensation. We also encourage residents to open windows after a shower, or when cooking as this will also help to keep moisture levels down and prevent condensation and damp. Just avoid leaving a room with the window open for security reasons. Please do NOT switch off the fuse to the fan. If you have a part of your home that is experiencing damp or black mould, please do contact the repairs team and we will be happy to appoint an inspector to visit you.

Electric Vehicles

All new conventional petrol and diesel cars and vans are set to be banned from sale in 2030. This means that Electric Vehicle (EV) cars are becoming more popular. If you are looking into an electric vehicle and do not have a driveway, then you will need to consider the following **BEFORE** purchasing.



Currently, it is illegal to have any charging cables crossing a public highway to charge a car parked on the highway. (This a Council policy to ensure that there are no trip hazards for the general public on a public footpath). Any request for permission to install an EV charge point to your home would be rejected and you could be subject to enforcement action by the Council, please do bear this in mind before you buy. In the coming years there may be appropriate solutions to overcome this, so watch this space.

If your home does not have a driveway, then **prior to the commencement of any works**, you will need to contact Housing 21 to see if you are able to adapt your home to self-fund a driveway. This may not be possible in the majority of neighbourhoods, as it is Oldham Council's policy to keep as much communal space as possible. If you get approval in principle, then you need to do the following -

- Apply for a dropped kerb - All requests for a dropped kerb must be made via **Oldham Council** you can do this via the Council website www.oldham.gov.uk - (Roads, streets and pavements; Dropped kerbs).
- Once your application has been submitted and **approved** you must then complete a permission request form and **apply to Housing 21** to install a EV charging point, the application must be supported by the dropped kerb approval.

EV charging point - Residents must apply via a permission request to install a EV charging point **before** any work commences. Please note that if your home does have a driveway you will need to submit a permission request to Housing 21 **BEFORE** you purchase your new EV car for the installation of the new EV charge point. You will need to include the quotation and details from the EV install company.

Housing 21 **Suggestions, Comments and Complaints**

There were two complaints during the quarter. Both were repairs related; one was resolved as an informal complaint and the other was escalated to a formal stage 2 complaint. The Head of Service has responded to that complaint, and it is resolved.



How to tell us what you think about the services we provide in Oldham.

We genuinely welcome any feedback about our employees and services. In the first instance if you have feedback about our housing or care services you should contact your Court Manager.

You can write, telephone, email or speak in person to the Court Manager; there is no requirement to fill in a form.

More information on providing feedback and our complaints procedure is available by either speaking to your Court Manager or contacting the Oldham office.

Our contact details are on the back page.



COMPETITION TIME!



ENTER OUR AUTUMN QUIZ COMPETITION TO WIN A £25 ONE4ALL GIFT CARD.

Simply enter your contact details below and post your answers, to –Vince Sexton, Housing 21, Chambers Business Centre, Chapel Road, Oldham OL8 4QQ.

The closing date for entries is Friday 30th September 2022*.

NAME:

ADDRESS:

.....

TELEPHONE:

1. What is Autumn known as in North America?
2. Which English Romantic poet composed “To Autumn” after a walk near Winchester one Autumnal evening?
3. What is the missing subject in the old saying: ‘Dry your . . . in October, or you’ll always be sober’
4. Who did Autumn Kelly marry in May 2008?
5. Bonfire Night takes place every November but in which year did Guy Fawkes try to blow up Parliament?
6. And which king did Mr Fawkes try to blow up?
7. What are hedgehogs’ spines or quills made from?
8. With around 400 players participating, what are the WCC, which are held annually on the second Sunday in October in Northamptonshire?
9. In Australia, Autumn begins in which month?
10. Name the pigment which trees stop producing, thus causing leaves to lose their green colour?
11. Pheasant shooting season starts at the beginning of which month?
12. Maple, ash and sycamore trees produce seeds with which nickname, due to the way they fly through the air?
13. SAD is sometimes known as Autumnal depression, what do the initials in SAD stand for?
14. The Oktoberfest is held annually in which German city?
15. Which celebration is influenced by the Celtic autumn festival, Samhain?

**Only Housing 21 residents are able to submit entries for the competition.*

THE WINNER OF OUR SUMMER COMPETITION WAS MRS DENISE HANKIN OF IRIS STREET



Housing 21

Our contact details:

Housing 21
Units 403/404
Chambers Business Centre
Chapel Road
Oldham
OL8 4QQ

Email: OldhamEnquiries@housing21.org.uk
Customer Services Telephone: 0345 604 4447

OTHER USEFUL TELEPHONE NUMBERS:

Repairs Line (24 hours)
0800 032 1215

Oldham Council main switchboard
0161 770 3000

You can access lots of our services online at:
www.oldham.gov.uk

Council Tax
0161 770 6622
council.tax@oldham.gov.uk

Environmental Health
0161 770 2244
environmentalhealth@oldham.gov.uk

Housing Benefits and Council Tax Reduction Scheme
0161 770 6633
benefits@oldham.gov.uk

Payment line
0161 770 6611
24 hour automated payment service

Registrars
0161 770 8960

Waste and recycling
0161 770 6644
waste@oldham.gov.uk

Age UK Oldham
0161 633 0213
info@ageukoldham.org.uk

Ring & Ride
0161 652 0248 or
0845 688 4933

Dial-a-ride
0161 633 0097

Citizens Advice Bureau
0844 847 2638

Silverline
(confidential friendship support)
0800 470 8090

NHS Advice
111

Police non-emergency
101

Oldham Community Leisure
0161 207 7000

Action Together
0161 339 2345

Oldham Library
Greaves St
0161 770 8000

Making Space
Tandle View, Royton
0161 633 2403

Greater Manchester Fire & Rescue Service
Book a Safe and Well Appointment
0800 555 815
<https://www.manchesterfire.gov.uk/staying-safe/what-we-do/safe-and-well-visit>